

RTO

Student Information Handout

Contents

1.	Purpose.....	3
2.	Scope.....	3
3.	Information.....	3
4.	Enrolment Process	4
5.	Unique Student Identifier (USI)	4
6.	Access & Equity	5
7.	Recognition of VET certificates issued by another RTO.....	5
8.	Volume of Learning.....	5
9.	Fee Information	6
10.	Student Induction	6
11.	Student Rights and Responsibilities	7
12.	Privacy	7
13.	Privacy Notice	8
14.	Harassment, Victimisation and Bullying.....	8
15.	Disciplinary Action	8
16.	Assessments.....	9
17.	Re Assessments	10
18.	Options for Students Not Yet Competent	11
19.	Educational and Support Services.....	11
20.	Access to Records	12
21.	Complaints and Appeals	12
22.	Legislative Compliance	13
23.	Issuing Certificates.....	13
24.	Student Identification	13
25.	Trainers and Assessors	13
26.	Superseded Training Packages	14
27.	Continuous Improvement.....	14
28.	Contact Details	14

1. Purpose

Capability Resources Pty Ltd is a Registered Training Organisation registered with ASQA (Australian Skills Quality Authority) to deliver nationally recognised training and assessment services.

The Student Information Handout provides information for students regarding training, assessment, support services and their rights and responsibilities prior to enrolment.

Capability Resources is committed to provide quality training and assessment services to meet the needs of industry and students.

2. Scope

The Student Information Handout applies to all nationally recognised training and assessment activities performed by or on behalf of Capability Resources.

The qualifications and units of competency that Capability Resources are able to provide are available from <http://training.gov.au/Organisation/Details/90975>

3. Information

Capability Resources will provide participants with current and accurate written or electronic information that enables the participant to make an informed decision about undertaking the training and assessment services. This information is provided on request and as a minimum on enrolment.

The information is usually provided by:

- Course Flyer
- Student Information Handout
- Enrolment Form
- Confirmation Form
- Payment Method Form
- Capability Resources website

The type of information provided includes details on:

- Course information
- National Code and Title
- Currency of the training
- Duration of training and assessment
- Location of training and assessment
- Modes of delivery
- Name and contact details of any third party providing services, as applicable
- Work placement arrangements, as applicable
- Confirmation that the RTO is responsible for compliance of training and/or assessment
- Confirmation that the RTO is responsible for issuance of AQF certification documentation
- Details of the RTO complaints and appeals processes
- Participants rights if the RTO or a third party closes or ceases to deliver the agreed training and/or assessment
- Participants obligation to repay any VET FEE-HELP debt, as applicable
- Entry requirements, as applicable
- Resources the participant must provide
- Implications on participant entitlements to access government funding.
- Consumer rights

4. Enrolment Process

Capability Resources will provide students with the required pre-enrolment information to support the process to prepare to complete the training and assessment activities. This will include Student Information Handout, Enrolment Form, Payment Method Form and information relevant to participate in the course.

Where a student has elected to participate in training and assessment activities to be performed by Capability Resources, they will need to fully complete and return to Capability Resources the required Enrolment Form and Payment Method Form in a timely manner.

Enrolments are made on a first come, first served basis as determined by the receipt of completed Enrolment Forms and Payment Method Forms. As class placements are limited it is regretted class positions cannot be saved without the Payment Method Form being completed. The Payment Method Form secures your enrolment and course placement.

A Course Confirmation Form will be issued to the student to confirm their participation.

It is the student's responsibility to note the date, time and location of the course as advertised.

Capability Resources reserves the right to decline admission to a course; terminate a student's enrolment in a class at any time or change a course or trainer at any time without notice to course students.

Students are required to be dressed neat and tidy with enclosed footwear to attend training.

Courses with practical components require full Personal Protective Equipment (PPE) to be worn by students. This includes steel cap boots, long sleeve shirt and long pants. For all other courses closed in footwear is required (no thongs). Students will not be permitted to attend training if the relevant PPE requirements are not met.

Students participating in courses involving physical activity, field trips, practical demonstrations etc. do so at their own risk. Capability Resources has public liability insurance for classroom activities.

Evidence of previous training must be provided for Refresher Training when enrolling to ensure training is appropriate and originals are to be sighted by trainer on commencement of training. Bookings cannot be accepted without this evidence.

