National Employer Guide

The Guide To Your Training

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Welcome!

We are the Registered Training Organisation (RTO No 6127) that will be delivering your employee's training program. We are here to provide you and your employee with all the support required to help your employee achieve their qualification.

The journey towards the achievement of your employee's qualification involves developing new skills and gaining a more comprehensive understanding of your employee's chosen career or job role. With increased skills and understanding, your employee's contribution and confidence will grow. The certificate you are providing to your employee 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.

Rights and Responsibilities

What are your responsibilities?

As an employer of a student there are certain obligations which need to be meet, these include:

- ensure a training contract is signed by the parties before the end of the probationary period
- participate in the negotiation of a training plan with the trainee and us
- participate in the validation of learning material to ensure it is customised to suit the needs of the workplace
- pay the wages and provide the entitlements specified in the relevant industrial relations instrument
- providing the facilities, range of work, supervision and training required under the training plan
- explain clearly to the student the way they are to be involved in the business and the way in which the performance of their set tasks builds their knowledge and ability to eventually perform as fully qualified workers
- provide appropriate tools, materials and instruction to both work and learn effectively
- release the student for regular training sessions and not prevent or discourage participation in training
- provide a workplace which is safe and clearly identifies hazards; keeping regular updates of risk management strategies
- ensuring that the students not only gain the hands-on experience necessary to their development, but that they have every opportunity to complete their structured training, as described in the traineeship section
- adhere to the conditions in the relevant employment agreement or award
- discharge all lawful obligations of an employer, including those relating to workplace health and safety
- allocate a supervisor to the student (at a ratio of one qualified person to each trainee) who will be responsible for:
    - monitoring and discussing training progress and any related issues
    - assisting in the development of the training plan
    - assisting in the scheduling of structured training visits
    - discussing training plan progress with our trainer
    - mentoring and coaching the student as required
    - providing structured training withdrawal as described in the traineeship section (where required)
- at reasonable intervals of not more than three months, update the training record
- when all competencies outlined in the training plan have been achieved, promptly sign a written notice (Completion form) noting this agreement and provide us with a copy of this form. Note; The signing of this notice does not end the apprenticeship or traineeship

During the development of the training plan, an employer resource assessment will be completed by Arrow. This assessment confirms your capacity to provide appropriate on-the-job training and support to meet the requirements of the traineeship.

What are your employee's responsibilities?

The employee must make every reasonable effort to:

- acquire the skills of the vocation
- obtain the appropriate qualification as per the training plan
- accept instruction and training in the vocation provided by the employer and us – the RTO
- attend all scheduled training or advise the trainer if they will be absent
- actively participate in each training session
- complete learning activities, workbooks, projects and any other assessment tasks to the best of their ability – work that they can be proud of!
- complete structured training and document this on their log (if applicable)
- advise the trainer if they are having difficulties with the tasks set or feel they need some extra help or support
- completing all required activities within the timeframes advised
- submitting work that is their
- ask for help if they feel like they need it

What are our responsibilities?

In addition to anything and everything discussed in this Employer Guide, we will work closely with you and your employee to establish your needs and deliver a training plan 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 yourself and your employee to develop and deliver a training plan that matches the career, job role and/or expectations
- 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 your employee changes their name, address or contact number
- If your company name, address or contact number changes
- If your employee is unable to attend assessment
- If your employee leaves employment
- If your employees hours of work are reduced or changed

Absenteeism

Where your employee continually misses 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 your employee requires extra time, over and above the nominal duration of the training plan, your employee will need to discuss this with you – the employer and the Trainer. You – the 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 your employee completes within the specified duration of their training plan and contract.

Leaving Employment

If your employee leaves your employment prior to completing the structured training, we will offer to continue training to them outside of the workplace so that they can achieve the specified qualification. For students in WA, the student will need to register with the Apprenticentre on the Out of Contract Register and there is a six (6) week period only to complete their qualification.

Suspension

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. The training contract can only be suspended with the permission of the Apprenticeship Centre. You - the employer will be required to complete a form and apply for the suspension.

Enrolment

It is our policy to enrol your employee once you have been provided with accurate and comprehensive information. The 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 and your employee in a confident and informed position prior to the training program unfolding.

'It is our goal to achieve the best outcome for you and your organisation'

Flexibility

Flexibility and being responsive to the needs of clients are key features of our training and assessment strategy. We develop training in response to the needs of individuals, employers and industry. The idea of a 'one size fits all' model of training no longer applies in today's working environment. The modes of training delivery, methods of assessment, the assessment procedure and the selection of units are all flexible, and take into consideration your individual needs.

