

STUDENT HANDBOOK

Your guide to training with Aspire Education and Training



ASPIRE EDUCATION
AND TRAINING
CREATING OPPORTUNITIES FOR SUCCESS

RTO#52820

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Introduction

Welcome to Aspire Education and Training. We look forward to working with you to achieve your training and career goals.

Aspire Education and Training (Aspire) is dedicated to providing high quality standards of training and assessment for students who wish to gain a formal qualification either for personal development or to meet legislative requirements. A qualification, or Statement of Attainment issued by Aspire demonstrates you have developed skills that are highly valued and recognised throughout Australia. We aim to provide a happy, friendly atmosphere in which to gain these skills.

It is important to keep this handbook on hand during your training, as it will provide you with additional guidance as you progress throughout your training. This Student Handbook provides important information regarding an overview of our key policies and procedures. These policies and procedures have been developed to guarantee consistent quality throughout your training and assessment with Aspire. It's not a marketing tool. Treat it as pre-reading for your course and you will start your learning with confidence and familiarity. We hope you enjoy your learning experience.

Aspire will ensure that you receive support and assistance to provide you with the opportunity to successfully achieve your educational goals during your training. Every endeavour will be made by staff to accommodate your individual needs to complete the course requirements.

If you have any suggestions on how we can improve our Policies and Procedures, please complete an "Opportunity for Improvement" form and submit to the RTO Manager. We value all feedback and it is constructively incorporated and acted upon to ensure continual improvement.

We sincerely hope your time at Aspire Education and Training is a memorable and productive learning experience.

If you require any assistance with understanding these Policies and Procedures, please do not hesitate to ask your trainer for assistance, who can explain the process further.

We can be contacted using the following details:

Aspire Education and Training Contact details Address: PO Box 2151, Kardinya, WA, 6163 Email: admin@aeat.com.au Phone: 08 9417 4113

About Aspire Education and Training

Aspire Education and Training is a Registered Training Organisation, approved to deliver nationally recognised training and assessment services.

Code of Practice – Our commitment to you

Aspire values its employees and our relationship with our clients. At all times, we strive to demonstrate ethical behaviour and standards in all our dealings.

We aim to deliver best practice in training and assessment services, with strict adherence to the RTO Standards. Aspire supports the integrity of its services by:

- complying with all relevant State and Federal legislation;
- complying with the RTO Standards and maintaining registration;
- using the NRT logo only in accordance with the conditions for its use;
- providing a clear process for complaints and appeals;
- behaving in a professional and ethical manner, with honesty, due care and diligence, and being accountable for its actions;
- avoiding practices and activities that may bring the RTO services into disrepute.
- ensuring all courses are current and meet the relevant standards of the governing bodies.

Aspire is committed to ensuring customer satisfaction. This is demonstrated by:

- treating all students with respect and dignity;
- providing assistance to help students achieve their desired outcome;
- tailoring assistance to aid students in various circumstances and from various backgrounds;
- providing high quality materials to assist in student learning;
- respecting our students' privacy, while accurately recording and securely storing student records for their future reference;
- providing flexibility in our training and assessment delivery to cater for individual student needs; and encouraging students to give feedback, without fear of prejudice, to support our continuous improvement endeavours;
- providing refund and cancellation policies to support students' individual situations.

Aims and Objectives

Aspire is committed to providing high quality, engaging training that is relevant to the students, employers and industry. Our aim is to:

- Make every training participant feel welcome and ensure they receive the maximum benefits from our training services.
- Recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations.
- Maintain a friendly and helpful approach to students and clients.
- Comply with all legislative and regulatory requirements relevant to the operation of our organisation.
- Provide services that are effective and consistent through continuous improvement planning incorporating student/client feedback.
- Provide quality training and assessment by ensuring all staff are appropriately qualified and all courses are well resourced.
- Endeavour to ensure that no enrolled student is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.
- Market services accurately and professionally.
- Offer skills' recognition (RPL) as an assessment option to all of our clients.
- Ensure training is appropriate to student/client needs by continual review of scope and delivery.
- Take reasonable care to look after the health and safety of others.
- Respect the privacy and confidentiality of clients and client information.
- Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.
- Provide a fair and equitable process through which students and clients can appeal assessment decisions. This is detailed in the Aspire Quality Manual.

For more information on any of the provisions in our Code of Practice, please contact an Aspire Trainer or Assessor or our administration.