5. Unique Student Identifier (USI)

Capability Resources will confirm the identity of students during the enrolment process through the verification of relevant participant identification, including the sighting of photo identification.

Participants will be requested to provide their USI as part of the enrolment process. Capability Resources will verify the participant's USI through the Vettrak Student Management System.

Where a participant does not have a USI, Capability Resources will direct them to the USI website to create their own USI. <http://usi.gov.au/create-your-USI/Pages/default.aspx>

No certificates will be issued unless the USI has been verified by Capability Resources.

Where a participant is exempt from having a USI, Capability Resources will inform the participant as part of the enrolment process 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.

Capability Resources will maintain the security of any USI received from a participant. This includes authorised access to the Vettrak Student Management System.

6. Access & Equity

Capability Resources is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 5 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992.

Student enrolments are not discriminated on the basis of race, gender, age, social or educational background or disability.

Capability Resources needs to be advised if students have a medical condition or disability and need assistance in attending a class.

In the event of a situation that is considered by students to be in violation of the Capability Resources commitment, students and clients are required to report the situation to the Capability Resources Training Manager.

Capability Resources meets the needs of clients through effective client relationships. This relationship commences from initial contact enquiry or as part of ongoing client relationships and is managed throughout the deliverable process. Ongoing client relationship is maintained following the completion of any deliverables as part of the continual improvement process to ensure the client needs have been satisfied.

7. Recognition of VET certificates issued by another RTO

Where a student presents a VET qualification or Statement of Attainment that has been issued by another RTO, Capability Resources will accept that certificate, provided the certificate presented is verified by contacting the RTO directly to confirm the details are correct.

Capability Resources will accept authenticated VET transcripts issued by the Registrar.

Credit Transfer will be applied as applicable.

8. Volume of Learning

Training products are developed to provide the required volume of learning, including but not limited to delivery, individual study, workplace learning and assessment activities; to enable a participant to achieve the learning outcomes.

Professional judgements are made by the training product designers in identifying the volume of learning, with reference to the AQF volume of learning indicators. Details are provided in the Training and Assessment Strategy. Where the volume of learning is less than that identified by the AQF indicators, the designers will justify the professional judgement made for the volume of learning provided.

Variations to the volume of learning include:

- Specific short duration courses that build on knowledge and skills already acquired, and
- Entry level requirements,

The AQF volume of learning is measured in equivalent full time years and include:

- Certificate I completion typically in 0.5 – 1 year
- Certificate II completion typically in 0.5 – 1 year
- Certificate III completion typically in 1 – 2 years
- Certificate IV completion typically in 0.5 – 2 years

As a guide, the generally accepted length of a full time year, used for educational participation, is 1200 hours

9. Fee Information

Course Fees: should be paid 7 days prior to course commencement unless an order number has been provided (for approved customers only). Where course fees are greater than \$1500 per student, please pay a deposit of \$1500 per student only, with the balance payable once the course has commenced.

Cancellations: Capability Resources reserves the right to cancel any course and a refund will be given if this occurs. Every effort will be made to contact students and employers so please ensure we have your correct contact details.

Training Guarantee: Once a course has commenced, Capability Resources will ensure the full course is delivered.

Refunds: Fees will only be refunded in the following circumstances

- Where students have overpaid the course fees, the amount overpaid will be refunded
- Where students are enrolled in training that has been cancelled, any fees paid will be refunded in full (or can be applied towards training on an alternative date).
- Where students withdraw from a course at least 5 working days prior to class commencement, any fees paid towards the course will be refunded, less a \$20 administration fee.
- Where a student is unable to commence their training due to serious illness or misadventure, any fees paid towards the course will be refunded, less a \$20 administration fee. This may be subject to the provision of a Medical Certificate when requested.
- We do not refund or transfer fees when you withdraw within 5 working days of course commencement.

10. Student Induction

Student Induction is conducted for all new students on the first day of the training course. It is essential for students to attend this session to fully understand the requirements to attend and complete the required training and assessment activities.

At the Induction all queries regarding course structure, assessment activities and timetables will be answered collectively with time for individual consultation if required.

The Trainer will be available to answer any questions you have regarding the course.

At the end of the Induction you will be asked to sign a declaration that you have received, understood and agreed to undertake your training according to the policies and procedures of Capability Resources. Please complete this form and hand it back to the Trainer.