Unique Student Identifier

The Unique Student Identifier (USI) scheme, enabled by the Student 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 Student Identifier provided to us by a student before using that Student Identifier for any purpose
- We will only issue a qualification or statement of attainment to a student that has a verified Student Identifier
- Where a student does not have a Student Identifier, we will seek approval to apply for a USI on behalf of the student
- Where an exemption applies, we will inform the student 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 Student Identifiers and all related documentation under our control are upheld

For more information about the Student Identifier scheme please visit http://www.usi.gov.au/Students/Pages/default.aspx

State Funding & Initiatives - WA

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** student. This is an important way for students to gain practical, hands on training whilst being employed in the industry. These qualifications can open up a range of career opportunities.

Students 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 students, to industry and to the State as a whole.

The main difference between State priority courses and general industry training courses is that students 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 students 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?

Your employee is eligible for a training place if they have left school and 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 students 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?

Students 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. Students who fail to complete one qualification may enrol in a second qualification with the prior approval from our RTO.

Fees and Charges - WA

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	$ 1942.05
	Concession	$ 1.61	$ 974.05
	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 (Superseded 28/02/2016)	Non-Concession	$ 4.84	$ 2807.20
	Concession	$ 2.42	$ 1403.60
	Fee for Service	-	$ 3500.00

Course	Enrolment	Fee Rate	Tuition
TLI61616 Certificate III in Warehousing Operations (Current)	Non-Concession	$ 4.84	$ 2710.40
	Concession	$ 2.42	$ 1355.20
	Fee for Service	-	$ 3500.00

Course	Enrolment	Fee Rate	Tuition
SIT30616 Certificate III in Hospitality	Non-Concession	$ 4.84	$ 2831.40
	Concession	$ 2.42	$ 1415.70
	Fee for Service	-	Not available

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	$ 2,744.55
	Concession	$ 1.61	$ 1,376.55
	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 students 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 2015, these students will be born on or after 1 July 1997 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 students;

a) pay the full amount of fees and charges
b) present a signed authority from an employer to invoice that employer for the student's fees and charges
c) pay fee by instalment / payment plan
d) the acceptance by the provider of the student'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

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

Pay By Instalment / Payment Plan

Students are offered the option to pay their course fees in instalments via a payment plan that is mutually agreed upon prior to enrolment. Students are given a minimum of 8 weeks from the commencement of the unit to finalise payment. Where a student 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

Where we assess a student as being in severe financial hardship, we will waive the course fees. Students must apply for a fee waiver by completing the below and submitting for assessment;

> Severe Financial Hardship Application Form
> an Income Statement from Centrelink
> must hold an eligible concession

The decision to waiver the fee will be at the discretion of State Manager based on the submission and evidence provided by the individual student. Students will be advised of the decision outcome as soon as practicable.

Refund Policy

Students 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

Students 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 student
> a student 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 student numbers, no available trainer or due to other circumstances caused by our RTO.

Students 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 student 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 student 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.

Pre-Training Review

To ensure fair and equitable training and assessment, a pre-training review is conducted for each individual student. This is not a test, but simply a method to gather information on their Language, Literacy and Numeracy requirements, expectations of the training program, previous experience, current competency, as well as any special needs. Identification of their individual learning needs is an important step in providing your employee with the appropriate support and making sure we train and assess your employee the way that best suits THEM.

Language Literacy & Numeracy (LLN) Assistance

Where the pre-training review identifies that your employee will require language, literacy or numeracy support, we can assist you. This can be achieved informally by adapting our delivery and learning strategies and where necessary we will liaise with support agencies to assist your employee in the successful completion of their Certificate.

Some of the agencies that we may contact for assistance are listed below:

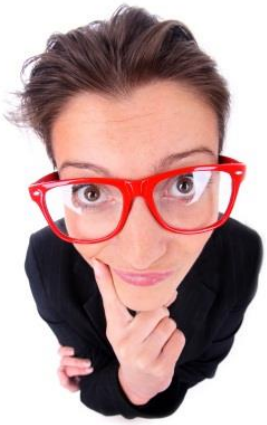
- The Adult Education Resource and Information Service
- http://www.ozreadandspell.com.au/
- http://www.acal.edu.au/

For further information speak with your Trainer.

What if I have a disability?

Under the Commonwealth Disability Discrimination Act 1992, Registered Training Organisations and workplaces are required to cater for people with disabilities. We encourage all those with disabilities to participate in our training programs. With a 'can do' attitude we will do everything that is reasonably possible to help your employee achieve competence.

Remember it is our role to do everything possible to help your employee achieve their qualification. We do not and will not disadvantage any students because of language, literacy and numeracy requirements, cultural or language background, age, religion or disability. Together, we will devise the best way of giving your employee all the assistance they need.