Industry endorsed qualifications

Please refer to your course overview for a detailed explanation of the course you are enrolled in.

What is in it for me?

By participating in this course you will receive training and knowledge that is designed for people who are interested in developing their knowledge in the selected area, and those people who are completing the course as a job requirement.

You will be supported throughout the program in developing skills in specific areas. Other students within your class will have similar goals and you will benefit from interacting with these people as they will, in most instances, be from the same industry as yourself.

Unique Student Identifier (USI)

As of January 1st 2015, federal regulations require all students undertaking Vocational Education and Training programs (VET) to have a Unique Student Identifier (USI).

This identifier should be provided to any RTO who provides you with VET training. USIs allow you to access your training records and attainments in VET from the national record. It also allows RTO's to manage your records more effectively.

You are to provide Aspire with your USI upon enrolment. You can obtain your USI at www.usi.gov.au/students.

It is vitally important that you make sure the enrolment details you enter are exactly the same as the details you entered when registering for the USI.

Prior to undertaking the course and issuing of certificates, your USI must be verified by Aspire through the government verification software. You can be assured of security of your USI at all times. Any information collected solely for the purposes of the USI is destroyed.

Students should review the USI Fact Sheet at www.usi.gov.au/students for further information and particularly if you are eligible for an exemption. Where you are eligible for an exemption, please provide the details to Aspire Education and Training and we will record this on your enrolment. Exemption excludes the results from being recorded within the national USI system and the USI will not appear on any authenticated VET transcript prepared by the USI Registrar.

Further student information about the USI is available at the USI website www.usi.gov.au/students.

Students are advised that the personal information you provide in connection with an application for a USI is collected by the Student Identifiers Registrar for the purposes of:

- applying for, verifying and giving a USI;
- resolving problems with a USI; and
- creating authenticated vocational education and training (VET) transcripts.

The information may be disclosed to:

- Commonwealth and State/Territory government departments, VET Regulators and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies.

Information will not be disclosed without your consent unless authorised or required by or under law. Please refer to “Privacy” and “Records Management” further in this handbook.

Continuous Improvement Strategy

Continuous improvement is about applying good business practices within our organisation to ensure the best outcomes for our clients, namely our students, the industry we support and the community to whom we provide training.

This Continuous Improvement Strategy involves the collection of relevant information (or data), analysing that data and then applying corrective actions to improve the practices of the RTO. Relevant information is collected through actively engaging with key stakeholders before, during and after training and assessment.

Selection and Enrolment

Enrolment must be done by completing the Enrolment Form through our online enrolment system. Alternatively, hard copies can be provided for students wishing to complete them in a written form or if circumstances inhibit their ability to use our online system.

Students are admitted to Aspire's training programs by demonstrating a genuine interest in the area and a determination to complete the course.

Be assured the enrolment of students is conducted in an ethical and responsible manner and processes are fair and comply with equal opportunity legislation.

Class sizes are limited and students are encouraged to book a place as early as possible.

Entry Criteria

Participants of the program need to be able to read, comprehend and discuss in basic English and write simple statements.

Cessation of RTO registration

If Aspire ceases operations, then steps will be taken to ensure that all continuing students either complete their training or are placed with another RTO before the cessation of business. Aspire will meet all its legal obligations to students and transfer records to the Regulator in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations. Any situation involving changes to the legal entity of an RTO, arrangements must be made for all current students to receive a copy of their student records, if not previously provided. Refer to the Policy for more specifics. Aspire will ensure that any confidential information acquired by the business, individuals, committees or organisations acting on its behalf is securely stored.

Course Information

All students enrolled in Aspire shall prior to commencement of the training program receive information about the training program which includes, but is not limited to:

- The time and place of the delivery of the training program, including start, finish and break times;
- Training Program content;
- The details of the relevant unit/s of competence related to the training program;
- Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations.

Legislation

Aspire is bound by a wide range of regulatory requirements including but not limited to;

- State Occupation Health and Safety legislation,
- Environmental protection legislation,
- Workplace Relations Act 1996,
- Privacy Act 1988 (2001)
- Age Discrimination Act 2004
- Copyright Act 1968 (2006)
- Child Protection Act 1999
- Anti-discrimination Act 1991
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Commonwealth legislation – www.comlaw.gov.au
- State legislation
- National Vocational Education and Training Regulator Act 2011

Further details on these acts can be found on the Australasian Legal Information Institute's website by using the following URL <http://www.austlii.edu.au>

Confidentiality and Privacy Issues

As a Registered Training Organisation, Aspire is obliged to collect personal information for the purposes of course administration, statistical analysis, government reporting regulations and the evaluation of our

programs. Some course administration details may be disclosed to your employer for administration and statistical/monitoring purposes if they make a written request. Your information will not be used for any other purpose except as required or authorised by law.

