



Learner Handbook



Aspire to Succeed Pty Ltd

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Learner Handbook

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Congratulations on taking the first step towards building the future you want by developing yourself, skills, and knowledge further!

Training can have so many benefits for both you as an individual and professionally. Often what we learn from formal training and education is far more than we first expected. We do not know, what we do not know, so when we begin the learning process with a certain goal, it is often an exciting bonus to learn unexpected skills.

Learning something new is not always an easy road.

- It can take time... and we know that many people are already short of that.
- It takes commitment... and we know that you could have multiple commitments to work, family and friends at any time.
- It can push you out of your comfort zone...which is sometimes a very scary experience.

Most of all, learning something new is a rewarding, motivating and a valuable experience that will lead to a sense of achievement and the confidence to continue to move forward and seek new challenges.

We are so glad you are considering us to be a part of this journey with you.

- We are true believers in lifelong learning.
- We are here with support and assistance throughout your journey and beyond.
- We have a professional team, including highly qualified Trainers and knowledgeable staff whose primary purpose is to help you achieve the learning goals you have set for yourself.

Our team will do whatever it takes to assist you to grow, learn and develop your skills and knowledge so you can achieve the goals you have in mind.

This Handbook contains essential information that will guide you through your time with Aspire to Succeed. It is important that you read it carefully at the start of your course, and ask any of our team to assist you with any enquiries or further questions.

As a Learner, there are rules and regulations, including those detailed in this Handbook, which must be followed and implemented to ensure the training is a safe and supportive environment for everyone. It is your responsibility to ensure that you are familiar with these and comply with them.

We wish you well with your training and future studies and look forward to the opportunity to provide a successful training experience should you choose us to complete your chosen qualification.

A handwritten signature in black ink, reading 'Jennifer Allaway'.

Jennifer Allaway
Director

RTO Details

Aspire to Succeed is a Private RTO, operating since 2012. We are dedicated, passionate and focused on delivering a quality service with integrity and respect to all of our staff and Learners.

We will always endeavor to work with you to assist you in meeting and exceeding your personal training goals, and hope that you will find your training experience with Aspire to Succeed to be rewarding, enlightening and personally challenging.

Aspire to Succeed Pty Ltd	RTO ID - 32555
Head Office Address:	52 King Street Caboolture QLD 4510
Postal Address:	PO Box 637 Caboolture QLD 4510
Head Office:	07 5497 4009
Administration:	admin@aspiretosucceed.com.au
Director:	Jennifer Allaway jen.allaway@aspiretosucceed.com.au

Hours of Business

We strive to deliver a service that meets the needs of all students. To achieve this we offer training across 6 days of the week – Monday-Saturday.

Caboolture Monday 8:30am – 4:00pm Tuesday 8:30am – 4:00pm Wednesday 8:30am – 4:00pm Thursday 8:30am – 4:00pm Friday 8:30am – 4:00pm Saturday 9:00am – 12:00pm Sunday CLOSED	Coomera Monday 8:30am – 3:30pm Tuesday 8:30am – 3:30pm Wednesday 8:30am – 3:30pm Thursday 8:30am – 3:30pm Friday 8:30am – 3:30pm Saturday 9:00am – 12:00pm (Fortnightly) Sunday CLOSED
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Purpose of this Handbook

This handbook will provide you information about us as an organisation along with some key areas that support your training journey. We want you to get the most from your studies, and providing this Learner Handbook will answer many of the questions you have about studying with us.

After reading this handbook, if you have any questions, please do not hesitate to ask. All staff members are here to assist, from before enrolment through to completion. We encourage you to talk to us at any time, ask questions you may have, and make sure that we are the right training organisation for you.

We envision that your time with us is will be an enjoyable one and that the skills you learn will prove valuable in your chosen career now and beyond.

Vocational Training Overview



What is a Registered Training Organisation (RTO)?

As you are reading this handbook, you are likely considering enrolling into a nationally accredited qualification. All nationally recognised qualifications are issued by Registered Training Organisations (RTOs).

Aspire to Succeed is a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA). As an RTO, we must comply with the Vocational Education and Training (VET) Quality Framework.

The VET Quality Framework is aimed at achieving greater national consistency in the way RTOs are registered and monitored and in how standards in the VET sector are enforced.

The VET Quality Framework comprises:

- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements, and
- Data Provision Requirements.

We are audited to ensure compliance. Aspire to Succeed does everything within its power to remain compliant.

What is the Australian Qualifications Framework (AQF)?

The Australian Qualification Framework (AQF) is a comprehensive, nationally consistent framework for all qualifications in post compulsory education and training.

Diplomas and Certificates issued by Aspire to Succeed are recognised by relevant professional bodies throughout Australia. There are ten levels of courses ranging from Certificate I to Doctoral Degree. The level determines the breadth, depth and complexity of skills and knowledge that will be developed during study.

The diagram below sets out the qualifications under the Australian Qualifications Framework (AQF).

Schools Sector	VET Sector	Higher Education Sector
<ul style="list-style-type: none">• Senior Certificate• Certificate of Education• Certificate I• Certificate II• Certificate II	<ul style="list-style-type: none">• Certificate I• Certificate II• Certificate III• Certificate IV• Diploma• Advanced Diploma• Vocational Graduate certificate	<ul style="list-style-type: none">• Diploma• Associate Degree / Advanced Diploma• Bachelor's degree• Graduate Certificate• Graduate Diploma• Master's Degree• Doctoral Degree

If you satisfactorily complete all the requirements of a qualification, you will receive a Certificate. If you complete some parts of a program successfully, but do not complete it all, you may be eligible to receive a Statement of Attainment for those parts for which you are competent.

These Certificates or Statements of Attainment must be recognised by other RTO's if you choose to use any component in future qualifications, they also provide evidence to say you meet the standard required in that qualification or part thereof.

Vocational Education and training

The aim of Vocational Training is to produce a workforce with the skills and knowledge needed by industry. Aspire to Succeed is registered to provide VET qualifications.

