

# LEARNER GUIDE

- NATIONAL -



## The Guide To Your Training

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# WELCOME!

Aged Care Training Services (ACTS) and Arrow Training Services (ATS) are both divisions of Century Group Pty Ltd delivering nationally recognised qualifications across Australia for over 15 years.

The journey towards the achievement of your qualification involves developing new skills and gaining a more comprehensive understanding of your chosen career. With increased skills and understanding, your contribution and confidence will grow. The certificate you are striving to gain is delivered within the Vocational Education and Training (VET) sector.

The VET sector provides training and education for specific vocational purposes. While primary and secondary schooling concentrates on generic skills and knowledge development and the university sector provides broad skills and knowledge for professional work or study, the VET sector caters for the majority of the population who need vocational skills for work and life. Vocational skills include technical knowledge and broad process skills. These are called competencies - that is, skills and knowledge applied in a work context.

## SCOPE OF REGISTRATION

Century Group Pty Ltd has a growing scope of registration offering many exciting training opportunities.

To view our current Scope, please search by our RTO number 6127 at [www.training.gov.au](http://www.training.gov.au) and then click on Scope.

## CONTACT US

### Aged Care Training Services

#### VICTORIA – Head Office

P 1300 785 802

E [info@agedcaretrainingservices.com.au](mailto:info@agedcaretrainingservices.com.au)

#### WESTERN AUSTRALIA

P 1300 785 802

E [info@agedcaretrainingservices.com.au](mailto:info@agedcaretrainingservices.com.au)

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#### VICTORIA – Head Office

P 03 8341 3000

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P 08 9444 4120

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**\*\* QLD, NSW and SA contact VIC office**

# RIGHTS AND RESPONSIBILITIES

## What are your responsibilities?

You must make every reasonable effort to:

- contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief
- comply with the rules and regulations of ACTS and ATS
- be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others
- be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules
- monitor your own progress by ensuring that assessment deadlines are observed
- utilise facilities and our publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons
- respect other learners and our staff and their right to privacy and confidentiality
- attend all scheduled training or advise your trainer if you will be absent
- advise your trainer if you are having difficulties with the tasks set or you feel you need some extra help or support

## What are our responsibilities?

In addition to anything and everything discussed in this Learner Guide, we will work closely with you to establish your needs and deliver a training program to meet these required needs.

We will ensure that you and any other parties who may be involved in the training and assessment process are engaged in the development, delivery and monitoring of the training and assessment. This means we provide training and advice to meet the needs of all stakeholders throughout the training period.

We will also ensure that you are fully informed about the training, assessment and support services to be provided, and about your rights and obligations prior to enrolling and commencing training with us.

We will also:

- Assist you to develop and deliver a training program that matches the career, job role and/or expectations you desire
- Assess the achievement of competencies including seeking your confirmation of competence, where applicable
- Provide additional learning support if required

## Change of circumstances

Please advise your trainer of the following:

- If you change your name, address or contact number
- If you are unable to attend assessment
- If you leave your employer (Traineeship)
- If your hours of work are reduced or changed (Traineeship)

## **Absenteeism**

For Public course, where you continually miss scheduled training sessions we will where applicable advise your Jobs Service Agency who may investigate the matter further.

For Traineeships, where you continually miss scheduled training sessions we are obligated to inform an Apprenticeship Field Officer who may investigate the matter further.

Specific courses may require a minimum attendance, please refer to course specific information or speak with your Trainer for more information. At all times we will endeavour to re-schedule missed appointments where possible and to maintain contact with you.

## **Extension**

If you require extra time, over and above the nominal duration of the training plan, you will need to discuss this with your employer (if applicable) and your Trainer. For traineeships, your Employer can apply for an extension via your Australian Apprenticeship Centre.

We will make all reasonable provisions, such as scheduling extra training sessions and providing extra coaching and support, to ensure you complete within the specified duration of your training plan.

## **Leaving Employment** (Traineeship)

If you leave your employment prior to completing the structured training, we will offer to continue training to you outside of the workplace so that you can achieve the specified qualification. *For learners in WA;* you will need to register with the Apprenticentre on the Out of Contract Register and there is a six (6) week period only to complete your qualification.

## **Suspension** (Traineeship)

At times it may be necessary to suspend a training contract for a specified period of time due to instances such as, but not limited to; illness, changes in work demand or extended leave. For traineeships the training contract can only be suspended with the permission of the Apprenticeship Centre. Your employer will be required to complete a form and apply for the suspension.

## **Deferral** (Public Courses)

At times it may be necessary to defer your training for a specified period of time due unforeseen circumstances, such as illness, changes in work demand or extended leave. You will be required to apply in writing to defer your training, either directly to your Trainer or via one of the below emails.

- > [info@arrowtrainingservices.com.au](mailto:info@arrowtrainingservices.com.au)
- > [info@agedcaretrainingservices.com.au](mailto:info@agedcaretrainingservices.com.au)

## **Practical Placement**

Practical Placement allows you to put all the skills and knowledge into practice through placement with a real life employer. To record your hours, duties and be signed off by your trainer you will be supplied with a Practical Placement Logbook. This will be given to you by your trainer during one of your normal sessions, including an additional information specific to your courses practical placement.

Prior to commencing your practical placement, you will be required to demonstrate a required level of skills and understanding through theory based activities. For further information on the requirements for your course, please refer to specific course information or speak with your Trainer.

## **PRE-TRAINING REVIEW / LLN ASSESSMENT**

The pre-training review gathers information on your expectations of the training program, previous experience, current competency, as well as any special needs. Identifying your individual learning needs is an important step in providing you with appropriate support.

To ensure fair and equitable training and assessment, a Language, Literacy and Numeracy (LLN) assessment is conducted for each individual learner. This is not a test, but simply a method to gather information on your LLN requirements, as well as any special needs. Identification of your individual learning needs is an important step in providing you with appropriate support and making sure we train and assess you the way that best suits YOU.

The LLN assessment will indicate whether you;

- Meet the levels required to undertake your desired qualification or,
- You do not meet the level required but you will be able to complete the program with some support or reasonable adjustment or,
- You don't meet the levels required yet and need further skills to ensure you have language, literacy and numeracy skills at a level that will be required to successfully participate in the program

The LLN is not a reflection of your ability; it is a tool to gauge whether this program style is suitable for you.