As part of the enrolment process, Aspire collects data for the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS), including your Unique Student Identifier (USI). Registered Training Organisations need to collect information about who their students are, where they study, what they study and update any Statements of Attainment or qualifications issued to the USI system. This information is stored in our AVETMISS compliant student management system. In line with the Australian Quality Training Framework, your program and assessment results will be maintained through Aspire Education and Training administrative procedures. This information will be retained for a period of 30 years. You can access your results at any time through a written submission to our team.

Aspire protects the privacy and confidentiality of students by ensuring that all records and information about individual students are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil Aspire's responsibility to the student.

Aspire will not disclose any information that we gather about you to any third party. We use the information collected only for the services we provide. No client information is shared with another organisation.

Equal Opportunity Policy

Equal opportunity acts around Australia are developed to provide the right to fair treatment as established by law. The Acts are created in order to eliminate sexual and racial harassment in the workplace, education and accommodation. The Acts also aims to promote equal opportunity and eliminate discrimination. At Aspire we support this act and ensure a training environment that supports the following:

Protection from Harassment

Aspire has implemented management practices that maintain high professional standards and safeguard the interest and welfare of learners in situations that might result in their harassment.

Bullying and harassment in any form, including sexual harassment, will not be tolerated under any circumstances. All students of Aspire's training programs have a right to participate in training in an environment free from intimidation and harassment.

Aspire acknowledges workplace harassment is against the law in any workplace context, including conferences, work or business related functions and training groups, and expects its workplace and training environment at all times to reflect the principles of law for the benefits of its employees, students and visitors.

Students who experience bullying can choose to have access to the CEO of Aspire, or the Human Resource Manager from their own organisation, at which point the appropriate complaints procedure will be initiated.

Disciplinary Procedure

Aspire has a duty of care to its clients and staff to ensure the safe and effective operation of the training and assessment service and fair treatment of all. A breach of policy, procedure or statutory regulation by staff and/or candidate will be sufficient grounds for disciplinary action ranging from verbal notification, formal counselling or immediate dismissal from the course without refund. This may also, where appropriate, involve informing appropriate authorities of the incident. Candidates are expected to abide by the responsibilities for candidates set out in this Handbook.

All disciplinary matters will be handled by the Chief Executive Officer.

Workplace Health and Safety

With regard to Workplace Health and Safety, Aspire is obliged to:

- Ensure the health and safety of each of their staff, students, visitors and guests.
- Ensure that people can come to work or a training venue with a minimum of risk of injury or illness.
- Ensure that any equipment used by staff or students is safe when properly used.

Students are obligated to:

- Obey instructions regarding their health and safety and the health and safety of others.
- Not deliberately interfere with or misuse anything that has been provided for workplace health and safety.
- Not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.

Access and Equity

Aspire is committed to the principles of Access and Equity through the provision of timely and appropriate information and learning support services, which will assist learners to achieve their qualifications.

To enable Aspire to provide a service to meet your needs, you need to advise of any learning disability so reasonable adjustment may be made. Aspire will work with you to make a plan to assist you to complete the qualification or units of competence. For each of the disabilities nominated a discussion of the disability, its effect, and suggested workplace modifications to minimise the disability's impact in the workplace and in the assessment of workplace skills will take place. Having access to this information will assist the assessor in considering assessment adjustments.

If you are employed and undertaking training with Aspire as part of your employment, Aspire will work with your employer to develop these reasonable adjustments.

Marketing

Aspire markets its education and training programs with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other provider or course. A learner's written consent will be gained before Aspire uses information about that learner in any marketing materials.

Delivery and Assessment

Aspire adopts policies and management practices which maintain high professional standards in the delivery of learning and development services, and which safeguard the interests and welfare of learners.

Any candidate found to be in breach of the Aspire assessment policy will be given a fair and reasonable opportunity to explain any anomalies including plagiarism. All material submitted for assessment must be the student's own work and completed without assistance.

Aspire will take into consideration any learning difficulties or disabilities experienced by the candidate. Aspire may suspend a candidate's enrolment until all issues are resolved. Aspire may cancel a candidate's enrolment.