These qualifications are based on National Training Packages and will be recognised throughout Australia both by employers and by other Registered Training Organisations.

Accredited Courses

Most courses delivered by Aspire to Succeed are nationally accredited. The awards given for completion of an accredited unit or an accredited course are recognised throughout Australia and can be used for employment purposes.

Non-accredited courses, such as workshops and short courses may be delivered for example to meet the needs of a specific business. For these courses, participants will receive a Statement of Attendance.

Competency Based Training and Assessment

Competency Based Training (CBT) is an approach used within the vocational education and training sector that places emphasis on what a person can do, and because of completing a course of study or training program. CBT is a flexible form of education/ training, which aims to produce a workforce with the skills and knowledge that industry requires.

Most assessment in schools and universities is criteria based. This type of assessment judges how well you can do something and awards a grade (e.g., A-E, 1-5). However, for your VET units of competency you will not receive a grade.

You are assessed as either Satisfactory or Not yet Satisfactory in each assessment piece. Your overall competent outcome is achieved when all assessment tasks have been completed for the unit.

This means you will be given more than one opportunity to achieve competency. Competencies are often assessed in the workplace or in a simulated workplace environment.

Simulated Assessment

Some Nationally Recognised Qualifications require simulated assessment to be completed prior to completing your work placement.

For the qualifications that Aspire to Succeed delivers – the following qualifications require you to attend simulated training:

- CHC33021 – Certificate III in Individual Support - Manual Handling and Personal Care

Vocational Placement

Some Nationally Recognised Qualifications require a mandatory placement to be completed. This may be paid or unpaid.

For the qualifications that Aspire to Succeed delivers – the following placement hours apply:

• CHC32015 – Certificate III in Community Services	No specified hours
• CHC33021 – Certificate III in Individual Support	120 Hours
• CHC43315 – Certificate IV in Mental Health	80 Hours
• CHC43515 – Certificate IV in Mental Health Peer Work	80 Hours
• CHC43415 – Certificate IV in Leisure and Health	120 Hours
• CHC52021 – Diploma of Community Services	200 Hours

Training Code of Practice



In general, Training Providers provide a value-for-money range of quality training products and services to their client organisations.

However, in a business environment which is ever increasingly competitive, it is important for training providers to align to best-practice and be able to demonstrate that they provide the learners with top quality and cost-effective training products and services.

At Aspire to Succeed we pride ourselves in offering a quality service. Should you not be happy or satisfied with the service provided, we would like your feedback through our feedback forms, complaints or appeals process. This is outlined in greater detail below.

Training Standards

Aspire to Succeed will always adopt policies and management practices which maintain high professional standards in the marketing and delivery of all our training services, and which safeguard the interest and welfare of all Learners.

Aspire to Succeed will maintain a learning environment that is conducive to the success of Learners and will ensure we have the capacity to deliver any of the courses we advertise.

Legislation

There are several Legislative Acts to which this company must adhere.

- Aboriginal and Torres Strait Islander Act
- Aged Care Act
- Anti-Discrimination Act
- Commission for Children and Young People and Child Guardian Act
- Copyright Act
- Disability Services Act
- Ethical Act
- Mental Health Act
- Work Health and Safety Act
- Privacy Act
- Racial Discrimination Act
- Sex Discrimination Act
- Workplace Health and Safety Act
- Vocational Education Training and Employment Act and Regulations

VISA

Australia is a multi-diverse country and many learners attend training and complete qualifications under different VISA subclass numbers.

Some VISA subclasses can access funded training programs – this is determined by the relevant State or Territory.

VISA 500 – This is a student VISA subclass that we are not able to train. Anyone on this VISA must enrol with a CRICOS registered RTO. That RTO will issue the student with a CoE (Certificate of Enrolment) that must be provided to the immigration officer.

Marketing

Aspire to Succeed will market our training programs with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

All marketing will be compliant with Australian Quality Training Framework standards and the Aspire to Succeed Style Guide.

Aspire to Succeed will provide accurate, relevant, and up-to-date information to Learners prior to enrolment and commencement.

This will include, but not be limited to:

- Enrolment procedures
- Total costs to Learners
- Course outline and Delivery Plan
- Assessment procedures
- Arrangements for recognition of prior learning
- Refund / Complaint/ Appeal procedures
- Learner support services
- Placement / Work Evidence requirements specific to the qualification
- Vaccination and Immunisation requirements specific to the industry
- Police checks, BlueCard's, NDIS Screener checks specific to the industry

Recruitment of Learners

Recruitment of Learners will be always conducted in an ethical and responsible manner and consistent with the requirements of the training package. Aspire to Succeed will ensure that Learner selection decisions comply with Access and Equity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course based on the applicant's qualification and proficiencies.

Partnerships (An organisation delivering on behalf of Aspire to Succeed)

Aspire to Succeed have the following partners that deliver on their behalf:

- RealCare Training – Ipswich
- Equinox College – Morayfield

If you are completing your training with one of the above organisations, your enrolment, payment of fees and submitted assessment work is processed by Aspire to Succeed.

Our Guarantee

Aspire to Succeed and their partners will provide the training to you as outlined.

We are dedicated to seeing you complete your course successfully and we will work with you to always achieve this.

Should additional assistance be required to complete the course, we will work with you to best meet your needs.

We provide support to our students via the following methods:

- Face to Face classes
- Zoom classes
- Support Days
- 1-1 Support via zoom, telephone, and email.

Support Services

Aspire to Succeed will provide Learners with the following support:

- Liaison and advice regarding meeting assessment requirements
- Remedial assistance where necessary
- Support to provide alternative assessment options where special needs are identified
- For individuals who experience literacy problems, assessment methods may be modified to enable individuals to be assessed

Aspire to Succeed has set up several support mechanisms for Learners who have special needs or require support or assistance to undertake or complete their training.

These include:

Language, Literacy, Numeracy and Digital (LLND)

All Learners will be assessed prior to enrolment to ensure they have the skills to meet the LLND demands of their chosen training program. We encourage Learners with any concerns to seek assistance from the trainer.

