



Connecting Community

RTO 22231

ABN 45 461 492 430

# **Springvale Learning and Activities Centre Training Participant Handbook 2016**

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# INTRODUCTION

Welcome to Springvale Learning & Activities Centre Inc.

Springvale Learning & Activities Centre Inc is a Registered Training Organisation (RTO) and as such, has agreed to comply with the Australian Quality Training Framework (AQTF)'s Essential Standards for Registration 2010, which is your guarantee of quality training.

Springvale Learning & Activities Centre Inc is currently accredited to provide training and assessment services for nationally endorsed training offering flexible training delivery, including instructor led, on-line, and paper based.

In addition, Springvale Learning & Activities Centre Inc also offers a number of short intensive courses, and part-time courses which can be negotiated on a fee-for-service arrangement.

There are many facets to your training program, which you will need to be aware of before you commence. Please read the information contained in this pack carefully which has been included to help you with your learning.

## ***Provision of Participant Support***

During the course a participant will be supported by:

- Training sessions
- Email service
- Telephone support.

More details on support is available in individual Training plans and Group Work and Supported Learning Policy.

Participants are encouraged to use the support offered by Springvale Learning & Activities Centre Inc.

## ***Code of Ethics***

1. Springvale Learning & Activities Centre Inc shall at all times act with integrity in dealing with all participants and members of the community.

2. Springvale Learning & Activities Centre Inc shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
  - a) Australian Quality Training Framework (AQTF) Essential Standards for Registration 2010 and the Victorian Registration and Qualifications Authority (VRQA) Guidelines for VET Providers.
  - b) Commonwealth/State legislation and regulatory requirements
3. Springvale Learning & Activities Centre Inc will ensure:
  - a) The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an ongoing basis
  - b) The accuracy of any marketing and promotional advertising material
  - c) Compliance with an acceptable refund policy
  - d) Compliance with current Occupational Health and Safety and Duty of Care requirements
  - e) The maintenance of adequate records and security of all current and archival records
  - f) Participant access to their records upon request
  - g) The continuous improvement of training and assessment through consultation with all stakeholders
4. Springvale Learning & Activities Centre Inc undertakes to maintain quality training and to uphold the highest ethical standards.
5. Springvale Learning & Activities Centre Inc undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with its Code of Ethics.
6. Springvale Learning & Activities Centre Inc shall refrain from associating with any enterprise, which could be regarded as acting in breach of this Code of Ethics.

## ***Participant Privacy***

Springvale Learning & Activities Centre Inc recognises a participant's right to privacy. Springvale Learning & Activities Centre Inc Privacy Policy

identifies how we handle information we learn about a participant. We collect and store your enrolment details and your progress reports.

Where State or Australian Government funding supports training we are obliged to submit your enrolment details for statistical purposes.

We do not identify information you provide us. The information we collect from you is protected. Personal participant files will only contain information pertinent to the participant's training programme.

The confidentiality of all personal information in our records will be protected under State and Australian Government legislation.

The students are entitled to view the records that Springvale Learning & Activities Centre holds on them.

The students wishing to receive access to their records should contact the Centre Manager.

We will adhere to the provisions of State law:

Information Privacy Act 2000  
Freedom of Information Act 1982

## ***Quality Assurance – Policies and Procedures***

The goal of Springvale Learning & Activities Centre Inc is to provide excellent training and assessment services for its participants. The beneficiaries of this training are industry and the wider community.

This guide outlines the standard of service you can expect from us. As participants you are our largest group of customers and we regularly ask you how well we are performing and how satisfied you are with our service. We use this feedback to identify where improvements are needed and our staff members recognise this under the theme 'Continuous Improvement'.

Springvale Learning & Activities Centre Inc's aim is to be recognised and highly valued in the Training Industry sector and maintains excellent relationships with other industry market leaders.

## ***Participant Rights***

As a participant you have a right to

- Be treated fairly and with respect from Springvale Learning & Activities Centre Inc staff
- Learn in an environment free from discrimination and harassment
- Pursue your vocational training goals in a supportive environment
- Have access to participant support
- Privacy concerning records or documents that contain personal information
- Apply to have your existing skills and knowledge recognised
- Have access to assessment results and progressive outcomes
- Lodge a complaint or appeal without fear of any repercussions

## ***Participant Responsibilities***

- Treat staff and fellow participants at Springvale Learning & Activities Centre Inc with respect and fairness
- Take ownership of your role as a Learner
- Regularly attend scheduled classes
- Comply with Group Rules as decided by your group of participants
- Submit assessment items by the due date or seek approval for an extension
- Submit assessment items that are your own

