




Participant Information

Summary of RL_PUB002 Participant Handbook (v5)
Presentation Version 1 (Extend Training)
05/12/12

Welcome

- ▶ Thank you for choosing to study with Extend Training.
- ▶ We provide accredited training through Response Learning's scope of registration.
- ▶ Response Learning is one of Australia's leading providers of workforce development consultancy and training services.
- ▶ Information available in Participant Handbook and on www.responseaust.com.au
- ▶ Participant Agreement Form




This session...



- ▶ Costing of the course and enrolment procedures
- ▶ Enrolment changes, cancellations, withdrawals & refunds
- ▶ Access and equity policy
- ▶ How we can support you to be successful in your training
- ▶ Issuing of qualifications and certificates
- ▶ Health and Safety while training
- ▶ Your obligations during the program and Code of Conduct
- ▶ Complaints, academic appeals
- ▶ Credit Transfer and Recognition of Prior Learning
- ▶ Your privacy and information on how to access your records
- ▶ How we gather feedback on our programs
- ▶ Your training program information (content, delivery, assessment, facilitator's details, etc.)



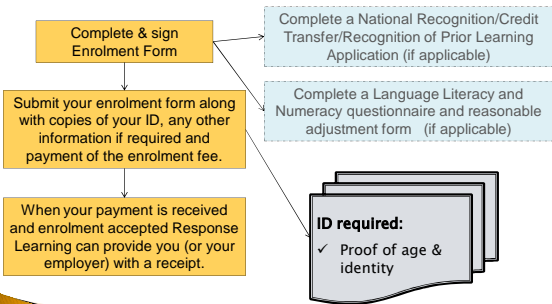

Course Fees

Unless otherwise advised fees:

- ▶ include a course handling fee
- ▶ may be subject to change;
- ▶ do not include the cost of individual text books, stationary, materials, tools or other individual items of equipment necessary for the course
- ▶ reflect the content of the course and the award, not the duration, therefore there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course:
- ▶ Should you require a period greater than that stated on your training offer to complete the course; you may be subject to additional fees.

Enrolment Procedure



Complete & sign Enrolment Form



Submit your enrolment form along with copies of your ID, any other information if required and payment of the enrolment fee.

When your payment is received and enrolment accepted Response Learning can provide you (or your employer) with a receipt.

Complete a National Recognition/Credit Transfer/Recognition of Prior Learning Application (if applicable)



Complete a Language Literacy and Numeracy questionnaire and reasonable adjustment form (if applicable)

ID required:
✓ Proof of age & identity

Enrolment Changes

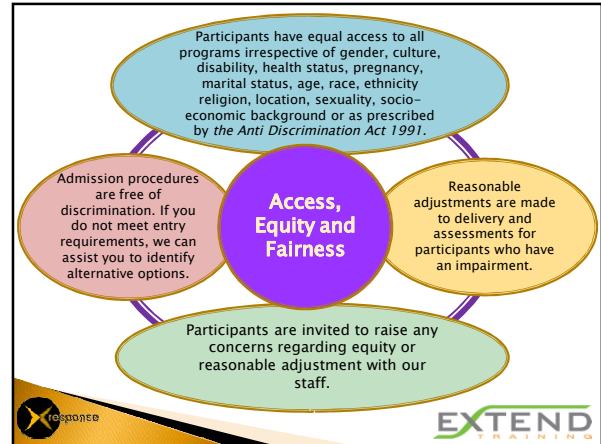
- ▶ Participants wishing to apply for deferment of training course are required to complete and submit a *Request for Deferment/Extension Form* to Extend Training.
- ▶ Participants wishing to apply for an extension are assessed on an individual basis - may be granted where reasonable cause of inability to complete is provided.
- ▶ Please make sure Extend Training is notified of any changes to your name, address or contact details as soon as possible.

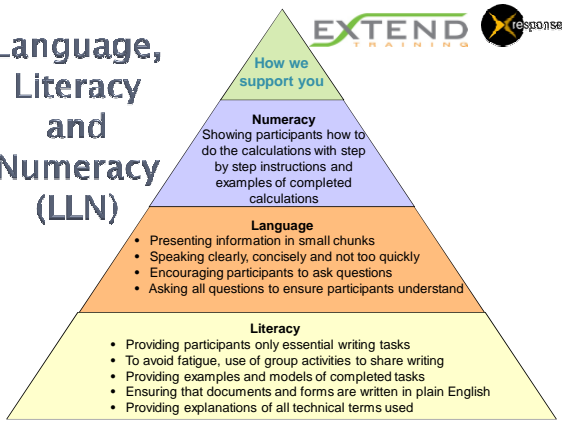
Cancellation, Withdrawal and Refunds

Reason	Amount Refunded*
Withdrawal of participant at least 1 week prior to the agreed start date	Full refund
Withdrawal of participant at 1-6 days prior to agreed start date	No refund – substitutions permitted
Withdrawal of participant on the agreed start date	No refund – substitutions permitted
Withdrawal of participant after the agreed start date	No refund
Course withdrawn or is unable to be provided by Extend Training	Full refund

*Refund paid to participant (or employer) only if fees are paid in advance and the Government does not fund your training



Language, Literacy and Numeracy (LLN)



Client Support and Guidance

We are available to assist you.