Topics covered in the induction process include:

- Introductions
- Emergency procedures
- Site familiarisation
- Amenities
- Use of mobile phones
- Timetable
- Breaks (morning/lunch/afternoon)
- WHS / PPE
- Course objectives
- Assessment criteria
- Assessment methods & process
- Assessment appeals process
- Access to records
- Special needs

11. Student Rights and Responsibilities

Rights: When students enter into an agreement with Capability Resources by signing the Enrolment Form, they are entitled to:

- Be treated fairly and with respect
- Learn in an environment free of discrimination and harassment
- Participate in a supportive environment
- Be provided with information regarding the assessment process
- Make a complaint without fear of discrimination
- Protection of the privacy and confidentiality of personal information
- The right to learn in a smoke free environment
- Rights as a consumer in accordance with Australian Consumer laws

Obligations: When students enter into an agreement with Capability Resources by signing the Enrolment Form, they agree to:

- Comply in good faith with all the applicable laws and regulations
- Neither conflict with, nor compromise the interests or objectives of the training activities
- Minimise harm to the environment
- Abide by no smoking policies
- Manage risks to their health and safety arising from training activities
- Ensure own attitude and behaviour do not impact on or threaten others
- Refrain from unacceptable behaviour, including swearing and loitering
- Follow reasonable directions of the trainer/assessor in the training/assessment activities
- Attend the training as scheduled and on time
- Dress appropriately and wear required PPE
- Complete assessment activities in time
- Refrain from using mobile phones and other electronic devices during class unless approved by the trainer/assessor
- Comply with the policies and procedures of Capability Resources
- Do not attend when under the influence of alcohol or drugs
- Respect other students
- Do not distract other students
- Do not attend training if completed night shift prior to the training day
- Not engage in any plagiarism, collusion or cheating in any assessment
- Return any learning and assessment resources
- Do not damage or remove learning and assessment resources
- Provide resources as identified and agreed

12. Privacy

Capability Resources recognise a student's right to privacy. Capability Resources Privacy Policy identifies how we handle information we learn about you. We collect and store your enrolment details and your progress reports using secured means. Where State or Commonwealth funding supports training we are obliged to submit your enrolment details for statistical purposes.

The information we collect from you is protected and personal student files will only contain information pertinent to the student's training program and assessment outcomes.

Capability Resources is required to collect, analyse, and act on relevant data for continuous improvement of training and assessment activities and to also comply with regulatory reporting requirements.

The confidentiality of all personal information in our records will be protected under the Privacy Act 1988.

13. Privacy Notice

Under the Data Provision Requirements 2012, Capability Resources is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form), may be used or disclosed by Capability Resources for statistical, administrative, regulatory and research purposes. Capability Resources may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

14. Harassment, Victimisation and Bullying

Capability Resources does not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

In the event of a situation that is considered by clients to be in violation of Capability Resources' Company harassment, victimisation and bullying policy, report the situation to the Capability Resources Manager.

15. Disciplinary Action

Capability Resources' goal is to create a fair and efficient environment for all students. Should any student act with disregard to any of the organisation's policies and procedures, it may be necessary for management to take the following disciplinary action:

Stage 1: Discussion and Verbal Warning

This is a verbal conversation where students and management will discuss the events, incidents and/or issues of concern. This discussion will result in recommendations for improvements, together with an appropriate action or training plan with timelines. Details will be recorded and signed by all parties. Where the incident or conduct has been unacceptable and of a serious nature, immediate training termination will take place.

Stage 2: Written Warning

If there is no significant improvement in performance as agreed in Stage 1, or another incident takes place, management will issue a written warning.

Stage 3: Third and Final Written Warning

If the disciplinary review process fails, management and the student will meet for a final meeting. Management will provide evidence that despite the course of action taken the issue persists. Students will be issued with the final Student warning resulting in management's right to take the necessary disciplinary action required. Documents of reason and action taken will be placed on the student's personal file.

16. Assessments

Assessments provided by Capability Resources will meet the requirements of Principles of Assessment and Rules of Evidence.