Wellbeing Support

We understand that there may be times when personal issues may affect your ability to undertake your training. Aspire to Succeed can help in referring you to an applicable association or network if required. Ask your trainer for more information.

Special Consideration

Learners who have a disability, health problem, grief or trauma need to discuss their needs with their trainer or management. There are a range of actions Aspire to Succeed can take to assist Learners manage the impacts upon their work.

However, the work that Learners produce and submit must be the work upon which decisions are made by Aspire to Succeed Assessors concerning results.

Additional Information

At times it may be indicated throughout the training process that the Learners ability to complete the level of study in which that have been engaged, does not meet their able skills or the role in which they undertake. Although in every instance Aspire to Succeed will engage with Learners at the appropriate level of study, this may be indicated further into the study process.

Throughout the training duration, should a trainer or assessor determine, that the Learner is not able to fulfill the training package requirements, Aspire to Succeed will work with the Learner and refer them as required to the appropriate level of study or support required.

Should this occur Aspire to Succeed will work with the Learner and applicable referral organisations to ensure the learner is provided options to continue their study journey.

Individual Support Plans will be designed and implemented as required to ensure the learner is able to meet the study demands.

Types of Training Arrangements



There are multiple pathways to engage in learning with Aspire to Succeed.

Delivery of all programs is consistent across all payment types. It does not matter which training arrangement you fall into, the service provided will always be to our highest standard.

Fee for Service

Fee for Service is where Aspire to Succeed provides training services to an individual or an employer with no funding attached. This may be full qualifications, short courses, or skill sets.

Learners in this scenario are not seeking reimbursement or subsidised funding from the government or any other source.

Payment methods in this instance can be upfront or over via a payment plan.

Government Funded Programs

To offer Government Funded Programs, Aspire to Succeed needs to have a current agreement with the relevant State or Territory in which they are delivering.

In this instance Training is subsidised for the most part, with a student paying a contribution fee. The learner contribution fee must be paid prior to commencing your studies. You will be sent an invoice upon enrolment into the course which has a 14 day payment term.

All current marketing materials and the website will contain up to date information on current funded programs that are available.

Traineeship Program

To offer Traineeship Programs, Aspire to Succeed needs to sign into a contract with the Employer, Learner, and the RTO (us).

The Australian Apprenticeship/Traineeship Training Contract is a legally binding agreement between an Employer and the participant (or Australian Apprentice). It protects both parties' interests and outlines their obligations.

Some of these obligations include:

- Observe the conditions of the relevant employment agreement or award
- Work towards achievement of the competencies detailed in the Training Plan
- Maintain a record of training in a Training Record Book provided to them by the RTO

The learner must be employed by the organisation in which it is signed up with and be rostered for the minimum required hours per week.

There must be a supervising registered training organisation for each Apprentice/Trainee. Supervising Registered training organisations facilitate the development and delivery of the training plan and provide information and advice about Apprenticeships/Traineeships.

The employer must have a qualified supervisor that will assist with on-the-job training and meets the minimum workplace skills requirements – generally having to hold the relevant qualification in which the trainee is undertaking.

Before you enrol



Course Selection

We want to ensure that the training you undertake with us results in positive outcomes for your personal growth and future career. A part of this is matching potential learners to the right qualification.

At times, our staff may advise that the course you enquire about, is not the best suited to your future goals. An example of this would be – A learner calls to enrol into a Diploma level course – the learner has no prior skills in the industry and is currently unemployed. In this case, the learner would be advised to start at a Certificate III level and build their skills working through the various industry channels.

If we suggest an alternate pathway for you, we are not doing this to discourage you, but rather to ensure that you have the best opportunity to meet those goals.

You can find out more about our courses on our website, or by calling our office's directly to discuss your needs.

Eligibility for funded programs

Government funded courses require learners to meet the required eligibility criteria. This will vary between States/Territories. Eligibility requirements for each course can be found in the Course Flier relevant to the qualification.

Aspire to Succeed will complete an eligibility check prior to enrolling you into a course. We will check your current name and any previous names as required by the state government.

If you are unsure of whether you meet the criteria, or if you require further information regarding funded programs, please do not hesitate to contact us to discuss this further.

Language, Literacy, Numeracy and Digital Literacy

You will be required to complete a Language, Literacy, Numeracy and Digital Literacy questionnaire when you enrol. This form is used as an indicator tool to help us work with you and identify an appropriate qualification that will meet your individual needs.

As you progress through the course, your trainer will be able to assist with some of your career planning goals at the same time as helping you address your LLND needs in practice. If you feel you would like additional support in this area, please do not hesitate to discuss this with your trainer or staff.

Learners are invited to discuss any concerns they may have about their capacity to participate in a program because of any Language, Literacy, Numeracy or Digital Literacy difficulties. These discussions are open prior to enrolment and again, upon commencement of any training.

Pre-Requisites

It is important to note that some Skill Sets and Qualifications require specific prerequisites before you can enrol. Any pre-requisite requirements will be noted in the course outlines.

Prerequisites will be discussed by the Aspire to Succeed team upon choosing the best course for you.

Course Fees, Refunds and Withdrawals

Course Fees

All course fees must be finalised prior to commencement of training unless a payment plan has been discussed and confirmed.

You will be emailed an invoice with a 14-day payment term after your enrolment has been processed. If you are paying via a payment plan, the \$100 first payment is due within 14 days of enrolling.

Refund Policy

Our refund policy is fair and equitable and in accordance with policy and procedures. If a learner chooses to cancel their course after they have commenced, a refund will be given for units not yet commenced.

Withdrawal

Any learner wishing to withdraw from a course must request cancellation in writing.

Upon withdrawal each learner will be issued with a nationally recognised Statement of Attainment for any units in which the student has been assessed as competent.