The candidate has the right to appeal any decision made by Aspire as described in this Handbook.

Shared Responsibility Model of Learning

YOUR COMMITMENT	ASPIRE'S COMMITMENT
Be open to new ideas	We aim to provide you with an appropriate delivery mode for your learning
Put into practice what you have learnt	Evaluate the effectiveness of assessment and training
Have a positive and professional attitude	Provide the correct resources
Review what you have learnt	Constantly improve our performance through analysing feedback
Share your knowledge with others	Encourage and foster a positive learning experience
Give feedback	Provide a consistently high standard of training
Participate fully	Provide competent learning and assessment consultants
Allow others to learn	Visit you in your workplace and provide other opportunities for you to learn
Be punctual and mentally prepared to be assessed and to learn	Target training to the right level

Student Responsibilities

Aspire has a responsibility to protect members of the public (and the students themselves) from being harmed by students taking part in workplace or simulated workplace learning. If there is evidence that your skills or behaviour could present a risk to yourself or other people in the workplace, you may not be allowed to participate in a work placement, or have your participation reduced as required, for at least a period of time to minimise these risks.

To help you understand your responsibilities in the workplace, you will be given a code of practice, which indicates expected standards of behaviour. Your trainer will explain to you and your workplace supervisor the range of duties for which you have the skills and knowledge. You must not carry out duties or activities other than those indicated by your trainer.

A Working with Children Check must be provided by a student in courses where contact will be made with children and young people. Your trainer will give you more information about this, if required.

Students who have committed a breach of discipline or who are assessed as presenting a significant risk to themselves or others during work placement may be prevented from undertaking or continuing further work placement. This may mean they will not complete the course. Your trainer can provide you with more information about this policy. If you are unsure about whether it may prevent you from completing a course you should discuss the matter with your trainer. In some circumstances students may be required to undertake a Police Records Check prior to undertaking work placement. This will be identified in the course information overview on our website if it is a requirement.

All students should refer to their trainer if they have any questions or require any assistance with regards to their work placement.

Flexible Learning and Assessment procedures

Assessment tools have been developed to encompass the learning styles of all trainees. When planning your assessment with a Workplace supervisor/buddy, you will be given the opportunity to request certain assessment tools to suit any special needs you may have such as literacy and numeracy support. This is to be negotiated with the assessor.

Training Methodology

Aspire delivers their training both on the job and classroom based. An appropriately qualified trainer will provide the training. Scheduled training events will be determined with the student and the workplace supervisor.

Aspire Education and Training ensures that training and assessment occurs in accordance with the requirements of the course and State and Federal training guidelines.

Delivery methods are integrated to enhance learning to achieve the best possible outcome for students.

The course delivery will use course materials that have been developed to meet the requirements of the Training Package, and in consultation with the relevant Industry.

All trainers have:

- Demonstrated competencies at least to the level of those being delivered

- Demonstrated achievement of at least a Certificate IV in Training & Assessment Competency Standards or their equivalent
- Industrial experience that is current and relevant to the particular course or units that they are involved in delivering, including demonstrating current work in the industry within the last 12 months.
- Hold a Current Working with Children Card (if required)

Aspire will ensure that training facilities, equipment and resources that it provides are appropriate to accommodate student numbers, special needs (including wheelchair access), delivery methods and assessment requirements (for classroom based training).

Individual learners should discuss any difficulties that they experience in the delivery of the training with the trainer or Aspire Education and Training RTO Manager.

Should Aspire be unable to deliver the training session due to illness, Aspire will either arrange for a competent qualified relief trainer, or will contact all students to arrange an alternative time for the training session (classroom based training).

Provisions for literacy, numeracy and language difficulties

Aspire has made provision for any individual that may have language, numeracy or literacy difficulties. These provisions affect both the learning activities and the assessment processes used. If you feel the tools and methods used by Aspire Education and Training Learning and Development are not conducive to your needs, please advise us.

Language, Literacy, & Numeracy Assessment

Please ensure that you review the course or unit outline prior to registering for any course to be certain that you are attending the appropriate course level. The structure of courses is such that they may build on skills learned in earlier levels. It is important that you meet all pre-requisites listed in the course or unit outlines or ask Aspire Education and Training if you require further clarification.

