



Participant Handbook

Real Coach Pty Ltd
PO Box 2532
Taren Point NSW 2229
Ph: 1300 124 125
Fax: 1300 724 089
Email: info@realcoach.com.au
Web: www.realcoach.com.au

Table of Contents

Introduction	3
The Australian Quality Training Framework (AQTF Standards)	3
Client Appeals and Complaints	3
Legislative Requirements	4
Occupational Health and Safety Policy	5
Harassment and Discrimination Policy	5
Privacy	6
Vocational Education and Training Requirements and Policies	7
Apprenticeships and Traineeships	7
Working with Children	7
Fees and Refund Policy	7
Participant Training Records Policy	8
Recognition of other Qualifications	9
Access and Equity	9
Client Selection	9
Enrolment	9
Induction	9
Language, Literacy and Numeracy (LLN) Assistance	10
Participant Support, Welfare and Guidance	10
Flexible Delivery and Assessment Procedures	10
Discipline	10
Recognition of Prior Learning Policy (RPL)	11
Credit Transfer Policy	11
Assessment Standards	11
Assessment Methods	12

Introduction

Welcome to Real Coach Pty Ltd – a Registered Training Organisation providing excellence in training services designed for the real estate industry. The Real Coach philosophy encompasses first class customer service coupled with the delivery of premium quality training and assessment services to clients.

Real Coach employees are committed to assisting clients in furthering their careers and reaching their goals within the real estate industry.

Real Coach offers the New South Wales Certificate of Registration Course, the Real Estate Licensing Course and Continuing Professional Development (CPD) from within the following Training Package:

- CPP40307 Certificate IV in Property Services (Real Estate)

All Real Coach trainers and assessors are highly qualified and have extensive real estate experience. Their role is to support course participants throughout their training and to ensure that they have a valuable learning experience.

The Australian Quality Training Framework (AQTF Standards)

You are about to become a participant in the process that can result in achieving a nationally accredited qualification.

These qualifications can only be delivered by a Registered Training Organisation (RTO).

To be a RTO we need to meet the requirements of the Australian Quality Training Framework (AQTF). This is assessed in New South Wales, by the Vocational Education and Training Accreditation Board (VETAB).

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the AQTF standards and will be re-audited during its subsequent five year registration period.

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

Client Appeals and Complaints

A participant can lodge a complaint about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a participant is unhappy or dissatisfied with an aspect of our training and assessment service delivery, they should consult their trainer in an attempt to quickly resolve the issue. If the issue is with the trainer and the participant feels that they would prefer not to approach the trainer, then the CEO is available to discuss the issue.

Should the complaint or appeal not be resolved in the first instance, then the participant is requested to formally lodge a complaint or appeal by completing the Complaint and Appeals form, these forms are available from any staff member.

Should the nature of the complaint refer to criminal matters or where the welfare of students is in danger, Real Coach will, with the permission of the participant, seek assistance from other authorities such as The Police, Legal Representative or other parties as appropriate. Participant confidentiality will be maintained at all times as is consistent with NSW Law. Engagement of the external assistance will be the responsibility of the CEO and the Training Manager.

If a completed Complaint and Appeals form is lodged, this will be entered into our Complaints and Appeals register for tracking purposes. This is the responsibility of the Compliance Coordinator or Director. Upon receipt of the formal complaint or appeal, the Compliance Coordinator or Director will be responsible for resolving the issue. This will involve at least a formal interview with the participant, the trainer (if appropriate) and the Director. If this does not resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, which will state the reasons for the decision.

The suitable independent person or panel will need to be agreed upon by both the participant and Real Coach, and could include another external Trainer Assessor, or it could include independent commercial mediators such as Leadr and InterMEDIATE.

Leadr can be contacted via www.leadr.com.au, Intermediate can be contact via www.intermediate.com.au

Costs for the independent person or panel, will be borne by Real Coach. The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

If the Participant is still not satisfied with the resolution of the complaint or appeal, the “National Complaints Code” directs them to seek further assistance from VETAB, whose details are listed below.

VETAB
Level 14, 1 Oxford Street
Darlinghurst NSW 2010
Ph: (02) 9244 5335

VETAB provides details on its support services and processes on Complaint management on its website at: <http://www.vetab.nsw.gov.au/complaints.php>

Please note, that the VETAB website advises that some complaints about refunds may be directed to the NSW Office of Fair Trading Ph. 133 220.

Trainees who are not satisfied with the quality of their on-the-job training should contact their State Training Centre on 13 28 11.