## ***Staff Rights***

- Be treated fairly and with respect by all participants and other staff
- Work in an environment free from discrimination and harassment
- Be able to present training and assessment materials without disruption

## ***Staff Responsibilities***

All staff have a responsibility to:

- Be fair and equitable
- Treat everyone with respect and courtesy
- Not disclose participant information to unauthorised people
- Be active in the learning process
- Present course material in a method that ensures the participant reaches their learning goals

- Inform participants of their progress and outcomes
- Return assessment results within a reasonable time limit

It is imperative to all the staff at Springvale Learning & Activities Centre Inc that your experience is rewarding and all resources are made readily available for an easy learning pathway

## ***Educational Standards***

Springvale Learning & Activities Centre Inc's policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of the participant. Springvale Learning & Activities Centre Inc is committed to the success of participants and maintains an environment conducive to learning. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials.

## ***Flexible Delivery***

Springvale Learning & Activities Centre Inc aims to provide learning opportunities and support for a diverse range of participants. To provide vocational services which are flexible and consistent with best practice and which stimulate the participant to provide learning experiences making full use of appropriate and available technology.

Flexible delivery refers to the use of a range of strategies and technologies to meet the diverse needs of participants regarding the vocation and requirements within. Flexible delivery is applicable to all participants.

## ***Occupational Health & Safety***

Springvale Learning & Activities Centre Inc is committed to providing and maintaining safe and healthy environment for the benefit of all participants, visitors and employees.

Management of Springvale Learning & Activities Centre Inc is responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligations under State and Australian Government legislation.

## ***Access & Equity***

Springvale Learning & Activities Centre Inc is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with State and Australian Government legislation.

### Commonwealth

- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992, Disability Standards for Education; Disability (Access to Premises – Buildings) Standards
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

### Victoria

- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities Act 2006.

In the event of a situation that is considered by either staff or participants to be in violation of Springvale Learning & Activities Centre Inc's Access & Equity Policy, staff and participants are required to report the situation to management.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged participants.

# ***NO Harassment Policy***

Springvale Learning & Activities Centre Inc will 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 Australian Government 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.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.

## **Examples of harassment may include:**

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a participant's work or work capacity
- Jokes and comments about someone's ethnicity, colour, race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable

## **Examples of victimisation may include:**

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of participant work

## **Examples of bullying may include:**

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant 'put downs'
- Persistent, unreasonable criticism of participant work performance
- Participant violence both physical and threatened against teachers

Participants and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive to others.

Such conduct, when experienced or observed, should be reported to management. All complaints will be promptly investigated.

The privacy of a participant filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

All staff and participants are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against participants or staff who are found to have harassed other participants or staff.

Springvale Learning & Activities Centre Inc expects all participants to uphold to the spirit of this policy. Breaches of the policy will be considered to be a 'misconduct' or 'serious misconduct' which may result in expulsion for participant or dismissal of staff.

## ***Complaints Procedure***

Springvale Learning & Activities Centre Inc recognises that differences and complaints can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned. The following is an extract from the Springvale Learning & Activities Centre Inc Policy and Procedures Manual, which outlines the process of resolving grievances.

1. In the first instance, participants are encouraged to openly discuss their complaints with the trainer. In no conciliation is achieved, a complaint must be submitted in writing.
2. A Springvale Learning & Activities Centre Inc. Manager is responsible to for managing written complaints.
3. A complaints register is prepared to identify:
  - a) Date complaint is submitted
  - b) Nature of complaint
  - c) Dates when issue relating to the complaint occurred
  - d) Documentary attachments to support the complaint

- e) Nature of the resolution
  - f) Evidence that the complaint has been resolved within 5 days where a participant has made it directly to Skills Victoria.
4. Written complaints are documented in the Complaints register and resolved within an agreed time frame
  5. If the complaint is unresolved, the matter is directed to the CEO and/or a Management Committee with the CEO and the participant nominee for resolution and documentation
  6. If the complaint remains unresolved, an external and independent agent acts as mediator
  7. If a complaint concerns assessment results, the Manager consults with the trainer/assessor and reviews the initial assessment and/or identifies the need for reassessment using alternative methods. The participant is notified as required.
  8. Appeals by participants against the resolution of a complaint (including about assessment) will be received in writing.
  9. Details of the appeal are recorded in the Appeals Register
  10. If the appeal is against an assessment decision, a re-assessment is organised within a reasonable and agreed time frame by an independent third party assessor where the appellant may present his/her case.
  11. If the appeal disputes a complaint outcome, the CEO will arrange for an independent third party/panel to review the case put by the appellant
  12. The appellant is provided with a written statement of the appeal outcome and the reasons behind that decision. The decision is documented in the Appeals Register.