As a minimum pre-requisite for all accredited courses, participants must have an understanding of the English language to the equivalent level of the qualification or unit of competency they are studying. In identifying language, literacy and numeracy requirements, students are required to have basic skills in:

- Counting, checking and recording accurately
- Reading and interpreting, writing sentences clearly and legibly
- Estimating, calculating and measuring

If you are unsure of the support you require, you may need to talk to your employment assistance officer within your company.

Process for LLN Assessment:

1. RTO to distribute LLN Assessment prior to course commencement. This may be at an information session for full qualification training, or before the session has started for short courses (single units and/or skill set).
2. Student to complete the LLN Assessment.
3. An Assessor to identify any difficulties the student may have experienced in completing the tool.

4. Determine from the LLN Assessment tool the level of support the student may require to complete the training and assessments.
5. If the student has demonstrated that they have the skills to commence training, determine whether any adjustments should be made to the training to meet the needs of the student (i.e. assistance with writing etc.).
6. If the student does not have the skills required to complete training and assessment, determine whether the student needs to be redirected to Language, Literacy and Numeracy Training. (i.e. The Reading Writing Hotline <http://www.literacyline.edu.au/>)
7. Trainers are required to monitor student progress to identify needs on an ongoing basis, through assessment tools and course participation, to determine whether further assessment or assistance is required.
8. If a Trainer identifies any LLN barriers they are required to notify the RTO Manager as soon as possible so that further assistance can be provided
9. If required, the student may be referred to a third party if the RTO is unable to assist with any barriers to learning.

Candidate Support, Welfare and Guidance

We will assist all candidates in their efforts to complete our training programs. In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Aspire's staff. Aspire is committed to assisting students with differing abilities to succeed. Some training courses demand a high level of literacy and numeracy to successfully complete. Please discuss any concerns about the levels required for specific training programs and work projects.

Should you require any special assistance such as literacy or numeracy help, disability access or other physical or learning needs, please inform your trainer, or another member of Aspire's staff. We will ensure that the full resources of Aspire are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Support services include:

- Learning Support
- Assistance when applying for RPL or credit transfer
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to suit the candidate context
- Briefings on the assessment process, may be written or verbal. If verbal, must be documented in writing
- Provision or access to assistive technology
- Additional tutorials to assist with learning
- Assistance in using technology
- Adjustment to equipment
- Referral to LLN assistance
- Mentoring
- Referral to counselling services

- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support

Students are encouraged to discuss any aspect of their enrolment, learning or assessment with the Aspire Manager or Trainers between the hours of 9am to 5pm Monday to Friday.

If your needs exceed Aspire's support capacity, we will refer you to a specialist from the following providers:

- Centrelink 13 10 21
- Reading and writing hotline 1300 655 506
- Your company Supervisor and/or Human Resources Manager if required

To read the FAQ put out by Centrelink and receive assistance click on this link:
http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm

Your Trainer's responsibilities

1. Your Trainer will provide clear instructions about what is expected from you during your training and will explain the assessment process in further detail.
2. Training may consist of group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of competency is clearly outlined and indicates what is expected of you during the learning phase.
3. To ensure a safe learning environment.
4. To ensure they are kept up-to-date with current industry requirements, according to their industry being taught and the training industry.
5. To ensure the training and assessment process is fully explained and implemented in a professional and effective manner.

Assessment

Assessment is the process of collecting evidence and making judgements on your knowledge, skills and attitudes towards competency and the ability to perform to the standard expected in the workplace and the relevant competency standard or the learning outcomes of an accredited course. Assessment tasks include observation within the workplace, questions (verbal or written), projects, written assignments and reports from Supervisors.

Competency assessment processes

There are three types of assessments that may occur at different stages for each unit.

1. Initial assessments to identify what competencies you already have. (Overall self-assessment.) This occurs during induction/orientation.
2. Progressive assessment during training to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
3. Final assessments, which are delivered when the trainer decides the student is ready.

Flexible Assessment procedures

Assessment tools have been developed to encompass the learning styles of all trainees. When completing your assessment, you will be given the opportunity to request certain reasonable adjustments to the assessment tools to suit any special needs you may have. To maintain the rigour of the assessment and meeting the Training Package requirements, these will be negotiated with the trainer.

Submission of Assessments

Students are required to submit all assessments on time. If an extension of time is requested, this must be done prior to the due date. An extension of time is given at the discretion of the RTO Manager in consultation with the student.

Any student who fails to submit any assignment will not be able to be marked competent for that unit of competency.

It is the student's responsibility to keep a copy of all submitted assessment materials.