A range of assessment methods will be used by Capability Resources. These may include:

- **Observation:** A record made by an Assessor observing a student's performance in work based environments for required performance evidence skills.
- **Self-Assessment:** A record completed by a student to identify where they feel they meet the selected performance criteria, or provides an opportunity for a student to request further training.
- **Third party Report:** A Report obtained from a student's Supervisor to be used as support evidence to satisfy required work based skill and knowledge requirements.
- **Supporting Evidence:** Completed by the student (e.g. articles, reports, project material, papers, testimonials, products, resources, risk assessments) that relate to the performance criteria.
- **Questioning (Written/Oral) Assessment:** A written or Oral assessment completed by a student to confirm required knowledge evidence.
- **RPL:** Student completes the Recognition of Prior Learning Guide, including evidence of formal, non-formal and informal learning to be recognized against the required performance criteria.
- **Core Skills/Foundation / Employability Skills Assessment:** A record of an assessment of a student's foundation and employability skills.

Students will be assessed as Competent or Not Competent following the completion of the assessment process. To be awarded competent for nationally recognised courses, students must satisfy all aspects of the performance assessment criteria, including task skills, task management skills, contingency management skills and job/role environment skills.

To achieve Competency, students must consistently demonstrate the skills, knowledge, LLN and Work Health and Safety requirements associated with course

Principles of Assessment

Fairness:

The individual learner's needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility:

Assessment is flexible to the individual learner by:

- reflecting the learner's needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Validity:

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:

- assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements

Reliability:

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

Validity:

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficiency:

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Authenticity:

The assessor is assured that the evidence presented for assessment is the learner's own work.

Currency:

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

17. Re Assessments

Where a student has not been able to demonstrate competency in the first attempt of an assessment, they will be provided with a second attempt at the time of the assessment.

Where the student does not achieve competence in the second attempt, the student and the assessor will discuss the required outcomes. This feedback will be identified in the feedback section of the student's Assessor Record / Progressive Summary Report.

Where the student agrees to undertake further training and assessment, Capability Resources will provide this service at an agreed additional cost.

18. Options for Students Not Yet Competent

Students who are deemed not yet competent on completion of training and assessment can contact Capability Resources to discuss options for undertaking a course of action to achieve competency. A plan will be developed on a case by case basis at an additional cost to be determined during initial discussions.

19. Educational and Support Services

Where applicable and identified, strategies will be explored to support participants that require additional educational and support services. The types of support services may include:

- pre-enrolment materials
- study support and study skills programs
- language, literacy and numeracy (LLN) programs or referrals to these programs
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
- learning resource centres
- mediation services or referrals to these services
- flexible scheduling and delivery of training and assessment
- counselling services or referrals to these services
- information and communications technology (ICT) support
- learning materials in alternative formats, for example, in large print
- learning and assessment programs contextualised to the workplace
- any other services that the RTO considers necessary to support learners to achieve competency

The process to identify the additional needs of a learner prior to and during any training and assessment activity include:

- Prior:
 - Identified by the learner
 - Completion of a LLN Assessment (Written or online)
 - Enrolment Form completed by learner to identify any needs
- During:
 - Completion of an Assessment Process Agreement prior to assessment activities
 - Ongoing monitoring by the trainer/assessor

Capability Resources will make every effort to make reasonable adjustments to accommodate participant's disabilities. Participants, who consider they have a disability that will result in being disadvantaged in an assessment activity, need to notify Capability Resources so that reasonable adjustments can be made.

Where it has been identified that a participant requires educational and support services, this will be discussed with the participant to determine an appropriate outcome. Any costs will be disclosed with the participant.

20. Access to Records

Capability Resources maintains accurate learner records using the Vettrak Student Management System. Records are maintained for defined periods as identified by the Quality Record Retention Register.

Participants are informed of the process to access their records through the Student Information Handout and Enrolment Form. A participant may access records or personal training information upon written request.

Where an employer has requested access to an employee's training documentation, Capability Resources will obtain written permission from the student prior to providing the information. Only relevant information will be provided to the employer.

Where a participant has refused their employer access to their personal training documentation, Capability Resources is unable to release such information unless instructed to do so under Freedom of Information.

21. Complaints and Appeals

Capability Resources has a Complaints Procedure that includes the management of training related complaints, grievances or appeals. Capability Resources recognise that differences and grievances can arise from time to time. If you have any concerns about our training and assessment services, processes or policies, please let us know.

In the first instance, students are to discuss the matter with the trainer/assessor.