## **CREDIT TRANSFER (CT)**

We accept and provide credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where evidenced by the below:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- Authenticated VET transcripts issued by the Registrar

We will determine eligibility for Credit Transfer by mapping the unit/s covered in the already acquired Qualification or Statement of Attainment with the unit/s included in your chosen qualification. Where a direct correlation exists a Credit Transfer will be granted. This will mean that you will be exempt from completing that unit/s.

The process for applying for Credit Transfer is as simple as presenting us with your original Qualification and/or your Statement of Attainment, so that we can verify and take a copy for your learner records.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

Recognition of Prior Learning is the acknowledgment of any skills or knowledge you have obtained outside of the formal education and training system.

We look at skills or knowledge you may have obtained through life and work experience, paid or unpaid work as well as skills you may have gained through your interests and hobbies.

We take what you have accomplished throughout your life and compare it the qualification or unit/s in which you are enrolled. If we find that your current skills and knowledge cover off the required competencies, then brilliant – we will issue you your qualification. If we find that there are some gaps in your skills and knowledge you may need to complete some additional training to get you up to speed.

This means that you may not need to complete formal training and assessment for qualifications or unit/s that you have been granted RPL for, how good is that?

The beautiful thing about RPL is that:

- You won't need training for the skills and knowledge you already have, therefore the amount of formal training session you attend may be reduced
- You may be qualified quicker as the time taken to complete your qualification may be shortened
- You won't ever have to utter the words 'But I already know this' to your trainer as they will have determined what you know and can move you onto new and exciting stuff

There are rules, regulations and processes you need to follow though. Your trainer will make the final assessment decision on whether you are 'competent' or 'not yet competent' in the RPL process, so they need to make sure they have all the information they need to make an accurate assessment decision.

It's an easy process; your dedicated Trainer will conduct the formal recognition of prior learning in the same way as an assessment, involving various types of evidence collection. If RPL is granted, this reduces the amount of formal training required to complete the qualification.

Please do not hesitate to ask for assistance in the RPL process, we are more than happy to help!



## **LEARNER SUPPORT, WELFARE & GUIDANCE SERVICES**

We aim to provide all learners with a positive learning journey. We are committed to you and ensuring that you receive all the support required to enable you to develop your competence. We call our training model the “Affinity Training Model”- the learning journey continues for as long as you need it to.

If any of our learners require additional support over and above the scheduled face to face training sessions and allocated practice activities, this is provided. This support can mean extra one on one session, it could mean attending the course multiple times, allocated time with a language, literacy and numeracy specialist or simply a little extra encouragement. The learning journey for those that require extra support, learning or time, is always given.

We closely monitor the progress of each individual learner to ensure that we provide each and every learner the best chance of a positive outcome. Assistance extends during class time as well as practical placement.

In the event that a learner present with challenges that is outside of our expertise, we can refer learners to a range of services and professional bodies and associations including personal and career advisory/counselling services. These can include;

- > The Reading and Writing Hotline
- > Alcohol & other drugs services in specific to your state of training
- > Youth
- > Beyond Blue

## **ENROLMENT**

We enrol you once you have been provided with accurate and comprehensive information. Our induction and enrolment process that follows intends to provide an opportunity for both us and you to exchange information. It is our aim to place you in a confident and informed position prior to the training program unfolding.

# STATE FUNDING & INITIATIVES - VICTORIA

We all know training is important! The great news is the Victorian government agrees.

Now is the ideal time to make a start on gaining new skills, or upgrading your existing skills, to help you get the job you want.

The Victorian Training Guarantee (VTG) makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold.

There are now an unlimited number of government-subsidised training places available to people who meet the eligibility criteria.

## **Who is eligible?**

Generally, you are eligible for a government-subsidised training place if you are:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen

and are any of the following:

- under 20 years of age
- seeking to enrol in a Foundation Skills List course (and do not hold a Diploma or above qualification or are receiving core skills training in other sectors)
- seeking to enrol in VCE or VCAL
- seeking to enrol in an apprenticeship
- 20 years and older and 'upskilling' by seeking to enrol in a course at a higher level than your existing qualification

If you are enrolled at a school, you will not be able to receive a government-subsidised training place for a course through the Victorian Training Guarantee, unless you are undertaking the course as part of a School-Based Apprenticeship or Traineeship. The Government supports schools in other ways to offer vocational training to their learners, so you should discuss all your options with your school.

## **How many courses can Eligible Individuals do?**

If you have met the eligibility criteria, you are eligible under the VTG to Commence a maximum of two (2) government subsidised courses in a calendar year, two (2) government subsidised courses at the same level in your lifetime and undertake a maximum of two (2) government subsidised courses at any one time.

## Eligibility Exemptions

In some cases a learner may be eligible for an exemption to the VTG eligibility criteria, if they are undertaking training under one of the following arrangements and present the relevant Referral Form or Letter prior to enrolment:

- Asylum Seekers and Victims of Human Trafficking Initiative
- Access to the VTG for retrenched employees
- Automotive Supply Chain Training Initiative

Proxy declarations for individuals in exceptional circumstances

In absolutely exceptional circumstances where an individual is unable to provide any of the listed documents specified in the Evidence of Eligibility and Student declaration form a proxy declaration, being a signed declaration by the CEO of the RTO may be acceptable pending the approval from the Department.

## Additional Eligibility Requirements for Trainees

For those learners that will be undertaking their training as part of an approved traineeship, the additional eligibility requirements also apply;

- employed in Victoria in either a full time or part time capacity under an award or registered agreement
- undertaking an Approved Training Scheme
- a signatory to a Training Contract with their employer which is registered with the VRQA
- a signatory, jointly with the employer and the RTO, to a Training Plan; and
- involved in paid work and Structured Training, either workplace based or off-the job

## FEES & CHARGES - VICTORIA

We ensure that all learners are provided with clear information about the fees and charges relating to their course prior to enrolling.