Recognition of Prior Learning (RPL)

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

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

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

This means that your employee may not need to complete formal training and assessment for qualifications or unit/s that they 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 your employee already has, therefore the amount of formal training sessions they attend may be reduced
- Your employee may be qualified quicker as the time taken to complete their qualification may be shortened
- Your employee won't ever have to utter the words 'But I already know this' to their trainer as they will have determined what your employee knows and can move them 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 your employee is '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!

Credit Transfers

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 the Qualification your employee has been enrolled in with us. Where a direct correlation exists a Credit Transfer will be granted. This will mean that your employee will be exempt from completing the unit/s.

The process for applying for Credit Transfer is as simple as providing us with a copy of their Qualification and/or Statement of Attainment.

Open Door Policy

It is impossible for you, us or your employee 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.

The discussions we had today, both prior to and at enrolment are not the only ones possible. 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 one of our offices in your state to speak with any of our staff.

Melbourne	**Western Australia**	**Queensland**
P 1300 785 802	P 1300 737 977	P 1300 785 802
P (03) 9644 9400	P (08) 9443 5356	P 07 5503 1061

Training Plan

Having ascertained your employee's individual learning needs and taken the information into account, an individual Training Plan is negotiated. Units of competency are selected and packaged together to form the qualification. For each unit, we work together, deciding on the most suitable training delivery mode, assessment methods, time frames for achieving competence, details of structured training and any additional support required.

The Training Plan provides a 'proposed map' for yourself and your employee of how the qualification is going to be achieved. It is negotiated, agreed to and signed, by all the parties –you, your employee and us – the RTO. A copy is provided to all parties. Deviations and changes to the Training Plan can and will be made as we go along, as often things do not always go as planned.

For example: The assessment methods and training delivery modes may not be as suitable as originally anticipated. The training needs for your employee may demand a unit to be trained and assessed earlier than originally planned or we may find group training delivery has been more effective than one-on-one instruction. Timeframes for the achievement of competency may need altering due to holidays, aptitude or workload. All changes to the training plan are negotiated, agreed to and signed, by all the parties.

What does a Training Package describe?

The critical skills, knowledge and attitudes or competencies which individuals need for employment have been compiled into a document for each industry or industry sector. This is called a Training Package. A Training Package is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills.

A Training Package describes the skills and knowledge needed to perform effectively in the workplace. It does not describe how an individual should be trained. Each training package has a number of qualifications which sit under its umbrella, for example:

Business Services Training Package

Examples of some of the qualifications:

- Certificate II in Business
- Certificate III in Business
- Certificate IV in Business
- Diploma of Business

If you wish to access training package information you can do so at:
www.training.gov.au

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 your employee has the knowledge, skill and attitude to perform a job to the required standard. The way your employee demonstrates their competence is via the collection of evidence.

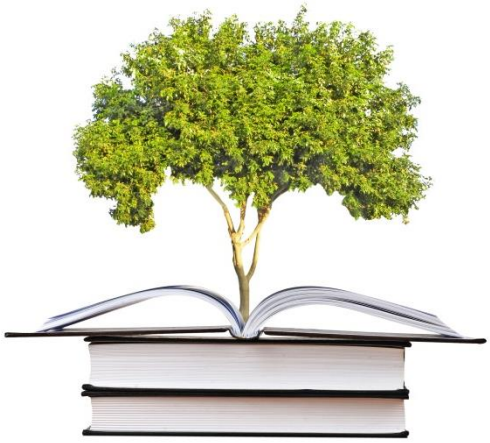
The Training Package for Assessment and Workplace Training defines evidence as;
'…information gathered which, when matched against the performance criteria, provides proof of competence. Evidence can take many forms and be gathered from a number of sources.'

We have developed a variety of assessment tools and tasks, which help to gather evidence relevant to the units of competency, included in your employee's 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 competence by observing your employee completing tasks. Your Trainer will have an 'observation checklist' and will judge their performance against this checklist as they are observed. Don't worry your employee 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 the Trainer will be asking your employee a number of questions directly related to the unit of competency they are being assessed on. Your employee will be advised during the commencement of training that oral questioning will be part of their assessment for that particular unit. This will give them ample time to prepare.