## **Participant Counselling Services & Support**

Springvale Learning & Activities Centre Inc caters to diverse participant learning needs and aims to identify and respond to the learning needs of all participants. Participants are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling and enrolment stage.

Springvale Learning & Activities Centre Inc provides suitable resources to help participants to identify their learning needs and provides staff with the required participant based information for use in designing participant training and assessment strategies. In designing and adapting training

and assessment products Springvale Learning & Activities Centre Inc will do its best to ensure they are relevant to industry needs.

Springvale Learning & Activities Centre Inc is committed to providing participants requiring support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, Springvale Learning & Activities Centre Inc provides:

- **Participant Vocational Counselling** to improve and extend training outcomes. While this can be achieved on a one to one basis with management, trainers and assessors are required to monitor participant progress. Participants are advised to make an appointment to see manager/trainers/assessors who are responsible for monitoring participant progress. Please make an appointment for:  
A. Education and Career Counselling  
B. Assistance when applying for Recognition of Prior Learning
- **Personal Counselling Services** are available to all participants. Management may take the form of advice or referral to other services. Personal counselling services must meet the organisation's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:
  - Conflict resolution
  - Stress management
  - Access and equity issues
  - Participant welfare and support

## ***Language, Literacy and Numeracy***

A participant's language, literacy and numeracy skills may be assessed by Springvale Learning & Activities Centre Inc for the purpose of ascertaining the participant's likely ability to cope with the requirements of the course the participant is planning to enrol in.

Assessment will be by:

- Interview to informally assess spoken English skills;
- A short written comprehension test.

Where a participant is deemed not to have sufficient language, literacy and numeracy skills to satisfactorily complete the course, advice on acquiring these skills will be offered to the participant.

## ***Recognition of Other Qualifications***

Springvale Learning & Activities Centre Inc recognises equivalent statements of attainment and qualifications issued by other Registered Training Organisations (RTO's) Australia wide.

## ***Recognition of Prior Learning (RPL)***

If you believe you are competent in the learning outcomes detailed in a unit you are enrolled in, you can apply for RPL.

Recognition of Prior Learning is a form of assessment used to determine whether a person has achieved through formal or informal learning and experience, the required learning outcome of a unit or units of competency.

Recognition is granted as a result of identifying and assessing your previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against pre-determined performance standards, which has been determined by industry, from a unit or element of competency listed in an accredited training package or course.

To prepare for Recognition you should indicate your decision to apply for recognition as soon as possible after the induction and orientation program. RPL is available on provision of verification at the beginning of the course. Participants can not apply for RPL at the end of their course.

### **Then, in consultation with your trainer you should:**

- Obtain a copy of the Assessment Manual for the qualification you are studying
- Decide which unit(s) are to be recognised
- Provide an Evidence Portfolio in line with the Assessment Criteria in the unit description
- Seek peer assessment

- Arrange for a direct practice observation of your competence if applicable

## **Evidence for recognition of prior learning may include:**

- Evidence of current competence
- Performance, demonstration or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interviews with yourself or referees
- Simulations

## **Participants seeking recognition are provided with:**

- RPL Application form
- Performance criteria for competency learning outcomes (contained in the Assessment manual)
- Guidance on identifying, gathering and submitting evidence of your achievements
- Guidelines as to possible sources of evidence
- Self-assessment opportunities based on learning outcomes
- Opportunities for further support and application assistance from a trained member of staff
- The opportunity for refresher learning prior to assessment
- The opportunity to negotiate the form of assessment

RPL is available for all units.

However, candidates are recommended to apply for RPL for higher level qualifications, i.e. Certificate IV and/or Diploma level. The learning outcomes of each unit provide the RPL benchmarks. Participants are initially self assessed against learning outcomes and assessment criteria of relevant units.

Participants must document their claim for competency in sufficient detail to enable the assessor to decide on assessment criteria of relevant units.

If you require further information please ask your trainer or administration.

## ***Assessment Appeals Process***

All participants have the right to appeal any assessment decision made by Springvale Learning & Activities Centre Inc if they:

- believe that the assessment is invalid and/or
- feel that the process was invalid, inappropriate or unfair.

Before making an appeal, we ask that you discuss the matter with us in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Assessment Appeal Form (available from administration) within 7 days of the initial discussion. Once a formal appeal is lodged a third party will be appointed in an attempt to resolve the issue. Any decision recommended by this part is not binding to either part in the dispute.

If you are still not satisfied another registered training provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

If no satisfactory solution is reached you can appeal to regulatory body.