Below are the 2016 fees and charges for learners:

Course	Fee Type	Amount
CHC43015 Certificate IV in Ageing Support	Tuition Fee	\$ 437.50
	Concession Tuition Fee	\$ 87.50
	Fee For Service	\$ 2875.00

*\*\* The learner tuition fees as published are subject to change given individual circumstances at enrolment*

### **Tuition Fee Waivers/Exemptions**

We accept tuition fee waivers/exemptions. Prior to the commencement of training we will sight and retain a copy of evidence of the learner's eligibility for audit or review purposes and to meet record keeping requirements. We report the tuition fee waiver/exemption through Vettrak in accordance with the Victorian VET Learner Statistical Collection Guidelines.

Learners from the Judy Lazarus Transition Centre will not be charged a tuition fee for enrolment into our courses. We will retain a copy of written confirmation from the management of the Judy Lazarus Transition Centre that the learner meets the requirements.

Learners required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005 will not be charged a tuition fee for enrolment into the course. We will retain a copy of written confirmation from the relevant Youth Justice Unit of the Victorian Department of Human Services that the individual meets the requirements.

### **Concession Fees**

We allow for concessions on tuition fees for eligible learners accessing a government subsidised place. The concession rate is 20% of the standard tuition fee charged to non-concession government subsidised learners in the same course.

Prior to the commencement of training we sight and retain a hard copy of all documentation demonstrating the learner's eligibility for the concession fee granted for audit or review purposes and to meet record keeping requirements. We report the concession tuition fee through Vettrak in accordance with the Victorian VET Learner Statistical Collection Guidelines.

Where a learner was previously eligible for concession fee and becomes ineligible before the completion of the hours for which tuition fees have been paid, this will not affect the tuition fees payable for the enrolment.

For enrolments in courses at the Certificate IV level and below, we will charge the concession fee to an individual who, prior to the commencement of training, holds a current and valid:

- a) Health Care Card issued by the Commonwealth; **or**
- b) Pensioner Concession Card; **or**
- c) Veteran's Gold Card; **or**
- d) an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines

The concession provided above for a) or b) also applies to a dependant spouse or dependant child of a card holder.

For learners that self-identify as being of Aboriginal or Torres Strait Islander descent will be charged the concession fee. We will retain a copy of the enrolment form where the learner has self-identified as evidence. We will report the learner as such through the "Indigenous Learner Identifier" field in Vettrak.

Where a learner has also been referred as a Job Seekers with a standard Job Seeker Referral Form; we will retain a copy of the original Job Seeker Referral Form and return the original to the individual. On enrolment, a copy of this form will also be returned by us to the Job Seeker's referring agency.

Where prior agreement has been obtained from the referring agency, we will invoice the referring agency directly for the portion of the tuition fee not covered by the referred Job Seeker.

### **Fees Paid in Advance**

We do not accept payment from prospective or current learners in excess of \$1500.00 for any fees and charges relating to our courses.

### **Deposits – Public Courses**

There is a \$87.50 deposit that must be paid to secure your place in a course. The deposit is subtracted from the tuition fee.

### **Recognition of Prior Learning**

There is a \$250.00 application fee that covers initial assessment of RPL requirements. Further assessment (if applicable) will be charged at \$60.00 per hour. Please note that approval from the individual will be sought prior to commencing any further RPL assessment.

## **REFUNDS**

We will grant a refund for the below circumstances:

- > Where our RTO cancels a course, a full refund will apply (including deposit)
- > Where an individual withdraws from a course (applicable to ineligible learners only);
  - A full refund of the fee will apply for any unit that the individual has yet to commence training
  - A 50% refund will apply for any unit that the individual has commenced but not completed. Refunds are based on the number of units in the training plan
- > If an individual has paid a fee for which is no longer required because of credit transfers, we will refund an amount equal to the difference between the fee paid and the fee payable based on the number of units to be undertaken
- > Where our RTO ceases operation, a full refund will apply (including deposit)

# STATE FUNDING & INITIATIVES - WESTERN AUSTRALIA

Future Skills WA have a broad range of government subsidised places in various courses in Western Australia. It's a new way to ensure more people are better equipped with the skills WA needs.

Future Skills WA offer government subsidised places to **apprenticeship or traineeship** learner. This is an important way for learners to gain practical, hands on training whilst being employed in the industry. These qualifications can open up a range of career opportunities.

Learners seeking industry training outside the State priority courses, Future Skills WA will continue to subsidise courses for many other important industry qualifications. These are called **general industry training (GIT)** courses.

This recognises the benefits training brings to learners, to industry and to the State as a whole.

The main difference between State priority courses and general industry training courses is that learners are not guaranteed a place in general industry training courses. They are also subject to different fees and subsidy levels.

Future Skills WA will guarantee eligible learners a subsidised training place in State priority courses. It's a new way to ensure more people are better equipped with the skills WA needs. Funding is available for more than 600 training courses under the **Priority Industry Training (PIT)** program.

## Who is eligible?

You are eligible for a training place if you have left school and you are:

- > an Australian citizen; or
- > a permanent visa holder; or
- > a holder of visa subclass 309, 310, 820, 826 or 851; or
- > a dependent or spouse of the primary holder of a visa subclass 457; **and**
- > must be at least 15 years old (in 2015, these learners will be born on or after 1 July 1997); **and**
- > If under 18 years of age, must have a Department of Education (DoE) Notice of Arrangement (please contact us for further information regarding this requirement)

## How many courses can an eligible individual do?

Learners in all equity groups, but not jobseekers; may on completion of one qualification; enrol in a second qualification at the same or a higher level. Learners who fail to complete one qualification may enrol in a second qualification with the prior approval from our RTO.



## FEES & CHARGES – WESTERN AUSTRALIA

We ensure that all learners are provided with clear information about the fees and charges relating to their course prior to enrolling.