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



Written Work

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

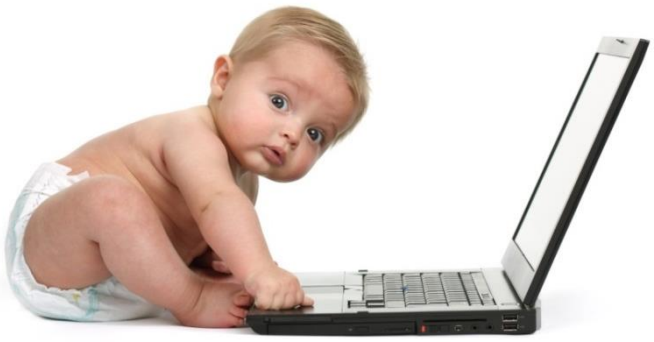
Projects and Case studies are commonly used to assess your employee in many different areas in the one assessment task. Projects are generally explained at the end of the workbook and require them to engage in some research and then write a report on their findings. Case studies are often found throughout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

Structured Demonstration

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

Third Party Report

Your Trainer may also gather evidence of your employee's competence in the form of a Third Party Report. 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 a supervisor in relation to personal presentation and grooming where the supervisor will be required to comment on your employee's performance in this area.



Who Makes the Assessment Decision?

Once the evidence has been collected and your employee feels they are ready to be assessed, the Trainer will assess them as 'Competent' or 'Not Yet Competent'. The Trainer will consult with you – the employer about the employee's competency in each unit to ensure that they are consistently demonstrating knowledge and skills to the required level in the workplace. You – the 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 your employee is assessed as 'Not Yet Competent' this may mean that not enough evidence has been provided to support their competence or that they require additional learning, training and competency development. Between yourself, your employee and your trainer, the options for them 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 your employee ample opportunities for training. We will allow your employee up to 5 opportunities for reassessment. We will not charge you for reassessment. We will never give up on your employee.

Feedback

Throughout the assessment process you and your employee will be provided with ongoing verbal feedback with regard to their 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 employee's outcome verbally, the 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 employee and our Trainer.

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

Training Delivery Modes

There are a number of delivery modes that your Trainer will use to deliver training in each of the units of competency. Your trainer will choose these modes, based on how your employee learns best. The training delivery modes are explained below:

Off-the-job
Training occurs at a time other than during 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 your employee in 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.

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 student

If one of our staff members suspects that your employee is plagiarising or cheating, they are required to report this to the State Manager immediately.

After discussion, if the State Manager agrees that the case warrants more than a warning, then you and your employee will be informed in writing of the nature of the act and be given an opportunity to respond in writing.

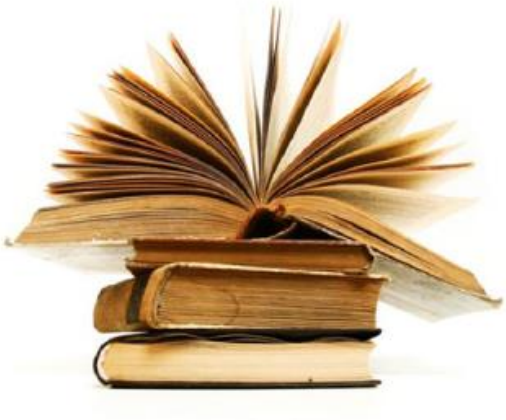
Depending on the written response, the State Manager will decide whether the case of plagiarism or cheating is evident and whether any penalty/s need to be issued. If your employee is found to have plagiarised or cheated, they may be required to:

1. Re-complete and re-submit the assessment
2. If the second submission is still found to contain plagiarism or evidence of cheating, then your employee 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 handbook.

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

Complaints and Appeals



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

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 students, employers, members' of the community, stakeholders, contractors and our staff.

What is our commitment to you?

- 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 our RTO. 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 our RTO. 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: 1300 785 802

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 a letter attention to our Brand Ambassador.

- **Via email**: info@arrowtrainingservices.com.au
  info@agedcaretrainingservices.com.au
- **Via post**: 3/3 Westside Avenue, Port Melbourne, VIC 3207

The below details should be included with your submission:

- Your full name, address and contact details; including mobile and email
- What course you are enrolled in and the course location

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

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

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 a letter, attention to our Brand Ambassador.

- **Via email**: info@arrowtrainingservices.com.au
  info@agedcaretrainingservices.com.au
- **Via post**: 3/3 Westside Avenue, Port Melbourne, VIC 3207

The below details should be included with your submission:

- Your full name, address and contact details; including mobile and email
- What course you are enrolled in and the course location

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 – Investigation 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.