Fee for Service	<p>Payment in full or a payment plan must be finalised prior to commencement of training.</p> <p>For learners requiring payment plans, an upfront payment is required prior to commencement of training – \$100 is payable within 14 days of enrolling and the balance must be paid in regular payments fortnightly.</p> <ol style="list-style-type: none">1. Learners who withdraw prior to commencement of training will receive a full refund of any monies paid.2. Learners who notify of their request to withdraw throughout the course duration, will be given a refund on a pro-rata basis of the units that have been commenced. <p>If you wish to defer your studies, you can withdraw and request a refund for the fees paid, based on the points above, or we can suspend your enrolment until you are able to recommence.</p>
Funded Programs	<p>You are required to pay a learner contribution fee which is charged per unit. The fees applicable are in each of the Course Fliers relevant to the course of choice.</p> <p>Payment of this is required in full upfront prior to commencing training.</p> <p>Once you have commenced training, should you wish to withdraw, you will be refunded for any units not commenced as per the state contract requirements.</p>
Traineeships	<p>Prior to sign up you will be made aware of the fees that apply to your course.</p> <p>You or your employer will need to either pay these in full upfront or set up a payment plan. If you would like to set up a payment plan these fees can be paid over the course duration and can be paid weekly/fortnightly or monthly.</p>

Enrolment into a Course



Enrolment Paperwork

Once you have decided to enrol in your selected course, you will be required to complete the enrolment paperwork.

This includes:

- Enrolment Form
- LLND – Language, Literacy, Numeracy and Digital Literacy.
- Identification to support your enrolment.
- Requirements to work in the industry such as a National Police Certificate.

You can complete the enrolment form via our website www.aspiretosucceed.com.au or in person at one of our offices. We are unable to process your enrolment if all details are not provided – this includes your identification. To ensure the process is completed in a timely manner, please ensure the enrolment is completed in full prior to submitting.

Processing Enrolment Paperwork

When we have received your enrolment paperwork, it will be checked by our team and any additional requirements will be communicated to you via email / text or call.

We aim to process all enrolments within a 2-business day timeframe. There may be some instances where this is not achievable, but we will keep you up to date on how it is progressing.

Should there be any concerns with your enrolment we will contact you to discuss these prior to moving forward.

Once your enrolment is processed

You will receive an email confirming your enrolment in the course. This will include a training schedule – either class specific or individually tailored. Your enrolment confirmation will also include the contact details of your trainer.

In some cases, we may not have direct access to you. In this case, communication will be via your employer.

Your allocated trainer will also send you a welcome email to introduce themselves and book in time for you to complete your induction.

Induction

You will complete an induction prior to – or at your first day of training – your trainer will go through an induction form that will be kept on your learner file.

During this your trainer will go through the following:

- Housekeeping / WHS / Site Induction / Your responsibilities as a learner.
- Learner Handbook.
- Delivery Schedule.
- Confirmation that you know which course you have enrolled into and what the expectations are.
- The industry which the qualification is aligned to.
- Mandatory placement and attendance requirements.

For distance learners – your trainer will complete your induction with you via zoom or telephone.

Training Delivery

Face-to-face learners – attending a classroom.

You will be given a Schedule of dates when the sessions are being delivered. Classes are held weekly, and it is recommended that you attend these. At times, learners may need this to be adjusted based on skill level, support, knowledge, and ability to undertake the required classes. This may also vary if you have selected different units from our standard delivery selection.

Zoom Classes – distance learners.

Zoom classes are held weekly/fortnightly and it is recommended that you attend these if able. The zoom classes focus on the application assessments and are a great way to connect with other learners.

Blended Learning

All learners can attend classroom, zoom, or work independently throughout their chosen course.

Simulated Training

The Certificate III in Individual Support requires you to complete simulated training and assessment prior to your workplace hours. This can be completed at one of our training locations.

The following tasks are completed in the simulation:

- Manual Handling
- Risks of Falls
- Dressing and Grooming
- Feeding and Drinking
- Showering and Bathing
- Oral care – natural teeth and dentures
- Car Transfers
- Assisting with pre-packaged medications

Vocational Placement

If you have enrolled into a qualification where you are required to do Vocational Placement, the process for this will be discussed prior to your enrolment and during your course. Your certificate cannot be issued without the completion of placement. There will be some units that you may complete throughout your course that cannot be signed off until placement has been finalised.

Aspire to Succeed have regular local providers that we work with to place our learners. We will always endeavour to get you into placement close to where you live, but at times this may not be available due to employer abilities to supervise learners. Should you have a preferred employer where you would like to complete placement, we encourage you to attend the site, introduce yourself, let them know you are doing the course and ask if they accept students. **Please do not arrange your placement until you have discussed with your Trainer.**

The following documents are required prior to booking your Placement:

- **Police Certificate** - no older than 6 months
- **Immunisation Record** - you can access this off MyGov in a PDF format.
- **COVID Vaccine Certificate** - you can access this off MyGov in a PDF format.
- **Disability Screener and BlueCard** - You select Volunteer (\$0) as a student and link to Aspire to Succeed. You will need the paid one to commence work but not for placement. As this links to your licence - you will need to apply for this online. If you do not have a current driver's licence – you will need to go to main roads to obtain a CRN number.
- **NDIS Worker Module** - You will need to complete the online training and email the certificate.

You will be required to complete a workplace logbook while you are undertaking your placement.

Employer Resource Assessment – Vocational Placement

Aspire to Succeed will ensure that your work placement is completed in a suitable environment that meets the training package and qualification needs.

The Trainer or Vocational Placement Coordinator meets with the workplace to determine that there is suitable resources, equipment, support, and supervision in place prior to you starting placement.

A workplace checklist is completed by a Aspire to Succeed staff member.



Your Rights and Responsibilities

As a learner

You have the right to....