Cheating & Plagiarism

All assessment must be your own work. Cheating or getting others to do your work will not be tolerated. Copying from a published document (including the internet) without referencing will not be tolerated. This is plagiarism and it is illegal. Cheating and plagiarism may lead to cancellation of your enrolment. You may be asked to provide identification and answer questions via telephone or skype regarding the training to ensure the work submitted is your own work.

Assessment Policy including Re-assessment

The following is a summary of Aspire's Assessment Policy, including the process to be followed for appealing assessment outcomes. A full copy of the Assessment Policy is available from the Trainer/Assessor.

All students shall be entitled to 2 attempts at assessment.

Assessors will ensure:

- The assessment process is valid, reliable, flexible and fair
- Recognition of prior learning is recorded appropriately
- Ongoing assessment
- All evidence submitted is considered in making their judgement
- Student underachievement is identified
- Assessment outcomes are recorded appropriately
- Feedback on assessment outcomes is given to each candidate.

What if you successfully demonstrate competencies in some areas and not in others?

If you are enrolled in a qualification and can only demonstrate competencies in some and not all Units of Competency (UOC) a certificate for the qualification cannot be issued, you will however receive a Transcript for all completed units.

This recognition is a *Statement of Attainment* and the Transcript will identify the qualification name, units of competency and national identification number.

If you elect to continue and complete the full qualification or any outstanding units your assessor will work with you on a training pathway and develop a plan for completing your course of study.

Strategies to engage employers

Strategies to engage employers and other parties, such as third party supervisors, are outlined below:

1. During the Development of Training and Assessment Strategies, 3rd parties are consulted through interviews and they are asked to review our Training and Assessment Strategies
2. When utilising employers and supervisors during traineeship visits or Work Placement regularly to identify whether our training is meeting their needs.
3. Meeting with employers and supervisors to identify if training outcomes are meeting industry needs.

4. Conducting **QI Employer Surveys** and **Training Evaluations** to identify that skills and experience of our trainers and assessors meet industry needs.

Following is an outline of how Aspire ensures that the contribution by employers and other parties are incorporated into training and assessment:

1. Development

Prior to placing a qualification onto Aspire's Scope of Registration or prior to implementing new assessment tools, changes to existing training products; Aspire engages employers and other parties in the development of the Training and Assessment Strategies by undertaking industry consultation and industry surveys to identify employer/industry needs.

2. Delivery and Monitoring

Employers and other parties may be required to contribute to the delivery and assessment of training. This could include providing:

1. Third Party Reports: whereby a supervisor may be required to provide feedback on the students' progress in the workplace.
2. Traineeships: whereby an employee of the company, where the student is undertaking a Traineeship, is required to supervise a student in the workplace.
3. Work Placement: whereby the student undertakes work placement with an organisation as part of their qualification completion requirements.

Third Party Responsibilities

- Support and encourage candidates.
- Identify and endorse suitable supervisor's/buddy's.
- Support candidate's supervisor/buddy.
- Accommodate rostering to enable candidates to attend off the job training.
- Report problems/needs to Aspire Education and Training Learning and Development as soon as they arise.
- Allow candidates access to resource materials in the workplace.
- Workplace observations to be conducted without interruption.

Supervisor Responsibilities

- Conduct workplace observation in accordance with Aspire's Educational and Training legislative requirements.
- Report difficulties to Aspire as they arise.
- Ensure the observation process is not interrupted.
- Support and encourage candidates.
- Assist candidates to access relevant resources in the workplace.

- Provide candidates with feedback on workplace performance.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is a form of assessment that enables participants to be given credit for what they already know and can do, in other words their competence, without any further training.

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning (RPL) is the acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience. RPL may be used to grant status or credit in or towards a subject, module, or unit of competence.

RPL may also be applied for as a separate process.

How is RPL assessed?

If you believe that you might be eligible for Recognition of Prior Learning Aspire is pleased to offer you this facility.

RPL is available to all prospective students. In consultation with the trainer/assessor the student should:

- Decide which units are to be recognised
- Provide an Evidence Portfolio in line with agreed evidence plan
- Undertake peer assessment or third party evidence
- Be prepared to 'show, tell and apply' skills and knowledge

Candidates may apply for recognition of their learning and skills by supplying evidence of:

- Performance, demonstration, or skills test/assessment
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview and questions
- Simulations
- Video, photographic (endorsed) evidence
- Competency conversations (focusing on key points to look for in responses)

Aspire's Training Manager is responsible for the application and assessment of RPL.