Below are the 2016 tuition fees for learners undertaking training under the funding

### Apprenticeship / Traineeship:

Course	Enrolment	Fee Rate	Tuition
TLI31610 Certificate III in Warehousing Operation	Non-Concession	\$ 3.21	\$ 1879.20
	Concession	\$ 1.61	\$ 933.80
	Fee for Service	-	\$ 3500.00

*The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student services and resource fees*

Below are the 2016 tuition fees for learners undertaking training under the funding

### General Industry Training (GIT):

Course	Enrolment	Fee Rate	Tuition
TLI31610 Certificate III in Warehousing Operation	Non-Concession	\$ 4.84	\$ 2807.20
	Concession	\$ 2.42	\$ 1403.60
	Fee for Service	-	\$ 3500.00

*The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student services and resource fees*

Below are the 2016 tuition fees for learners undertaking training under the funding

### Priority Industry Training (PIT):

Course	Enrolment	Fee Rate	Tuition
CHC43015 Certificate IV in Ageing Support	Non-Concession	\$ 3.21	\$ 2,728.50
	Concession	\$ 1.61	\$ 1,368.50
	Fee for Service	-	\$ 5,100.00

*The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student services and resource fees*

For the above tuition fee schedules, the below applies:

- > For Diploma and Advanced Diploma qualifications, the maximum course fee chargeable in 2016 is \$7,780. This maximum applies per course in 2016.
- > From 1 January 2016, Existing Worker Trainees at any qualification level will be charged at the \$5.73 fee rate and will not be eligible for fee concessions. Existing Worker Trainees who are enrolled in a Certificate IV level qualification or below whose training contract was received by the Department of Training and Workforce Development's Apprenticeship Office on or before 30 September 2015 will be eligible for fee maintenance. Under these fee maintenance arrangements, these Existing Worker Trainees will be charged the fee rates applicable to the Traineeship rate in 2016 only.
- > For secondary school aged persons not enrolled at school, the maximum course fee chargeable in 2016 is \$415. The maximum is the total fee for all courses the student is enrolled in. For these students, course fees for courses that are below Diploma level are calculated at the concessional rate of 50% until the student reaches the fee cap. The Diploma and Advanced Diploma course fee maximum does not apply to these students.

## **Specific Fees & Charges**

We do not charge any additional fees and charges relating to;

- > Goods and Services
- > Resource Fees
- > Other Fees

## **Concessions**

The below learners are entitled to the concession rate on course fees:

- a) Persons and dependants of persons holding;
  - i. A Pensioner Concession Card
  - ii. A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs
  - iii. A Health Care Card
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY
- c) Persons and dependants of persons in receipt of the Youth Allowance
- d) Persons who are inmates of a custodial institution
- e) Secondary school aged persons. In 2016, these learners will be born on or after 1 July 1998 and must be at least 15 years old

Proof of eligibility for concession must be demonstrated prior to the commencement of the unit. We will sight and retain a copy of evidence to support concession rate. If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced prior to the expiry of the concession attract the concession rate.

## **Payment of Fees**

Enrolment is not complete until fees and charges have been paid, deferred with a payment arrangement or waived. The below options are offered on enrolment to learners;

- a) pay the full amount of fees and charges
- b) present a signed authority from an employer to invoice that employer for the learner's fees and charges
- c) pay fee by instalment / payment plan
- d) the acceptance by the provider of the learner's intent to defer payment and their eligibility to do so under the Commonwealth Government's VET FEE-HELP program
- e) pay part of the full amount of fees and charges and defer payment of the other part under the Commonwealth Government's VET FEE-HELP program
- f) make application on the grounds of severe financial hardship for fees and charges to be waived

Learners who fail to take up one of the above options will not be enrolled.

## **Pay By Instalment / Payment Plan**

Learners are offered the option to pay their course fees in instalments via a payment plan that is mutually agreed upon prior to enrolment. Learners are given a minimum of 8 weeks from the commencement of the unit to finalise payment. Where a learner may fall behind in their payments, we will not enrol them into additional units unless appropriate arrangements have been mutually agreed upon to pay the outstanding fees.

## **Waiving of Charges / Fee Waivers**

Learners may apply to have their fees and charges waived if they are in severe financial hardship. The below must be lodged prior to enrolment to be considered:

- > Fee Waiver Application Form
- > All supporting documents

The decision to waiver the fee will be at the discretion of Management based on the submission and evidence provided by the individual learner. Learners will be advised of the decision outcome within one (1) week of submission.

## **REFUNDS**

Learners must advise in writing of their intention to withdraw from training. This is necessary to ensure they are eligible for refunds. Requests for refunds must be lodged within two weeks of the official withdrawal date. Advice will be accepted in the form of the below:

- Withdrawal Form (traineeship only)
- Letter from the Employer (traineeship only)
- Back on Track Form
- Email
- Verbal conversation documented on Monthly Contact Note

Learners who withdraw are entitled to a full refund of fees and charges where:

- > a course/qualification or unit is cancelled or rescheduled to a time unsuitable to the learner
- > a learner is not given a place due to maximum number of places being reached

The State Manager can approve a full refund of fees at any time during delivery, if a class is cancelled because of declining learner numbers, no available trainer or due to other circumstances caused by our RTO.

Learners who withdraw for reasons other than those outlined above, and who lodge a withdrawal form before 20% of the way between the commencement and completion dates for the unit will be eligible for a full refund of the course fee for the unit.

The State Manager may approve a pro-rata refund of fees and charges at any time during the course of delivery if a learner withdraws for reasons of personal circumstances beyond their control. For example:

- > serious illness resulting in extended absence from classes
- > injury or disability that prevents the learner from completing their program of study
- > other exceptional reasons at the discretion of our RTO

In all cases, relevant documentary evidence (for example, medical certificate) is required.

## WITHDRAW

In the unlikely event that you need to withdraw from your program, please email your Trainer or one of the below emails:

**Aged Care Training Services**      info@agedcaretrainingservices.com.au

**Arrow Training Services**      info@arrowtrainingservices.com.au

Be sure to include the following details;

- Your full name
- Best contact number
- Course Name and Location
- Date of withdrawal
- Brief reason as to why you are withdrawing from the program

## ISSUING YOUR CERTIFICATION

Once you have successfully completed all of the assessment requirements for your program, you will be issued with a Certificate.

If you only partially complete your program then you will be awarded with a Statement of Attainment; which only outlines the unit/s of competency that you have successfully completed.