1. High quality learning that recognises your individual learning styles and needs.
2. Access to services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
3. Have your prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment.
4. Knowledge of the learning outcomes and prescribed assessment tasks for the training program of your choice prior to its commencement.
5. To appeal for a review of the results of an assessment.
6. Expect to achieve the published learning outcomes from the training program, if you, in turn, devote the necessary time and diligence to it.
7. Learn from fully qualified, competent. and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly.
8. Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
9. Be treated with dignity and fairness.
10. Expect that Aspire to Succeed will be ethical and open in their dealings, their communications, and their advertising.
11. Expect that Aspire to Succeed will observe their duty of care.
12. Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc
13. Privacy and confidentiality, and secure storage of learner records in accordance with the organisation's policies, to the extent permitted by law.

You are responsible for....

1. Understanding and accepting the enrolment conditions for the courses you undertake.
2. Providing accurate information about yourself at time of enrolment, and to advise Aspire to Succeed of any changes to your contact details as soon as possible.
3. Paying all fees and charges associated with your course as per the payment terms.
4. Recognising the rights of staff and other learners to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
5. Regular and punctual attendance.
6. Ensuring you attend classes sober and drug free, and smoke only in designated areas away from others.
7. The security of your own personal possessions while attending course.
8. Contacting your trainer if you are unable to attend a class.
9. Promptly reporting any incidents of harassment or injury to staff as soon as possible.
10. Respecting property and observing policy guidelines and instructions for the use of equipment.
11. Seeking clarification of your rights and responsibilities when in doubt.

Training Session Attendance

Attendance is recommended at each session. If you cannot attend a session, you must notify your Trainer as soon as possible so that arrangements can be made to ensure you do not fall behind.

When coming to class it is important to dress for the task. We request that you are dressed in neat casual attire, closed in shoes will be required for some practical/simulated sessions. Please note that thongs are not allowed.

As the premises are open to the public, learners are advised not to leave their valuables unsupervised. Aspire to Succeed cannot be held responsible for anything that may be stolen from its premises.

Premises (including classrooms, toilets, and general office areas) are smoke-free zones. If learners wish to smoke, they should do so outside the buildings in designated smoking areas.

As a Learner in one of our training programmes, you are governed by State and Federal legislation.

WHS

1. To protect your own health and safety and to avoid adversely affecting the health and safety of any other person.
2. To not wilfully or recklessly interfere or misuse anything provided by Aspire to Succeed.
3. To co-operate with health and safety directives given by staff.
4. To ensure that you are not, by the consumption of drugs or alcohol – you will be asked to leave the premises.

General Requirements

1. If you have a personal health condition which may become critical while attending the course, please advise the Trainer before commencing the course. All information will be treated in strict confidence and is only needed so that Aspire to Succeed can provide support or treatment should an emergency arise.
2. Should you be involved in any accident which results in personal injury and /or damage to equipment or facilities, notify your trainer immediately.
3. Emergency procedures and exit plans must be followed. If you hear an alarm or a staff member advises of an emergency, you must leave the building via the Emergency Stairs.

Your Privacy & Records

- Access to Records: Information about you is collected only for the purpose of providing training and assessment services and as required by laws and regulations. Information from your records, except as required by law or under the Standards for Registered Training Organisations, will not be disclosed to anyone outside of Aspire to Succeed without your written consent. You can view your personal records by contacting Aspire to Succeed.

Respect for others

- You will be expected to treat staff and fellow Learners with respect.
- Inappropriate language and actions will not be tolerated.
- In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, colour, gender, disability, sexuality, religion, or age.
- Harassment and intimidation of staff or fellow Learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- Arrive on time to start all sessions. This includes after lunch and coffee breaks.

Learning Strategies

Several learning strategies will be used throughout your course to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Techniques used throughout training could include:

1. Written work.
2. Practical Demonstration
3. Small Group Work/Case Studies
4. Trainer Instruction
5. Practical Tasks
6. Theory based tasks and projects.
7. Group Discussion
8. Self-Paced Activities

Delivery Modes

Training and assessment delivery each can be customised to suit the learner and their needs. Customisation of the training and assessment is usually determined at the commencement of the training where the employer and trainee can record any specific needs or concerns that they may have.

- **On-the-job** – This delivery mode will include a combination of one-on-one trainer led knowledge sessions and self-paced practical activities to reinforce the learner's learning. Learners will be allocated a certain amount of time in between trainer visits to complete each of the assessment activities.

This time will depend on the learner's ability and workplace influences and will be scheduled prior to the commencement of training delivery. Anticipated assessment dates will also be scheduled prior to the commencement of training but will remain flexible according to the learner's progress.

- **Classroom Training** – This delivery mode will include a combination of classroom led knowledge and practical sessions and with self-paced activities to reinforce the learner's learning. Learners will be allocated a certain amount of time in between in-house sessions to complete each of the activities. This time will be scheduled at the commencement of training delivery. Anticipated assessment dates will also be scheduled at the commencement of training.
- **Distance Learning** – This delivery mode involves the use of self-paced training manuals to provide the relevant training and assessment tasks. Trainer support will be available by telephone and/or email throughout the duration of the qualification.

Completed activities and assessment tasks will be submitted to the trainer via post, email, or learner portal. Time frames for the completion of activities will be negotiated between the learner and trainer, allowing for workplace influences. Anticipated assessment dates will also be scheduled prior to the commencement of training but will remain flexible according to the learner's progress.

- **Assessment only (or Recognition of Prior Learning - RPL)** - Learners who consider that they are already competent in one or more of the units of competency in this qualification have the right to have that competence recognised without participating in a learning process. This pathway requires the learner to demonstrate current competence or provide evidence of prior learning (including inhouse training).
- **Credit Transfer** may be granted for units of competency previously completed within the qualification framework. Students are supported throughout the process by Aspire to Succeed staff. We require a copy of your USI transcript and your certificate/statement of attainment to verify your credits.

Study Methods

It is recommended that you keep a diary to remind you of any important deadlines you must keep such as training sessions and assessments.

Make notes which are clear and easy to understand.

Attending the training sessions wherever possible, these will assist you in obtaining the knowledge and skills to complete your chosen course, but also assist you in completing your assessment requirements.

Learning Materials

All Learners will be supplied with the learning materials to support the completion of their chosen qualification or study.