## ***Issuing of Qualifications***

Vocational education and training undertaken at Springvale Learning & Activities Centre Inc is competency based. Assessments determine whether a participant is competent/or not yet competent.

A qualification is issued where a successful competency of all units has been completed. A Statement of Attainment is issued to provide evidence of partial completion.

## **What Are Competencies?**

Competency based training in the VET system focuses on the application of skills and knowledge to the standard of performance required in the workplace. Competency based training places specific emphasis on:

- The components of jobs
- What you need to know to do a job
- The standard of performance required to do the job
- Assessment

Eight characteristics of competency based training have been identified. They are:

- Focus on specific, useable skills
- Recognition of prior learning
- Multiple entry and exit points
- Training is available in units
- Criterion referenced
- Training is personalised
- Immediate application
- Flexible delivery

In competency based training participants need to be given opportunities to practice their skills wherever possible in a work environment. The language, literacy and numeracy skills required in a competency based training and assessment program need to be consistent with the skills required for the performance of that task role in the particular industry or workplace.

Competency based assessment is the process of collecting evidence and making judgments against set criteria. It is a requirement that competency standards must be demonstrated not just known. A candidate has to be able to demonstrate that they are competent in a variety of ways and over a period of time.

There are four principles of assessing in competency based training and assessment.

They are:

**Fairness:** Assessments and assessors should take into account the person being assessed and ensure they are not disadvantaged.

**Validity:** A valid assessment assesses what it claims to assess.

**Reliability:** A reliable assessment is consistent and reproducible

**Flexibility:** Flexibility in assessment often involves negotiation of assessment methods.

Assessors have to establish that the evidence they collect to determine competency is valid, current, sufficient and authentic.

A competency is a statement about the skills, knowledge and attitudes a learner needs to complete and these statements are contained in each UNIT. Each UNIT is made up of several ELEMENTS.

The assessment of your competency means you must be able to “show, tell and apply” evidence and skills, which match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- Collecting, analysing and organising information
- Communicating ideas and information
- Planning and organising activities and tasks
- Working with others in a team
- Leading teams
- Using mathematical ideas and technological tools
- Solving problems
- Demonstrating understanding

## ***Assessment Responsibilities for Students***

All students must ensure that assessment tasks are completed on time. All assessment tasks for each unit of competency must be submitted at least 2 days prior to the ‘Outcome due’ date as per the course training plan.

When assessment submissions are delayed, students must provide legitimate reasons for the delay in writing.

When any assessment tasks are assessed as ‘Not Yet Satisfactory’, students will be provided with the opportunity of two attempts to complete the assessment within 30 days after the “Outcome due” date.

If the competency cannot be granted 30 days after ‘Outcome due’ date, the Assessor will report an outcome as ‘Failed’.

Additional fees will apply if the students wish to repeat the unit and undertake assessment one more time.

## ***Participant Feedback and Continuous Improvement***

Springvale Learning & Activities Centre Inc collects statistical information regularly to monitor, maintain and achieve on going continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our participants and staff concerning educational and service improvements or changes that would improve our existing educational and participant services provided.

## ***Advertising and Marketing***

Springvale Learning & Activities Centre Inc shall ensure that vocational education; training and assessment services are advertised and marketed with integrity, accuracy and professionalism in accordance with AQTF requirements.

Only services contained on our scope of registration shall be aligned to reflect accredited courses so as to avoid misleading comparisons.

## ***Employability Skills***

Employability skills are embedded in training and assessment. Information on employability skills can be obtained by visiting this website and keying in the national code for the relevant qualification:

<http://employabilityskills.training.com.au>

## ***Refund Policy***

Springvale Learning & Activities Centre Inc undertakes to ensure that we provide financial safeguards for fees, charges and subsidies received from all participants. We ensure that all fees and charges paid are recorded in the appropriate manner so as to guarantee financial integrity.

The Centre's fees and charges will be stated in the documentation supplied to the training participant prior to the commencement of the training.

A refund will only be issued under the following circumstances:

- Participants who have overpaid and have supporting documentation or proof

- Where the participant pays fees and the course is unavailable to commence, a refund of all monies paid will be forthcoming
- Where a student withdraws, by written notice at any time up until four (4) weeks after the scheduled commencement date of the course, the tuition fee will be refunded, in excess of the minimum fee and admin fee.
- Where a participant commences a course and is unable to complete, no refund will be due.

## ***Supporting Documents***

- Course Training Plan – individual
- Course Payment Plan – individual
- SLAC Privacy and Confidentiality Policy
- Complaints and Appeals Form