### When can I expect to receive my certification?

All certificates will be issued by us within 21 calendar days of you successfully completing your training program, given the below requirements have been met;

- All units have been successfully completed and assessed as competent; AND
- All tuition fees have been paid in full; AND
- You have a verified USI

All statements of attainment will be issued by us within 21 calendar days of you withdrawing from your training program, given the below requirements have been met;

- All tuition fees have been paid in full; AND
- You have a verified USI

### What if I need my certification reissued?

We are happy to issue a Certificate or Statement of Attainment (SOA) upon request at no additional cost, should you have misplaced your original or require another copy.

Please contact:

**Aged Care Training Services**      info@agedcaretrainingservices.com.au      (03) 8341 3000

**Arrow Training Services**      info@arrowtrainingservices.com.au

Ensure the below details are included to confirm your identity;

- Full Name
- Date of Birth
- Contact Number
- Qualification you studied
- Year of Completion
- Current Address; so that a copy can be issued

## UNIQUE LEARNER IDENTIFIER

The Unique Learner Identifier (USI) scheme, enabled by the Learner Identifiers Act 2014, allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and RTOs.

We will ensure that;

- We verify with the Registrar, a Learner Identifier provided to us by a learner before using that Learner Identifier for any purpose
- We will only issue a qualification or statement of attainment to a learner that has a verified Learner Identifier
- Where a learner does not have a Learner Identifier, we will seek approval to apply for a USI on behalf of the learner
- Where an exemption applies, we will inform the learner prior to either the completion of the enrolment or commencement of training and assessment (whichever occurs first), that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar
- The security of Learner Identifiers and all related documentation under our control are upheld

For more information about the Learner Identifier scheme please visit <http://www.usi.gov.au/Learners/Pages/default.aspx>

## VICTORIAN LEARNER NUMBER

*(Applicable in Victoria ONLY)*

The VSN is a learner identification number that is assigned by the Department of Education and Early Childhood Development to all learners in government and non-government schools, and learners in Vocational Education and Training institutions.

The number will remain with the learner throughout his or her education, until reaching the age of 24. The VSN is nine digits long, randomly assigned, and tied to identifying information about the learner (name, gender and date of birth).

For learners that do not hold a VSN, we will apply for one on your behalf. You will need to complete the required section of your Enrolment Form. You will be required to supply this number when accessing any training within Victoria.

# COMPLAINTS AND APPEALS

You may find a time when you don't agree with an assessment decision, the way training has been conducted or an aspect of our business.

You may wish to lodge a complaint or appeal a decision and that's OK! We are here to help support you through this process and improve our business.

We take the stance that complaints and appeals gives us the opportunity to enhance and improve the quality of our services. Therefore we welcome and encourage feedback from our learners, employers, the community, stakeholders, contractors and our staff.

- We will treat your complaint or appeal in a fair, constructive and timely manner
- We will handle your complaint or appeal professionally and confidentially
- We will attempt to satisfies all parties with a resolution to a complaint or appeal

## **What is a complaint?**

A complaint is an expression of dissatisfaction with an action, product or service provided by us. Complaints may be received from students, employers, members' of the community, stakeholders, contractors or our staff.

## **What is an appeal?**

An appeal is where a student, employer, member of the community, stakeholder, contractor or a staff member may dispute a decision made by us. The decision in question may be an assessment decision or may be about any other aspect relating to our operations.



## How do I lodge a complaint?

### Step 1 – Let's Talk

If you have any concerns or are dissatisfied with us in anyway, please talk directly to your Trainer or any staff member from our team.

In the event you would like to speak with someone other than your Trainer, please call our office and speak with the **Brand Ambassador**. Our Brand Ambassador would love the opportunity to resolve any issues you may have.

**Phone: 03 8341 3000**

If you would like to make a formal complaint, please proceed to **Step 2**



### Step 2 – Lodging a Formal Complaint

To make a formal complaint in writing either complete, the **Complaints and Appeals Submission Form** attached or send us an email or letter attention to our Brand Ambassador.

- > **Via email:** info@agedcaretrainingservices.com.au  
info@arrowtrainingservices.com.au
- > **Via post:** 184 Rathdowne Street, Carlton VIC 3053

The below details should be included with your submission:

- > Your full name, address and contact details; including mobile and email
- > What qualification you are studying
- > Details of the complaint; what are the circumstances surrounding the issue
- > Person or persons involved; witnesses that could support your case



### Step 3 – Formal Complaint Received

Our Brand Ambassador will record your complaint on the Complaints and Appeals Register upon receipt. A **Complaints Acknowledgement** letter will be sent within 7 days to advise you of our receipt of the complaint.

#### Step 4 – Investigating the Complaint

Our Brand Ambassador will investigate the complaint, examine evidence received and schedule meetings with required parties where necessary. We strive to resolve all complaints **within 21 days** of receipt. If a meeting with the complainant is required, we will ensure the below:

- > Will be offered to bring a support person
- > Minutes of the meeting will be documented
- > Where the complainant is unavailable to attend a meeting, we will conduct a phone conference
- > Where the complainant declines to attend a meeting, a formal response will be decided in their absence

Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaints process.



#### Step 5 – Formal Complaint Outcome

Once a decision has been reached, our Brand Ambassador will inform all parties of any decisions or outcomes that are concluded **within 7 days** of the final decision.

This will be in writing via the **Complaints Outcome** letter. Within the notification letter the complainant will be advised:

- > The reason for the outcome decision
- > The right to appeal the outcome



#### Step 6 – Closing the Complaint

The Brand Ambassador will update and close the complaint in the **Complaints and Appeals Register**. All correspondence and evidence obtained will be securely filed into the individual complaint folder.

The following documents should be included:

- > Copy of the Complaint Submission Form or written application
- > Copy of the Complaints Acknowledgement letter
- > All evidence and correspondence
- > Meeting minutes
- > Copy of the Complaints Outcome Letter

## How do I lodge an appeal?

### Step 1 – Lodging an Appeal

To make a formal appeal either complete, the **Complaints and Appeals Submission Form** attached or send us an email or letter, attention to our Brand Ambassador.