- **Digital copies** – can be accessed via the learner portal in aXcelerate.
- **Hard copies** – can be accessed by attending one of our offices or emailing admin to request a copy. There is no additional fee for hard copies of resources.

Enrolment in units of competency without learning materials will only occur under the following circumstances:

- You are applying for Recognition of Prior Learning and do not require materials.
- You are enrolling into a unit that does not require learning materials. For example, workshops and/or practical classes.
- You are re-enrolling in the same unit/subject where materials are still current and you have been provided with a copy previously.



Credit Transfer

If you have already completed a unit of competency with another Training Organisation, you may be eligible for a Credit Transfer. The unit code must be the exact match to one you will be undertaking with us or the unit be deemed Equivalent on Training.gov.au if the unit has been superseded.

The following Evidence will be required to provide a Credit Transfer; this may be in one of the following:

- Certificate with record of Results
- Statement of Attainment
- USI transcript

We are required to validate the Certificates and Statements provided to us; this will be done via contacting the RTO that issued the testamur.

Recognised Prior Learning (RPL)

RPL is the acknowledgment of your current skills and knowledge obtained through:

- Life experiences
- Work experience
- Education and/or Previous training

All Learners can complete an RPL process prior to engaging into the full course of study. An RPL kit will be provided to you by your trainer after your induction if they identify areas where you can RPL.

You will be required to complete the following:

- Self-assessment
- Written questions
- Portfolio of Evidence (this must be current evidence within the past 12 months)
 - certificates or statements from qualifications or courses previously completed.
 - letters / testimonials / references from employers
 - position descriptions
 - samples of work
 - photographs, videos, letters, and reports
- Supervisor Evidence

Recognition assessment is a method of assessing relevant competencies gained by Learners through training, work and life experiences that can then be counted towards a qualification. Recognition assessment is concerned with identifying and assessing the substance and currency of the competencies (skills, knowledge, attitudes, attributes), rather than when, where how or why the learning was acquired. If you undertake this process, you may be granted a result of RPL (Recognition of Prior Learning).

You will be notified by your trainer for units of competency that you have been successful or unsuccessful in obtaining through the RPL process. You may need to attend an interview with your trainer to demonstrate your skills.

By no means does an unsuccessful RPL application mean you are unable to complete the course, this process is available for you to obtain recognition for the skills and knowledge you have gained through current and previous

experience. Any areas in which you have not met the requirements, the trainer will work with you to complete the required training and assessment to ensure competency is obtained.

Academic Progress

It is expected that a learner should demonstrate continuing progress, eventually achieving competency in all units undertaken.

Learners are expected to participate actively in class discussions and activities, attend simulation training and vocational placement and fulfil all course requirements.

If you are not active in your course, and we have been unsuccessful in contacting you via text or email – you will be withdrawn from the course.

Assessment Principles

Assessment is competency-based and is ongoing throughout the course. Each unit contains activities that relate to the relevant competencies and form part of an ongoing formative process.

- Learners are encouraged to apply their learnings to their relevant workplace wherever possible.
- Learners are competent when they can apply their knowledge and skills to successfully complete work-orientated activities in a range of situations and environments, in accordance with the standard of performance expected in the workplace.

The following represent the key assessment policy principles of Aspire to Succeed to promote fairness and equity in assessment.

- You will be given clear and timely information on assessment.
- The information given to you prior to any assessment will include:
 - advice about the assessment methods
 - assessment procedures
 - the criteria against which you will be assessed.
 - when and how you will receive feedback.
- You will be made aware of your responsibilities regarding assessment.
- You will be asked for feedback on your assessment.
- You will be able to appeal any decisions if you feel you have not been assessed appropriately.
- If you are not competent the first time you do an assessment, you will be given other opportunities to demonstrate competency, you have 15 attempts at submitting an assessment.
- Learners should keep a copy of their assessments.

Rules for assessments

You will be provided with an assessment for each unit of competency that has been selected.

In the front of each assessment, you will find the following:

- Instructions to the Learner
- Additional assessment requirements
- Resources required to complete the unit/assessment.

In doing your assessments, you must follow the instructions provided to you, both in the assessment itself and your trainer's instructions.

Cooperative study

- Learning with other Learners can make your learning easier and more enjoyable. You can work through the learning materials together and help each other to understand assessment requirements.
- In some cases, you may be able to present a joint or group assignment or project, (this will need to be approved and discussed with your trainer prior to submission).
- If you are completing a group assessment, you will need to write the names of all Learners involved in completing the assessment on the cover sheet.
- Where the assessment question is an individual one you must prepare and complete the assessment yourself.

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. All homework assignments, projects, reports, and assignments submitted to a course are expected to be the learner's own work.

Learners should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people.

- **Cheating** is the copying of another Learner's work and presenting it as your own work.
- **Plagiarism** is presenting another person's work as your own.

Cheating and plagiarism include the following practices:

- Copying the work of another Learners.
- Using paragraphs, sentences, a single sentence, or significant parts of a sentence which are copied directly from another person's work and are not enclosed in quotation marks or acknowledged as the other person's work.
- Summarising another person's work or rewriting it without acknowledged that it comes from another person.

Note: For answers to the knowledge questions, you may use the learning resource supplied to you as the **basis** for your answer, but you should try and write the answer in your own words.

A learner who is proven to be involved in such activities will need to resubmit the assessment. If this continues, the learner will not be permitted to continue their course.

Quotations

You are allowed to quote another person's work directly in your assessments if you clearly identify that person's work.

You can use quotations to support your answer, but the bulk of your answer should be based on your own thoughts and knowledge.

Quotations should not normally make up more than 10 per cent of your answer.

Assessment Pathways

The purpose of assessment is to collect evidence to make a judgement about performance.