If a meeting with the appellant is required, we will ensure the below:

- Will be offered the opportunity to bring a support person
- Minutes of the meeting will be documented
- Where the appellant is unavailable to attend a meeting, we will conduct a phone conference
- Where the appellant declines to attend a meeting, a formal

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 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

Submitting:	Complaint ☐	Appeal ☐	
Submission Date:		Evidence Attached:	YES ☐ NO ☐
Full Name			
Contact Number:		Email Address:	
Current Address:			
Course Studying:			
Course Location:			
Preferred Contact Method:		Phone ☐	Email ☐

Please outline the details of your complaint or appeal:

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

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

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

> Via post: 3/3 Westside Avenue, Port Melbourne, VIC 3207

If you would like to discuss your complaint or appeal, please contact our Brand Ambassador on **1300 785 802**

The Issuing of Qualifications or Statements of Attainment

Once your employee has successfully completed all of the assessment requirements for their course, they will be issued with a Certificate corresponding to the qualification they have completed.

If your employee only partially completes the qualification requirements then they will be awarded with a Statement of Attainment; which only outlines the unit/s of competency/s that they have successfully completed.

Timeframes

All certificates will be issued within 21 calendar days or less of successful course completion, given the below requirements are met;

a) All units to be completed have been successfully completed and assessed as competent; **and**
b) All fees and charges have been paid in full

All statements of attainment will be issued within 21 calendar days or less after a student withdraws from a course, given the below requirements are met;

a) All fees and charges have been paid in full

Re-Issuing of Certificates or Statements of Attainment

We permit the replacement of a Certificate or Statement of Attainment (SOA) upon request from a student, should your employee have misplaced their original or require another copy.

There is a $ 50.00 reissuance charge for all Certificates and Statements of Attainment that your employee must pay prior to a replacement being issued.

Your employee may submit a request along with the below details to confirm their identity;

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

Aged Care Training Services info@agedcaretrainingservices.com.au
Arrow Training Services info@arrowtrainingservices.com.au

Student Behaviour & Discipline

We are committed to excellence in training, education and learning. Our aim is to provide quality learning and for each of our students 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 clean and safe learning environment
- Equal rights for all students regardless of gender, race, culture, age, religion, or abilities
- Punctuality
- Care of each other's property
- Response to any reasonable instruction from member of staff
- Notifying your inability to attend training
- Enhancing the opportunity of all students
- Submitting your own, original work for all evidence provided to be used for assessment decision

We therefore do not allow:

- Smoking in any classrooms
- Students under the influence of drugs and/or alcohol
- Offensive language
- Offensive body language and/or gestures
- Inappropriate use of electronic equipment
- Inappropriate sexual behaviour
- Inappropriate use of internet and social media
- Assault
- Criminal activity
- Harassment
- Weapons
- Cheating or plagiarism
- Damage to property

Where a student does not comply with the student behaviour policy, we will ensure procedures are followed to deal with inappropriate behaviour. In the first instance, we may:

> Organise a discussion with the relevant student, yourself and the trainer 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

Student Support, Welfare & Guidance Services

We aim to provide all students with a positive learning journey. We are committed to your employee and ensuring that they receive all the support required to enable them to develop their competence. We call our training model the "Affinity Training Model"- the learning journey continues for as long as your employee needs it to.

If any of our students 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 and time - this is always given.

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

In the event that a student present with challenges that is outside of our expertise, we can refer students 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

Where possible, we will endeavour to refer you to counselling or advisory services that are government funded. If any costs are involved, it will be discussed with you prior to enrolment.

Misconduct and Disciplinary Arrangements

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

Misconduct means wilful conduct by a student which is unsatisfactory.

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

Examples of serious misconduct include:

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

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

Confidentiality and Privacy

We are committed to protecting the personal information that is entrusted to us. In accordance with the Federal Governments National Privacy Principles, all student records are treated with the utmost confidentiality and will not be accessible by any person outside our RTO other than the relevant State Training Authorities for audit and statistical purposes.

Our RTO, in upholding the legal obligations as set out in the Privacy Act 1998, must make every effort that personal information including the re-issuing of qualifications and Statements of Attainments is legitimately forwarded to the student to whom the records relate.

Your employee has the right to view their student file and if they would like to do so, please contact the State Manager. Your State Manager will arrange a mutually convenient time for your employee to come into the office and view their file.

Please note that your employee will need to provide photo ID when they come into the office to view their file.

We will not disclose any of their personal information to a third party. Where a third party or another training organisation requests their information, we notify the student immediately. If your employee approves to release their personal details or specific information, we will need to obtain written consent from them, prior to releasing the information.

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 student 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 employee's needs and requirements.

We are committed to ensuring no matter what background your employee comes from, they will be assisted to the best of our ability and treated equal throughout all phases of their 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 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 and your employee will be 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

Scope of Registration

We have a large scope of registration offering many exciting training opportunities. To view our most current Scope, please search by our RTO TOID, 6127 at www.training.gov.au and then click on Scope.

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