Contact your facilitator/assessor, the RTO manager or our administration staff if you require support or guidance.

Support which can be provided or arranged through referral includes:

- ▶ Counselling in the areas of Language, Literacy and Numeracy.
- ▶ Assistance when applying for RPL and Credit Transfer
- ▶ Complaint/conflict resolution
- ▶ Stress management
- ▶ Access and equity issues
- ▶ Participant welfare and support



Certificates

Issuing of Certificates

Qualifications or Statements of Attainment will be issued within 28 days of the successful completion (assessment) of the appropriate unit(s) of competency.

Re-issuing of Certificates

Should you require a copy of your original certificate or statement of attainment, this will incur a cost of \$20. You will be required to complete and sign a Certificate/SOA Request Form and provide to Response Learning administration.



Health and Safety

- ▶ If you are suffering from a temporary sickness which could affect others (eg colds, flu and viral infections) you should not attend training sessions.
- ▶ Participants unable to attend training due to illness should advise Extend Training immediately

ALCOHOL & DRUGS

To ensure the integrity of Extend Training and its programs and assessments, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any participant at any of its training sessions is strictly forbidden at all times.

No smoking is permitted in training sessions conducted by Extend Training.



Participant Conduct

It is expected that participants will treat fellow participants and staff with respect.

- ▶ Focus on the situation, issue or behaviour, not on the person.
- ▶ Maintain the self-confidence and esteem of others.
- ▶ Maintain constructive relationships with staff and participants.
- ▶ Take the initiative to make things better. Lead by example.
- ▶ The use of inappropriate language will not be tolerated.
- ▶ Mobile phones are to be turned off during training sessions.
- ▶ No food or drinks are allowed in training/assessment sessions.
- ▶ Any injury is to be reported immediately to your facilitator.

Theft: You are advised not to leave your valuables unsupervised. Extend Training cannot be held responsible for anything which may be stolen from its premises or employer premises where training is conducted.



EXTEND
TRAINING

Plagiarism, Collusion and Cheating

- ▶ Extend Training requires participants to submit work that is **their own**, and considers that plagiarism, collusion and cheating constitute academic misconduct for which penalties may be applied.
- ▶ Procedure for reporting and investigating plagiarism, collusion and cheating is in the Participant Handbook.



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Methods for avoiding plagiarism

- ✓ Develop your referencing skills
- ✓ You must give credit whenever you use another person's ideas, opinions, theories, statistics, graphs, drawings, spoken or written words
- ✓ Use quotation marks around everything that comes directly from a text or article
- ✓ Try to summarise ideas and arguments in your own words - don't just rearrange a few words here and there
- ✓ Check your summary against the original text



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Absenteeism

- ▶ Participants are required to notify Extend Training prior to the face to face training sessions if they are unable to attend.
- ▶ Participants who know in advance that an assessment date cannot be met must inform Extend Training .

Dress Code

- ▶ Appropriate at all times
- ▶ PPE when required



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Harassment

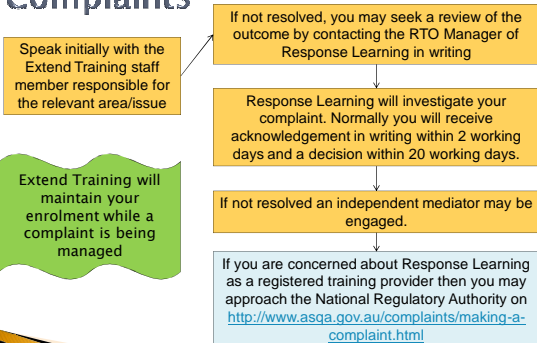
- ▶ Extend Training will not tolerate any harassment, victimization, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning or assessment environment.
- ▶ Harassment is unlawful under Australian Commonwealth and State legislation and all harassment, bullying and victimization are contrary to the duty of care to provide a safe environment for work and learning.

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



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Complaints



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Academic Appeals

Speak initially with your trainer/assessor

If not resolved, you may seek a review of the outcome by contacting the RTO Manager of Response Learning in writing (within 3 months)

Response Learning will investigate your complaint. Normally you will receive acknowledgement in writing within 5 working days and a decision within 20 working days.