Should a satisfactory outcome not be achieved, the student is to follow the process as identified in the Managing Training Related Complaints, Grievance or Appeals procedure below:

Managing Training Related Complaints, Grievance or Appeals:

- All complaints, grievances, and appeals are to be recorded using the Improvement Action Form and forwarded to the Training Manager (or delegate) of Capability Resources office by the next business day.
- The Training Manager will advise within 3 days of receiving the complaint, grievance or appeal that the issue is being followed up.
- The Training Manager will review the complaint, grievance or appeal and determine a satisfactory outcome within 14 days.
- Should the complaint, grievance or appeal not be resolved, the Training Manager will organise a panel to review the outcome within 7 days.
- Each appellant will have the opportunity to present their case to the Panel or Individual Person reviewing the appeal.
- Should the appellant not be satisfied with the outcome, the complaint, grievance or appeal will be forwarded to the General Manager who will determine a final decision.
- In the case where a trainee makes a complaint about their employer, Capability Resources will advise the trainee to seek support and assistance from the State Training Authority on 132811
- Students who are still unhappy with the outcome can take the following action:
- Contact ASQA if unable to resolve the complaint by following the RTO's complaints and appeals procedure. To do this, a student should complete the Complaints Form available from www.asqa.gov.au

Capability Resources will have regular contact and will advise the complainant or appellant in writing of the reasons where more than 60 calendar days have been required to process a complaint or appeal.

All complaints, grievances and appeals will remain confidential

22. Legislative Compliance

Capability Resources and students acknowledge that they must observe the relevant Commonwealth / State / Territory legislation requirements, in particular the WHS Act 2011 & Regulations 2017 when participating in training and assessment activities.

Complying with all relevant legislative and regulatory requirements, such as:

- National Vocational Education and Training Regulator Act 2011
- Consumer protection laws
- Anti-discrimination legislation and regulations
- Copyright Act
- Privacy Act
- Student Identifiers Act 2014

Further information on the legislative instruments can be obtained from:

<http://www.comlaw.gov.au/Home> and <http://www.legislation.nsw.gov.au/maintop/search/inforce>

23. Issuing Certificates

Capability Resources will produce certificates that comply with the AQF Qualifications Issuance Policy, where Statement of Attainments will use the NRT logo and a Qualification will use both the NRT and ASQA logos.

On successful completion of nationally recognised training and assessment activities, Capability Resources will issue to the participant the relevant certification that has been identified by the full completion of an Assessment Record.

A participant's Unique Student Identifier will not be displayed on certificates as per the Student Identifiers Act 2014.

Capability Resources can only issue certificates to participants who have a verified USI (Unique Student Identifier). This is performed through the Vettrak student management system.

The release of the certificate is approved through the use of the Certificate Checklist.

Certificates will be issued within 30 days of successful completion of assessment activities (i.e. completion of Assessment Record and Certificate Checklist) and where full payment has been made.

Where a certificate has been issued and a student requests that the certificate be re-issued, a fee will be payable to re-issue the certificate. The certificate will be marked with "Certificate re-issued on <insert date>".

Copies of certificates will only be released to employers or sites when the participant has consented to this on the enrolment form.

24. Student Identification

Capability Resources maintains an individual participant identification number that is generated by the Vettrak Student Management System.

25. Trainers and Assessors

Trainers and Assessors engaged by Capability Resources that provide training and assessment services will be equipped with:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in VET

Ongoing professional development in VET. Each trainer continues their professional development through the implementation of a Trainer Competency Plan; that includes ongoing evaluations, assessment validations, current industry work practice and monitoring of student and employer satisfaction through Capability Resources continual improvement processes.

26. **Superseded Training Packages**

Where a training package is superseded, Capability Resources will make reasonable efforts to complete all training and assessment activities and issue the relevant certificates within 1 year of the training package being superseded.

Where this is not reasonably practicable, Capability Resources will transfer participants into the replacement qualification within 1 year of the training package being released on the National Register. Participants will be informed of any transfer costs, if applicable.

27. **Continuous Improvement**

Capability Resources continuous improvement processes collect, analyse and act on relevant training and assessment data to continue providing quality training and assessment services.

As part of the continual improvement process, we ask that students complete an End of Course Questionnaire to provide feedback on the course they have completed.

Employer feedback also forms an integral part of the Capability Resources continual improvement process with Employers completing a Client Satisfaction Survey.

Additionally, Capability Resource welcomes feedback at any time from those who wish to contact Capability Resources by phone, fax or email.

28. **Contact Details**

Capability Resources

Address: 20 Shipley Drive Rutherford NSW 2320

Phone: (02) 4932 7148

Email: training@capres.com.au

Web: www.capres.com.au

Contact: Greg Murray