Complaints and Appeals Process:

- Participant has grievance
- Participant discusses problem with administration, sales, trainer/assessor as appropriate
- ISSUE RESOLVED?
YES: 1. RECORD IN PARTICIPANT FILE
 2. COMMENCE CONTINUOUS IMPROVEMENT PROCESS IF SUITABLE
 3. RECORD FOR DISCUSSION AT MONTHLY MANAGEMENT MEETING
NO: 1. ESCALATE TO CEO/DIRECTOR
 2. RECORD OUTCOME IN PARTICIPANT FILE
- ISSUE RESOLVED?
YES: 1. COMMENCE CONTINUOUS IMPROVEMENT PROCESS IF SUITABLE
 2. RECORD FOR DISCUSSION AT MONTHLY MANAGEMENT MEETING
 3. FILE RELEVANT INFORMATION AND CLOSE FILE
NO: 1. ESCALATE TO EXTERNAL PERSON OR PANEL
 2. RECORD DETAILS IN FILE
- ISSUE RESOLVED?
YES: 1. COMMENCE CONTINUOUS IMPROVEMENT PROCESS IF SUITABLE
 2. RECORD FOR DISCUSSION AT MONTHLY MANAGEMENT MEETING
NO: 1. REFER TO VETAB
 2. RECORD FOR DISCUSSION AT MONTHLY MANAGEMENT MEETING

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and the CEO is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>.

Issue Date – 3 rd January, 2011	Real Coach Participant Handbook Version 3.0 Page 4 of 12
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The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

State Based Legislation

- Vocational Education and Training Act 2005
- Apprenticeship and Traineeship Act 2001 NSW
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Occupational Health and Safety Act 2000 (as amended 2002)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.
- Occupational Health and Safety Regulation 2001
- Antidiscrimination Act 1977
- Occupational Health and Safety Act 2000 & Occupational Health and Safety Regulation 2001
- Privacy Act 1988
- Privacy Amendment Act (Private Sector) 2000
- Property Stock and Business Agents Act 2002
- Property Stock and Business Agents Act Regulations 2003
- Residential Tenancy Act 2010

Occupational Health and Safety Policy

The NSW Occupational Health and Safety Act 2000 describes Real Coach's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Harassment and Discrimination Policy

Issue Date – 3 rd January, 2011	Real Coach Participant Handbook Version 3.0 Page 5 of 12
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We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees of Real Coach Pty Ltd.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Privacy

Issue Date – 3 rd January, 2011	Real Coach Participant Handbook Version 3.0 Page 6 of 12
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Real Coach takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

Your enrolment form provides for Participants to give permission for us to discuss the Participants progress with their employer. In some cases we will be required by law or required by the AQTF standards to make participant information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or discloses is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and up date information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, Real Coach will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual’s privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual’s racial or ethnic background, or criminal record.

Vocational Education and Training Requirements and Policies

These are described in more detail in the VET act (Vocational Education and Training Act 2005) but basically confirm the right of VETAB to audit Real Coach, apply penalties for non compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO etc.

Apprenticeships and Traineeships

Real Coach delivers training eligible for “Traineeships” (also known as new apprenticeships) and we will ensure that we comply with the Skilling Australia’s Workforce Bill 2005 and Skilling Australia’s Workforce (Repeal and Transitional Provisions) Bill 2005 and the Apprenticeship and Traineeship Act 2001 NSW.

These acts define our obligations to comply with Department of Education (DET) requirements for funding of the Apprenticeship Traineeship Training Program (ATTP) and Approved Provider List (APL) funding, including our reporting and other obligations.

Working with Children

We accept people under the age of 18 in our training programs.

We will comply with all Federal and State working with Children legislation such as the NSW Commission for Children and Young People Act 1998.

A list of all relevant legislation is available from the Federal Police Website:

<http://www.aifs.gov.au/nch/resources/police/policechecks.html>

Further information on the Working with Children’s Check is available from Real Coach’s CEO.

Fees and Refund Policy

All of our training courses attract fees as detailed in the course information brochures. These prices are subject to change.

Issue Date – 3 rd January, 2011	Real Coach Participant Handbook Version 3.0 Page 7 of 12
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All course participants are required to pay the course fee prior to the commencement of the course and will be issued with a receipt for the fees paid.

Payments can be made via mastercard, visa, cash or cheque.

Real Coach will ensure that a full refund of fees will be made if a course is cancelled by us.