Candidates may make application to the Training Manager using the Aspire's Application for Recognition of Prior Learning / Recognition of Statements of Attainment from Other RTOs application form.

Candidates may be invited to attend an interview process to discuss the application. Further information/documentation may be requested. An assessment and verification of the application will be undertaken.

The assessment of RPL may be embedded within Aspire's assessment tools.

Applicants will be notified of the assessment decision. Skills recognition assessments and outcomes will be recorded and relevant qualifications/Statements of Attainment will be issued where applicable.

Candidates may appeal a decision. Appeals should be lodged with the Training Manager in line with the Aspire's Assessment Policy.

Following is the process for applying for RPL using the RPL Kit:

- Student to contact the RTO and advise that they wish to apply for RPL using the RPL Kit
- RTO to supply the RPL Kit and explain the process for RPL
- RTO to allocate an Assessor to contact the student to ensure that they understand the requirements of the evidence to be supplied
- Student to submit to the Assessor all the required evidence and the completed RPL Kit
- Assessor to review the RPL Kit and determine whether the student has the required skills and knowledge against each Unit of Competency

Once the student has been determined by the Assessor as competent, the completed RPL kit is to be forwarded to Administration for Certificate issue.

Recognition of Qualifications Issued by Other RTO's

If you have completed a course or a unit with another RTO that is the same as, or relates to, the course you are now doing you may be eligible for recognition of the competency you have already gained, and therefore not have to do the units again.

If you think you may be eligible, please provide your training facilitator with a copy of your certificate.

Training Evaluation Form - Student

The purpose of the Training Evaluation Form is to collect feedback from students on the delivery of training and assessment, including training facilities, the trainers' skills and knowledge, as well as feedback on the resources utilised for delivery of training, and overall satisfaction ranking with the course.

In addition to training evaluation, Aspire will conduct random surveys and interviews with industry leaders, clients, students and other community bodies to identify future needs in training.

The RTO Manager will report both positive and negative feedback to the relevant people for discussion. Feedback regarding delivered programs is to be discussed with the trainer that delivered the training with positive feedback being acknowledged. These discussions are to assist in the revision and adjustment of training material and delivery methods and may direct the professional development required of the trainers.

Any complaints or issues that are identified from feedback are to be recorded for action. Trainers are to provide feedback on training through the Trainers Report.

Fees

Aspire's programs are delivered either on a fee-for-service basis or with government subsidy.

See the Aspire website or course brochures for information about the cost of attending specific courses.

Aspire financial arrangements operate in such a way that refund moneys are always available if required.

Payments terms

Where arrangements have been made with your employer an invoice will be sent directly to them for the course.

Individuals pay online in full at enrolment (prior to course commencement) or face-to-face training can be invoiced and payment is to be made prior or on the day of training delivery.

Learners will receive a receipt for every fee transaction they undertake with Aspire Education and Training.

Course fees are to be paid in full prior to issuing the outcome qualification or Statement of attainment.

Aspire has a 10 day cooling off period from enrolment, refunds however will not be given for withdrawal from a course one week prior to commencement.

Incidental charges

The following incidental charges may occur during your time as a student:

- One on one coaching \$80 per hour
- Additional assessments are \$50 per assessment
- Appeals, including use of 3rd party – See Unsettled Complaint or Appeal Page 25
- RPL Fees will be based on a case by case basis

Cancellation / Refund Policy

We will issue refunds when:

- A course has been cancelled by Aspire.
- Training participant notifies Aspire of withdrawal in writing 7 days prior to commencement of training.
- The process indicates that training participant does not need to undertake the course or parts of the course.

The full cancellation and refund policy can be found at the Aspire website.

Where employers pay for training they may send alternative candidates to attend training if the original candidate is not available. To assist Aspire, we request you advise us prior to the start of the course and ensure that any pre-course information is relayed to the replacement.

Cancellations or Postponements

It is the intention of Aspire to provide training and assessment services to all students. If a training course or training module is to be cancelled or postponed, then Aspire will advise all students and clients as soon as practicable and at least 72 hours prior to course commencement.

All training is devised for a minimum number of participants and Aspire Education and Training reserves the right to cancel courses or defer courses up to 48 hours prior to commencement. Where at all possible the course or training module will be offered at alternative times and dates. If clients / participants are not able to attend alternative courses all fees paid for that course or training module will be fully refunded. Where the RTO is not able to provide the agreed services all fees paid for that course or training module will be fully refunded.