Via email:      info@agedcaretrainingservices.com.au  
                    info@arrowtrainingservices.com.au

Via post:        184 Rathdowne Street, Carlton VIC 3053

The below details should be included with your submission:

- > Your full name, address and contact details
- > What course you are enrolled in and the course location
- > Details of the appeal; what are the circumstances



### Step 2 – Formal Appeal Received

Our Brand Ambassador will record your appeal on the Complaints and Appeals Register upon receipt. An **Appeals Acknowledgement** letter will be sent within 7 days to advise you of our receipt of the appeal.



### Step 3 – Investigating the Appeal

Our Brand Ambassador will identify the nature of the appeal and select the appropriate course of action from below. We strive to resolve all appeals **within 21 days** of receipt.

**If an appeal is in respect to an assessment**, an independent third party assessor will conduct a reassessment. The appellant will be given the opportunity to formally present his/her case.

**If the appeal is in respect to disputing a complaint outcome** other than an assessment, then the appeal will be scheduled to be heard by an independent person or panel – providing the appellant with the opportunity to formally present his/her case.



#### **Step 4 – Formal Appeal Outcome**

Once a decision has been reached, our Brand Ambassador will inform all parties of any decisions or outcomes that are concluded **within 7 days** of the final decision. This will be provided in writing via the **Appeals Outcome** letter.

Where an appeal is found to be sustained, we will take whatever action is needed to ensure that the issues regarding the complaint/appeal are addressed so that it does not reoccur – part of the continuous improvement process. Such action may include counselling of employees or contractors, where necessary.



#### **Step 5 – Closing the Appeal**

The Brand Ambassador will update and close the appeal in the **Complaints and Appeals Register**. All correspondence and evidence obtained will be securely filed into the individual appeal folder.

The following documents should be included:

- > Copy of the Appeal Submission Form or written application
- > Copy of the Appeals Acknowledgement letter
- > All evidence and correspondence
- > Meeting minutes
- > Copy of the Appeals Outcome Letter

## Complaints and Appeals Submission Form

<b>Submitting:</b>	Complaint <input type="checkbox"/> Appeal <input type="checkbox"/>		
<b>Submission Date:</b>		<b>Evidence Attached:</b>	YES <input type="checkbox"/> NO <input type="checkbox"/>
<b>Full Name</b>			
<b>Contact Number:</b>		<b>Email Address:</b>	
<b>Current Address:</b>			
<b>Course Studying:</b>		<b>Course Location:</b>	
<b>Preferred Contact Method:</b>	Phone <input type="checkbox"/>		Email <input type="checkbox"/>

Please outline the details of your complaint or appeal:

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Please list the person or persons involved (including witnesses to support the case):

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Please submit this form attention **Brand Ambassador** using one of the below methods:

- > Via email:      info@agedcaretrainingservices.com.au  
                         info@arrowtrainingservices.com.au
- > Via post:        184 Rathdowne Street, Carlton VIC 3053

If you would like to discuss your complaint or appeal, please contact our Brand Ambassador on **03 8341 3000**.

## CHANGE IN SERVICES

From time to time there may be a need for us to advise you of changes to services we have agreed to provide that may affect your experience. We will ensure that you are advised as soon as practicable. Below are some examples:

- > A change in ownership of our RTO
- > Any changes to, or new third party arrangements we put in place for the delivery of services to you

## PLAGIARISM AND CHEATING

Plagiarism and cheating involves using the work of another person and presenting it as your own. Any of the following acts constitutes plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged;

- Copying out part(s) of any document or audio-visual material (including computer based material)
- Using or extracting another person's concepts, experimental results, or conclusions
- Summarising another person's work
- An assignment where there was collaborative preparatory work, submitting substantially the same final version of any material as another learner

If one of our staff members suspects that you are plagiarising or cheating, they are required to report this to the General Manager immediately. After discussion, if the General Manager agrees that the case warrants more than a warning, then you will be informed in writing of the nature of the act and you will be given an opportunity to respond in writing.

Depending on your written response, the General Manager will decide whether the case of plagiarism or cheating is evident and whether any penalty needs to be issued to you. If you are found to have plagiarised or cheated, you may be required to:

1. Re-complete and re-submit the assessment
2. If your second submission is still found to contain plagiarism or evidence of cheating, then you will be withdrawn from the training program immediately

If you are not satisfied with the final outcome, you have the right to appeal the decision by following the complaints and appeals procedure as outlined in this guide.

We treat plagiarism and cheating as a serious matter and disciplinary action will be enforced if you are found to have plagiarised or cheated upon submission of your assessment/s.



# LEARNER BEHAVIOUR AND DISCIPLINE

We are committed to excellence in training, education and learning. Our aim is to provide quality learning and for every learner to have an equal opportunity to learn in a supportive and encouraging environment.

We consider the following to be very important:

- Respecting each other's needs
- A safe learning environment
- Equal rights for all learners regardless of gender, race, culture, age, religion, or ability
- Response to any reasonable instruction from member of staff
- Submitting your own, original work for all evidence provided to be used for assessment decision

We therefore do not allow:

- Learners under the influence of drugs and/or alcohol
- Offensive language
- Inappropriate use of electronic equipment
- Inappropriate use of internet and social media
- Assault
- Criminal activity
- Harassment
- Cheating or plagiarism
- Damage to property

Where a learner does not comply with the learner behaviour policy, we will ensure the inappropriate behaviour is dealt with in line with our policy. In the first instance, we may:

- Organise a discussion with the relevant learner and Business Angel about the inappropriate behaviour/performance
- Provide a verbal warning on the inappropriate behaviour/performance
- Develop an action plan/agreement that notes the behaviour and plan to eliminate the behaviour
- Any serious misconduct/behaviour will result in a learner being automatically expelled from the program

## **FAIR TREATMENT AND EQUAL BENEFITS AND OPPORTUNITY**

We support the concept of equal opportunity and is committed to providing all staff, learners and potential learners with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination. We will ensure that all learners and potential learners are treated fairly at all times.

When it comes to learner selection we have an open, fair and transparent procedure, based on merit for making decisions about:

- the selection, from among Potential Learners; and
- the treatment of Learners

Potential Learners seeking to enrol in a VET unit of study with us, regardless of their background, circumstances or eligibility for funding will be assessed for entry to study through the same published entry requirements and through the same process.