COURSE	REFUNDS	TRANSFER
CORC Correspondence	No refund is available after dispatch	Application must be received in writing. Only one transfer per booking permitted. \$50 administration fee applicable at time of transfer.
CORC Face to Face	\$100.00 administration fee applicable at time of cancellation. Request to be in writing. No refunds within 48 hours of the course being held.	Application must be received in writing. Only one transfer per booking permitted. \$50 administration fee applicable at time of transfer.
Licensing Correspondence	No refund is available after dispatch	Application must be received in writing. Only one transfer per booking permitted. \$50 administration fee applicable at time of transfer.
CPD CD-ROM	No refund is available after dispatch	1 transfer permitted per booking. \$50 administration fee applicable at time of transfer.
CPD-Online	No refund is available after dispatch	1 transfer permitted per booking. \$50 administration fee applicable at time of transfer.
CPD Face to Face	\$100.00 administration fee applicable at time of cancellation. No refunds within 48 hours of the course being held.	1 transfer permitted per booking. \$50 administration fee applicable at time of transfer.

All claims for refunds must be completed in writing and forwarded to the CEO.

Course participants can seek a variation in these commercial terms by direct application to the CEO in writing.

Participant Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual Participant records will be stored in a locked secure office area. Our electronic records are stored in student records software system and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The CEO will undertake a validation of the training records of approximately 10% of registered participants and report the accuracy to the MMM.

The CEO is responsible for conducting a weekly back up of our computer systems to a password protected external hard drive. This backup is then taken offsite.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years.

In the event that we cease to operate as a RTO we will transfer all records to VETAB in appropriate format and detail as specified by VETAB at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

Should we be required to submit statistical data on our participants in the future (AVETMISS), we will use the features inside our student record software program.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the AQTF such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,

- Officers from the Department of Education and Training, VETAB or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participant's themselves, after making application in writing. For example participants seeking a replacement Qualification or Statement of Attainment.

Should you require access to your records or to a replacement certificate please contact the training manager.

There is a \$40.00 fee for reproducing replacement certificates and a \$50.00 fee for records retrieval.

Recognition of other Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Real Coach.

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

Participants would be required to produce a certified copy or the original certificate to the Training Manager or in some cases the trainer, who will make note of the qualification in our record system.

This is typically applicable where participants produce a pre-requisite qualification for a course they are currently wishing to undertake.

Eg. A participant who has completed units of study from the Training Package CPP40307 Certificate IV in Property Services (Real Estate) may produce a transcript of their results in order to gain recognition of this learning.

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs. Any issues or questions regarding access and equity can be directed to RTO Name Short's CEO.

Client Selection

Some courses have pre-requisites to enrolling in our training programs. Specific details of these pre-requisites are contained in individual course information documentation.

If you have any questions please do not hesitate to discuss the course with us.

Enrolment

Enrolment will consist of you contacting Real Coach. Made available to you will be a Participant Handbook, an Enrolment form, literature on the courses being considered and any other relevant documentation.

Induction

Once all participants have completed the enrolment session they will complete an induction program which will cover:

- Introduction to Real Coach staff,
- Confirmation of the course to be delivered.
- The training and assessment procedures, including method, format and purpose of assessment.
- Qualifications to be issued,

Confirmation that all the above information was provided and handouts were distributed may be required to be acknowledged by the participant.

Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as their local TAFE campus.

Participant Support, Welfare and Guidance

We will assist all participants in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Real Coach's staff.

We will ensure that the full resources of our RTO are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties you should make contact directly with the CEO who will assist you to the full extent of our capacity.

If your needs exceed Real Coach's support capacity we will refer you onto an appropriate external agency.

You can seek support immediate by contacting:

Police/Fire/Ambulance

Ring 000

Interpreting Services:

TIS 13 14 50

Lifeline: 131 114

Literacy and Numeracy Support:

National:

Australian Council of Adult Literacy phone 03 9469 2950 email acal@pacific.net.au

New South Wales:

NSW Adult Literacy and Numeracy Council Phone 1300 655 506

Web: www.literacyline.edu.au

Flexible Delivery and Assessment Procedures

Real Coach recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional learning and assessment methods will still achieve good results.

Real Coach will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

Real Coach undertakes to assist participants achieve the required competency standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or Real Coach's Training Manager.

Discipline

Issue Date – 3 rd January, 2011	Real Coach Participant Handbook Version 3.0 Page 10 of 12
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Real Coach attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

Real Coach has a zero tolerance policy towards illegal drugs, any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases prescription drugs will affect your performance, please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the participants assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and Real Coach's CEO and the appropriate action will be taken.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

Recognition of Prior Learning Policy (RPL)

Real Coach recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired.

Participants who believe they have skills and knowledge that would be covered in the training programs offered by Real Coach should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced.

Participants can make an application for Recognition of Prior Learning at any time during the training program.

An RPL application pack is available from the Training Manager.

Credit Transfer Policy

Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration.

Credit Transfer – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAAASS401A, TAAASS402A and TAAASS404A units of competency from the TAA40104 qualification or the BSZ98 equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:

- be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible** - Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal. See further details in the appeal process section.