Feedback

Aspire Education and Training is continuously striving to improve the quality of training and assessment. It is extremely useful to receive feedback from our clients and students. Reviews will be undertaken during your training and an Evaluation Form will be provided to you on completion of your course.

If you have any further questions pertaining to your enrolment, course or learning please do not hesitate to contact any one of the dedicated, friendly training team.

Complaints, Grievances and Appeals

All feedback whether compliments or complaints, is valued and ensures we meet the needs of all learners. Aspire Education and Training has implemented a procedure for continuous improvement that encourages feedback on any of our service provision. Information on our trainers, assessor, staff, any third parties (providing services for us) and other learners is valuable to us and we encourage you to make contact should you have something to discuss.

If the matter is unresolved, learners are advised they may take their grievance through legal avenues, the Anti-Discrimination Board, Consumer Affairs, Apprenticentre or other bodies as appropriate.

Appealing a Decision

All students have the right to appeal decisions made by the RTO where reasonable grounds can be established. The areas in which a student may appeal a decision made by the RTO may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by the RTO in the first instance.

The RTO Manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

Time lines

Aspire Education and Training will manage all complaints and appeals fairly, equitably and efficiently as soon as practicable.

Aspire Education and Training will inform the complainant or appellant in writing if the resolution takes more than 60 days, including reasons why more than 60 days are required, and regularly updates the complainant or appellant on the progress of the matter.

Informal/Verbal Solution

All complainants must seek to resolve the issue with the person directly involved through an information discussion with the person concerned.

Unsettled Complaint or Appeal

If the issue is not satisfactorily settled through the above process, Aspire Education and Training will make arrangements for an independent third party to review the appeal or complaint. The independent third-party may be another RTO. Should there be any costs to be incurred in this process the complainant is to be advised.

The client will also be advised of the external Complaints and Appeals providers through the National Training Complaints Hotline on 1800 000 674.

Confidentiality of records

All complaints and appeals are recorded. Records and their outcomes are securely maintained. All complaints and appeals are documented in writing using the 'Complaints and Appeals Form' and recorded on the 'Complaints and Appeals Register'.

Confidentiality of the individual is maintained and where requested anonymity preserved. Should anonymity be requested complainants/appellants are informed where this may limit the extent to which their complaint/appeal can be investigated.

Independent person

Aspire Education and Training will provide an independent qualified assessor or Manager who will:

- Provide the complainant with the Complaints/Appeals form and instruct the details to be completed.
- Acknowledge the receipt of the returned form in writing (via email is acceptable)
- Allow the process for each side to tell their story
- Ensure the outcome of the finalised complaint/appeal is recorded in writing and sent to the complainant.

Complaint or Appeal Procedure

Should a student have a complaint or appeal, the following steps are to be followed:

1. Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with RTO Manager to resolve the issue.
3. If still no resolution, the student should put the following information relating to the complaint or appeal in writing:
 - description of the complaint or appeal
 - state whether they wish to formally present their case
 - steps taken to deal with the complaint or appeal
 - what they would like to happen to fix the problem and prevent it from happening again
4. If the complaint or appeal is not dealt with to the student's satisfaction, he/she may bring it to the attention of the CEO. The CEO will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process will commence within 48 hours from the time the CEO receives written notification from the student about their dissatisfaction to the response received from earlier efforts. A response / resolution will be presented within 30 days.
5. The student may appeal against the decision/resolution by submitting the Appeals form if he/she disagrees with the decision.
6. Should the issue still not be resolved to the student's satisfaction, the RTO will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period. If the process is taking longer than 60 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress.
8. If the student is still not happy with external mediation, he/she may take his/her complaint to the VET Regulator.
9. All documentation relating to complaints or appeals will be archived for audit purposes.

Issuing Qualifications

Aspire will issue a Nationally Recognised certificate indicating the competencies and qualification that have been achieved on completion of all training and assessment components.

If the program is partially completed a Statement of Attainment will be issued for units in which the participant has been assessed as competent.

Your certificate will only be issued upon successful completion of the required Units of Competence and when FULL monies have been paid to the RTO.

Loss of Certificate or Statement of Attainment

In the event of loss of your Certificate or Statement of Attainment please log into your student portal and you can freely access your past certificates. If you are unsure of how to do this please contact Aspire.

Your Certificate, transcript or Statement of Attainment can at all times be accessed through your student portal and reissued without any costs.