The above undertakings do not prevent us taking into account, in making decisions about the selection and treatment of Learners or Potential Learners, educational disadvantages that a particular Learner or Potential Learner has experienced or the fact that the Learner or Potential Learner may be enrolled via a VET restricted access arrangement.

Applicants for our diploma program are required to demonstrate appropriate language, literacy and numeracy to be able to successfully undertake the course.

Applications can be made by completing the Enrolment Application Pack, which includes the Pre-training Review and LLN Assessment. The Enrolment Angel assesses the application against the published entry requirements. Where the application is not complete or if further information is required to make an assessment of whether the applicant has met the published entry requirements, the applicant will be contacted and given the opportunity to provide further information during their Admissions Interview.

Applicants who do not meet the published entry requirements will be notified in writing of the reasons for non-acceptance. Unsuccessful applicants will be advised of their right to appeal the decision and how to access the appeals process.

Applicants who meet the published entry requirements will be sent an Acceptance letter confirming their place in their chosen course.

# PRIVACY AND PERSONAL INFORMATION

We comply with the requirements, principles and policies as set out in the Privacy Act 1988 in relation to the collection of information relating to our Learners.

Personal information will not be collected unless:

- the information is collected for a purpose directly related to Learners; and
- the collection of the information is necessary for or directly related to that purpose

Personal information will not be collected by unlawful or unfair means. Where personal information is collected for inclusion in a record or in a generally available publication we will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the Learner concerned is generally aware of:

- the purpose for which the information is being collected;
- if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
- with whom the information may be shared (such as the Australian Government or the Tuition Assurance Scheme Provider)

Where we solicit and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

- the information collected is relevant to that purpose and is up to date and complete; and
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the Learner

We will ensure that a Learner's personal information is protected by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse.

We will ensure that if it is necessary for a Learner's personal information to be given to a person in connection with the provision of a service to our RTO, everything reasonably within our power will be done to prevent unauthorised use or disclosure of that personal information.

We will maintain a record setting out:

- the nature of the records of personal information kept by WTA
- the purpose for which each type of record is kept
- the classes of individuals about whom records are kept
- the period for which each type of record is kept
- the persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access
- the steps that should be taken by persons wishing to obtain access to that information

We will not use a Learner's personal information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be

used, the information is accurate, up to date and complete. We will not use a Learner's personal information except for a purpose to which the information is relevant.

We allow Learners to apply for and receive a copy of their personal information or records that we hold in relation to that Learner. There is no additional cost for learners to access their record. If you would like to do so, please email our office at or call and we will be more than happy to assist you.

Where a learner considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

We will not disclose a Learner's personal information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency
- the individual concerned has consented to the disclosure
- WTA believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the learner or of another person
- the disclosure is required or authorised by or under law
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, we shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person.

## **LEARNER SURVEYS**

During your program with us you may receive a survey from the National Centre for Vocational Education and Research (NCVER) and /or interview to participate in a Department endorsed project and/or contacted by the Department (or authorised persons) for audit purposes. These surveys and correspondence are used to gather important data and provide a picture of employment and further study outcomes following training, as well as what learners thought about their training experience.

We also collect Quality Indicator Surveys from our learners regarding their experience with our programs. If you wish to view a copy of our survey results you can access these on our website.

## **COMPETENCY BASED ASSESSMENT**

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards.

Being competent simply means demonstrating that you have the knowledge, skill and attitude to perform a job to the required standard. The way you demonstrate your competence is via the collection of evidence.

The Training Package for Assessment and Workplace Training defines evidence as;

***'...information gathered which, when matched against the performance criteria, provides proof of competence. Evidence can take many forms and be gathered from a number of sources.'***

We have developed a variety of assessment tools and tasks, which help to gather evidence relevant to the units of competency, included in your training program and ensure judgements of competency, are fair and consistent. Examples of evidence below;

### **Observation**

In many of the units, your Trainer will be able to gather evidence of your competence by observing you completing tasks. Your Trainer will have an 'observation checklist' and will judge your performance against this checklist as you are observed. Don't worry you will be provided with a copy of the checklist prior to being assessed and will have plenty of time to practice.

### **Oral Questioning**

Oral questioning is where your Trainer will be asking you a number of questions directly related to the unit of competency you are being assessed on. You will be advised during the commencement of training that oral questioning will be part of your assessment for that particular unit. This will give you ample time to prepare yourself.

### **Work Sample**

A work sample refers to a document you have developed for your workplace or a document you use and complete in the workplace that relates to the unit of competency you are being assessed on. A work sample does not relate to a document that someone has created and you do not know how to use. You must be able to complete the document and explain the purpose of the document to your Trainer. For example, you may be asked to give the work sample to your Trainer, complete it in response to a 'mock situation' and explain its purpose.

## **Written Work**

Written work can take many forms, for example, written questions, drawing pictures, diagrams and graphs. For each of the units of competency you will be provided with a workbook which will contain much of the written work. For each written activity you will be provided with instructions so that you can successfully complete each activity.

To be assessed as satisfactory for written responses in assessment activities, each question must be answered correctly. Each question must be answered providing a full description of the task or action required.

## **Project/Case Studies**

Projects and Case studies are commonly used to assess you in many different areas in the one assessment task. Projects are generally explained at the end of the workbook and require you to engage in some research and then write a report on your findings. Case studies are often found throughout your workbook, and also require you to respond in written form. Your Trainer will collect both the projects and case study answers as evidence of your competence.

## **Structured Demonstration**

Here you will be instructed to demonstrate to your Trainer a particular task or skill relating to the unit that is being assessed. For example, your Trainer may ask you to demonstrate the correct procedures for lifting a heavy and/or bulky item. Your Trainer will be using a 'structured demonstration performance checklist' to assess you. You will be assessed against the checklist and will be provided with a copy of the checklist prior to your assessment so that you can prepare.