If not resolved another registered provider in the same curriculum area may be appointed to arbitrate.

If not satisfied, then you may approach the National Regulatory Authority on <http://www.asqa.gov.au/complaints/making-a-complaint.html>

You have the right to a support person to be involved at all times during the appeal process



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National Recognition

- Recognition by an Australian RTO of the accredited qualifications and statements of attainment issued by other Australian RTOs.

Recognition of Prior Learning (RPL)

- Formal recognition of the skills and knowledge a person has regardless of how or where they have been attained; that is, through informal or non-accredited training, work experience, voluntary work and life experience.

Credit Transfer

- Assesses whether a course or subject that an individual has already done with another training organisation (could be outside of Australia, may be non-accredited training) is equivalent to the learning outcomes in the unit of competency they are applying for credit in.



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Attendance and Participation

- Try to arrive to class on time, including returning from breaks.
- Extend Training will not require participants to attend scheduled training sessions including time allocated for self-paced or online studies for more than eight hours in any one day (not including break times).
- Extend Training schedules training sessions generally between the hours of 8:30am and 5:30pm Monday to Friday unless arrangements have been made to fit training sessions in with shift work at your workplace

Safety: If participants have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of the facilitator immediately.



EXTEND TRAINING

Your Privacy

You may access your own training record by making an official request with Response Learning's RTO manager.

- We recognise your right to privacy and protect your records.
- Where government funds your training we submit data for statistical purposes.
- Training Records will be archived for 30 years and include:
 - Enrolment data,
 - Training commencement and completion dates,
 - Assessment information and evidence,
 - Information on awards issued,
 - Attendance data,
 - Records of academic appeals,
 - Credit transfer documents



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Training Delivery and Assessment

- Competency** is based on the actual skills and knowledge that a person can demonstrate in the workplace (or a simulated workplace setting).
- The assessment of your competency means that you must be able to **"Show, Tell and Apply"** evidence, skills and knowledge, against a set of Performance Criteria, Essential Skills and Knowledge, Critical Aspects of Evidence and Employability Skills.
- So, you need to be able to **do** as well as **know!**
- All participants will be provided with a description for each of the elements within a Unit of Competency which they will be assessed against.



EXTEND TRAINING

Training Delivery and Assessment

- Extend Training employs facilitators with qualifications and industry experience.
- If you are enrolled in 'face to face' training you are required to attend each scheduled training session.
- Assessment tasks and strategies may include the creation of specific written documents, projects or reports, formal questions, problem solving tasks, case studies and discussion.
- Participants are notified in advance of assessment dates and times.



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Assessment and Re-Assessment

- ▶ The level of your performance is assessed against national standards. The evidence you provide and the competencies you demonstrate must meet these standards.
- ▶ Participants who are unable to attend on the scheduled day of assessment must notify Extend Training as soon as possible and make arrangements for rescheduling.
- ▶ Participants must have rescheduled and completed the assessment within four (4) weeks of the original assessment date.
- ▶ If conditions are not adhered to, participants will be deemed **NOT YET COMPETENT**, and their assessment will remain Incomplete



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Participant Feedback and Quality Improvement

- ▶ Response Learning periodically collects statistical information to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.
- ▶ We value and welcome constructive feedback from our clients, participants and staff concerning educational and service improvements or changes that would improve existing educational and participant services provided by Extend Training.
- ▶ To provide management with this feedback for evaluation participants are periodically asked to complete a participant survey which will provide the opportunity to review learning outcomes and goals.



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Your Training Program...

For enrolled participants, your facilitator will discuss:

- ▶ What your program will cover – learning outcomes
- ▶ How (and when) you will be trained
- ▶ How (and when) you will be assessed
- ▶ Training facility, materials and equipment
- ▶ Facilitator's details



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Further Information

Detailed information available in the Participant Handbook on www.responseaust.com.au

Extend Training contact details:

Head Office

Ph. 1 300 592 872, email: admin@extendtraining.com.au

Response Learning contact details:

Queensland (head office)

Ph. (07) 3357 4400, email: admin@responseaust.com.au



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RL_FOR017 Participant Induction Acknowledgement



This is to certify that I have participated in Response Learning’s PARTICIPANT INDUCTION, having received a printout of the induction information and referral to Response Learning’s website for the PARTICIPANT HANDBOOK.

I have had explained to me my rights and responsibilities as a participant, the course and unit of competency content and the training delivery and assessment program. I understand that it is my responsibility to be familiar with its contents and to ask questions on any matters I don’t understand.

I understand and agree to follow Response Learning policies and procedures.

I understand that this PARTICIPANT INDUCTION ACKNOWLEDGEMENT will be retained in my personal training file.

DATE: ___/___/___

PARTICIPANT’S NAME: _____

STUDENT’S SIGNATURE: _____