What this means is that not all learners will need to do the same thing before we make our judgement about their performance. This opens the opportunity for different assessment pathways. There are three main pathways, with numerous variations based on the needs of individual learners and clients:

1. **Pathway 1:** training and assessment pathway, which combines both training and assessment.
2. **Pathway 2:** assessment only pathway, which uses only assessment when training is not required (eg, RPL)
3. **Pathway 3:** a combination of Pathway 1 and Pathway 2.

In the VET sector, we are not assessing to compare each other. That is called norm-referenced assessment - where we assess people through comparison to other people.

For the VET sector, we are using standards-referenced assessment, where we assess people through comparison with standards. So, if the evidence really does demonstrate the required standard, then that person is considered competent. This is why it is possible to have assessment only pathways.

3 types of Assessments

Whatever the pathway that we choose to take, assessment should always be based on clearly defined processes and specific standards rather than on opinions and feelings.

There are three types of assessment:

1. **Formative assessment** - Formative assessment takes place throughout a training program. The learner is assessed and given feedback as they learn rather than at the end of the program.
2. **Summative assessment** - Summative assessment is described as assessment conducted at predetermined points in the learning process or at the end.
3. **Holistic assessment** - Assessment of a range of skills and knowledge together is known as holistic assessment. The methods and tools may assess several elements of competence or more than one competency unit at a time. You may know this as integrated or clustered.

4 main types of Assessments

There are 4 main types of assessment.

1. assessment of real work
2. assessment of simulated work
3. assessment of written work
4. assessment of oral responses

Assessment Methods

Throughout the course you will be assessed to see if you have gained the necessary skills and abilities to achieve competency in the unit and/or qualification.

Your trainer is required to ensure that the assessment tasks you undertake meet the National Principles of being valid, reliable, flexible, and fair.

Training Facility Assessments

Method	Purpose	Tool
Observation of performance in a simulated situation such as workshop, classroom, role play	<ul style="list-style-type: none"> Assess process application Assess practical skills Assess skills in producing a product Assess underpinning skills 	<ul style="list-style-type: none"> Checklist Video camera Peer report Supervisor report Self-evaluation
Oral questioning	<ul style="list-style-type: none"> Assess underpinning knowledge Assess knowledge skills 	<ul style="list-style-type: none"> Interview one-on-one Group interview
Projects	<ul style="list-style-type: none"> Assess practical skills Assess underpinning knowledge 	<ul style="list-style-type: none"> Finished product Typing speed test Oral questions
Case studies	<ul style="list-style-type: none"> Assess underpinning knowledge Assess problem-solving skills 	<ul style="list-style-type: none"> Scenarios Written questions
Student presentations	<ul style="list-style-type: none"> Assess underpinning knowledge Assess presentation skills 	<ul style="list-style-type: none"> Observation Written report Verbal feedback
Written assessments	<ul style="list-style-type: none"> Assess knowledge skills 	<ul style="list-style-type: none"> Worksheets Multiple choice Written short answers
Trainer Report	<ul style="list-style-type: none"> Assess knowledge skills Assess practical skills 	<ul style="list-style-type: none"> Verbal report Written report

On-the-Job / Work Placement Assessments

Method	Purpose	Tool
Supervisor report	<ul style="list-style-type: none"> Assess practical skills Assess application of key competencies 	<ul style="list-style-type: none"> Verbal report Journal entry Performance appraisal
On-the-job assessment	<ul style="list-style-type: none"> Assess practical skills Assess key competencies 	<ul style="list-style-type: none"> Checklist Mentor report Self-evaluation Team leader report
Observation of overall performance	<ul style="list-style-type: none"> Assess application of process skills Assess application of knowledge skills Assess application of key competencies 	<ul style="list-style-type: none"> Observation checklist Mentor report Team leader report
On-the-job assessment by trainer	<ul style="list-style-type: none"> Assess underpinning knowledge Assess application of practical skills Assess application of key competencies Assess components of competency 	<ul style="list-style-type: none"> Observation checklist Oral questioning Written questions

Submission

When you are ready to submit your assessment, it is important to ensure you complete the following steps:

- Make and/or save a copy of your assessment.
- Complete **in full the assessment cover sheet** attached to the front of your assessment.
- Email, upload or hand your assessment directly to your trainer.

Re-assessment

Learners who have not reached competence in a unit will be provided the opportunity to re-submit all and/or parts of their assessment requirements for the trainer to re-assess.

Your trainer will advise you of any areas of the assessment that have not met competency at the time it was submitted. The course is competency-based and therefore you have made several attempts to meet the requirements.

Your trainer will assist you, retrain and work with you to ensure you have the required training and knowledge needed to complete your qualification.

If a re-assessment is required, this will be documented on your assessment cover sheet in the following ways:

- Not Yet Satisfactory is noted.
- Re-assessment is circled.
- A summary of what additional assessment is required.
- You may receive the additional requirements from your trainer via email or in person.

Your resubmission is to be completed using the Student re-submission form provided to you by your trainer.

Accelerated Progression

Accelerated progression (or fast tracking) requires the completion of all designated assessment requirements for a particular unit of competency and must be negotiated with the trainer. No special applications or processes are required, and normal enrolment fees apply.

Note: Accelerated progression is NOT an RPL or credit transfer process.

Completion

When you complete the final unit of your qualification, and your final assessment has been deemed competent, you will receive your Certificate and/or Statement of Attainment within 21 days.

If your training is being delivered under a training contract (as an Australian Trainee) completion occurs when all parties agree that all necessary training, required under the Training Plan has been delivered. In the case of a Trainee, it is responsibility of Aspire to Succeed to notify the department that completion has occurred once they are satisfied that the student possesses the necessary skills and competencies and must issue the appropriate qualification or statement of attainment. A completion agreement will be required for Trainees.

Your certificate will be issued to you in an electronic format.

Important things to know



Feedback

It is important for you to know that as a learner, you will be requested to provide feedback.

Your cooperation within this process will assist us in understanding what we do well and in what areas we can improve to ensure we provide the best service to our learners as possible.