## **Third Party Report**

Your Trainer may also gather evidence of your competence in the form of a Third Party Report (if required for your course). This means a report/checklist will be provided to a Third Party, generally a workplace Supervisor for comment. For example, a Third Party Report may be provided to your supervisor in relation to personal presentation and grooming where your supervisor will be required to comment on your performance in this area.



## WHO MAKES THE ASSESSMENT DECISION?

Once the evidence has been collected and you feel you are ready to be assessed, your Trainer will assess you as 'Competent' or 'Not Yet Competent'. Where you are undertaking a traineeship, your assessor will consult with your employer about your competency in each unit to ensure that you are consistently demonstrating knowledge and skills to the required level in the workplace. Your employer will be involved in the joint assessment decision for each unit of competency.

Our Trainers have qualifications in assessment and training and many years of industry experience in the fields they are delivering. Our trainers are responsible for making the final assessment decision for each unit of competency.

If you are assessed as 'Not Yet Competent' this may mean that not enough evidence has been provided to support your competence or that you require additional learning, training and competency development. Between yourself, your employer (if applicable) and your trainer, the options for you to become 'Competent' will be negotiated. These options may include:

- > Re-assessment
- > Submitting further evidence
- > Undertaking further training and competency development activities and being re-assessed at a later date

Our guarantee to you is that we will give you ample opportunities for training. We will allow you up to 5 opportunities for reassessment. We will not charge you for reassessment. We will never give up on you.

## FEEDBACK

Throughout the assessment process you will be provided with ongoing verbal feedback and encouragement with regard to your performance. Upon completion of a unit assessment you will be advised of the assessment outcome and will be either assessed as being 'Competent' or 'Not Yet Competent'. In addition to being provided with your outcome verbally, your outcomes will be documented on an Assessment Report. This Assessment Report and the outcome recorded on the report are validated by both you and your employer (if applicable).

Feedback is not only provided to you at the completion of a unit assessment, but also verbally throughout the entire course of your training program. As you continue to develop and acquire skills your Trainer will provide you with ongoing feedback and encouragement.

# TRAINING DELIVERY MODES

There are a number of delivery methods used to deliver training. Your training program will use one or many of these methods. The training delivery modes are explained below:

## **Off-the-job**

Training occurs at a time other than during your working hours and a place convenient for all participants. Off-the-job training commonly involves a group of participants who attend training regularly where the trainer moderates the learning pace.

## **On-the-job**

Training occurs in the workplace and involves real workplace situations. Your trainer will use learning activities such as practical demonstration of skills and role-plays to assist you in your learning. On-the-job training provides participants with interaction and problem solving opportunities.

## **One-on-one**

One-on-one training involves the trainer instructing the participant in their learning. One-on-one training may include a number of methods to assist learning such as written work, case studies and practical demonstrations.

## **Group training sessions**

This type of training requires participants to meet as a group at a scheduled time and location. Participants will be guided through the training session by the trainer and will engage in activities such as role-plays, group discussions and brainstorming exercises.

## **On-line**

On-line training delivery requires the participant to use e-mail and the Internet to access resources and information. The trainer will instruct the participant in using websites relevant to the particular unit of competency.

## **Self-paced learning**

This type of training involves the trainer providing the participant with learning materials such as workbooks, reading materials, and other learning resources. The participant will use these resources to pace their learning in each of the units of competency.

# MISCONDUCT AND DISCIPLINARY ARRANGEMENTS

All decisions to discipline or suspend a learner for misconduct or serious misconduct will be made following our policy.

**Misconduct** means wilful conduct by a learner which is unsatisfactory.

**Serious misconduct** means serious misbehaviour of a kind which constitutes a serious impediment to the carrying out of a learner's responsibilities.

Examples of serious misconduct include:

- Theft
- Fraud
- Assault
- Serious harassment; including sexual harassment
- Learners under the influence of drugs and/or alcohol
- Criminal activity
- Weapons
- Damage to property

Any serious misconduct (as listed above) will result in a learner automatically being expelled.

## ACCESS AND EQUITY

We promote the principles of access and equity through all components of training and assessment services. We have a strong emphasis in ensuring that reasonable adjustment is provided to learner who are disadvantaged or require additional assistance. Assistance can be through counselling or provided with additional support from the trainer throughout the course. We can provide different options to suit your needs and requirements.

We are committed to ensuring no matter what background you come from, you will be assisted to the best of our ability and treated equal throughout all phases of your training.

All our staff and trainers are required to comply with the access and equity requirements at all times.

We are always interested in receiving feedback of how we can better improve so if you have any suggestion as to how we can improve our performance with respect to access and equity, or if you would like further information regarding the access and equity principles, please contact the Quality Manager on 1300 769 989.

## REGULATORY AUTHORITIES

From the 1 July 2011, our regulatory body for Vocational Education and Training (VET) is the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011. Further details are available at the ASQA website: [www.asqa.gov.au](http://www.asqa.gov.au)

## LEGISLATION

We are required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that we have compliance responsibilities to. They also represent obligations to you as a learner whilst training with us.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour. Copies of State and Federal legislation are provided in the links next to State or Commonwealth.

### Commonwealth Legislation

[www.comlaw.gov.au](http://www.comlaw.gov.au)

- National Vocational Education and Training Regulator Act 2011
- Learner Identifiers Act 2014
- Work Health and Safety Act. 2011
- Age Discrimination Act 2004 (Cwth)
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Fair Work Act 2009
- Copyright Act 1968

### Victorian Legislation

[http://www.austlii.edu.au/au/legis/vic/consol\\_act/](http://www.austlii.edu.au/au/legis/vic/consol_act/)

- Education and Training Reform Act 2006
- Occupational Health and Safety Act 2004
- Accident Compensation (Workcover Insurance) Act 1993
- Disability Act 2006
- Fair Trading Act 1999
- Working With Children Act 2005
- Charter of Human Rights and Responsibilities Act 2006 (VIC)

## OPEN DOOR POLICY

It is impossible for you or us to foresee every potential issue that may arise in training. Our aim is to create a supportive environment of trust, encouraging disclosure of issues and being prepared to discuss options for training.

You can approach us at any time during training to continue working together towards a positive training outcome or to express any difficulties you are experiencing. If you are not comfortable approaching your trainer, please phone our office and speak with one of our staff.