Feedback will be requested on different occasions and will include:

- Session evaluations – completed at the end of each unit session.
- Assessment feedback – on the front of each assessment.
- Unit feedback – on the last page of each application assessment.
- End of course evaluation – covers all areas from pre-enrolment to completion.
- Post completion – within 3-6 months after you have finished the course.

Change of details

It is your responsibility to notify us of any change of name, address, phone number or employment, which occurs during the term of your studies with us.

Access and Equity

Aspire to Succeed is committed to providing opportunities to all people for advancement in training on an equitable basis.

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

Aspire to Succeed strives to meet the needs of each participant through incorporating access and equity principles and practices, which acknowledge the right of all participants to equality of opportunity without discrimination.

Our commitment is to ensure:

1. All Learners are always treated with integrity and respect.
2. Access and Equity principles are incorporated into Learner Service Standards for Training and Assessment.
3. All Learners with a Disability will be provided access to appropriate sites as required.
4. New Learner's selection procedures follow Equal Opportunity principles.
5. Training is provided to all Learners through flexible delivery arrangements.
6. Literacy and numeracy need of Learners will be identified and the appropriate support provided.
7. Reasonable adjustment measures will be provided to the delivery of training and assessment services to meet the special needs of Learners.

Student Records

Aspire to Succeed has in place a policy and procedure for the collection, storage, and protection of all the training records to meet training and assessment activity requirements. Within this process, Aspire to Succeed recognises the Australian Privacy Principles (APP) as set out in the Privacy Act.

Aspire to Succeed cannot provide information about you to a third party without your written permission or a signed consent form. The Enrolment Form has a section where you may have given us permission to share information with your relevant Job Network or employer. Information shared includes attendance and academic progress.

You can have access to your own personal records at any time, by approaching your Trainer or the Aspire to Succeed office. A record will be kept on your file that you have accessed your records.

Written request to view your file, indicating the most appropriate time and date for yourself is recommended to ensure a staff member has been allocated and you have all the information you requested.

Workplace Health and Safety

The safety and wellbeing of the staff and students of is one of our greatest responsibilities. All of us, including you, have responsibilities to ensure a safe environment.

The Workplace Health and Safety Act requires that the employer's duty of care is 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 in the work place.

Aspire to Succeed will ensure 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, infection control procedures
- and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective
- equipment such as gloves, eye protection and sharps containers where required,
- a clean and suitably designed work place with the safe storage of goods such as cleaning chemicals.

Your requirements include:

- Obey any reasonable instructions in relation to health and safety
- Not interfere with or remove any safety devices from machinery/equipment
- Ensure that you do not endanger your own or others' safety by the consumption of alcohol or drugs
- Report unsafe acts or equipment to your Trainer and observe good housekeeping practices
- Report all injuries or near misses to your Trainer
- Ensure that your conduct does not interfere with: student or staff safety or welfare, or their ability to
- participate in and benefit from the program

ACCIDENTS AND FIRST AID

All accidents must be reported and recorded on an Incident Report Form. Any action taken must be recorded. Follow-up will be completed the following day to ensure the learner's well-being.

In the event of a learner requiring First Aid, a trainer or staff member will administer First Aid and the learner must complete the Incident Form. Should medication be required, learners will be referred to a medical assistant and if necessary, will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the learner until it arrives.

Harassment and Discrimination

At all times Aspire to Succeed will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a Learner, Trainer, Administration or Support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination treated seriously, impartially, and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited, and unacceptable behaviour that will not be tolerated,
- The right to inform Aspire to Succeed management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue,
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation, and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support, and assistance in resolving the issue

Disciplinary Procedures

Aspire to Succeed rarely, if ever, has any need for disciplinary procedures; however, in some circumstances we are required to act.

These areas include:

- Repeated academic misconduct
- Not meeting attendance requirements without explanation
- Where the safety of others is in question

These actions may result in suspension or dismissal from the course. When disciplinary action is taken, the learner will be notified of the reason for the action. In each case a warning will be given either verbally or in writing and this is documented on the learner file.

Where the behaviour continues after the warning, a member of Aspire to Succeed will meet with the learner and a second warning will be provided in writing. A copy of this warning will be noted and kept on file.

If the behaviour continues beyond the written warning, the learner will be removed from the training program. Notification of removal will be made in writing and kept on file.

Lost Certificates

Should you misplace your certificate or statement of attainment at any time, we can reissue you with a new copy.

There is no fee to re-issue a Certificate or Statement of Attainment. The reissue will be in electronic copy only.

A written request will be required to re-issue the Certificate or Statement of Attainment.

Complaints and Appeals

In accordance with national standards, Aspire to Succeed has a fair and equitable policy for dealing with complaints about any aspect of our training and assessment services.

Your first point of contact should always be Aspire to Succeed.

In the first instance, Aspire to Succeed will encourage parties to resolve problems through discussion and conciliation. If this does not result in a satisfactory resolution, you may elect to have the matter heard at a higher level of our organisation.

Except in extreme circumstances, the entire process should be ***finalised within 21days***.

When a complaint cannot be resolved, Aspire to Succeed acknowledges the need for an appropriate external independent agent to mediate between the parties.

You have the right to:

1. have a support person present during any meetings
2. receive a written outcome of the process

Contact Information

There are several key people who can assist should you have any issues or complaints.

In the first instance any complaint or assessment appeal should be discussed with your trainer.

If you feel that you cannot discuss this with your trainer or would like to talk to the Director.

Aspire to Succeed

Jennifer Allaway (Director)
PO Box 637
CABOOLTURE QLD 4510
07 5497 4009

If unsatisfied with this process you may lodge a complaint with the following bodies

- National Training Hotline – 13 38 73 skilling@education.gov.au
- ASQA Complaints – 1300 701 801 enquiries@asqa.gov.au

The following represents an overview of the complaint process.

Where your complaint is about the action/s of another person/s in the program or about an administrative issue

Process to follow:

- You should discuss the matter in the first instance with your Trainer.
- If this person does not consider the matter to be particularly serious, or where your complaint does not relate to allegations of unlawful behaviour (e.g., assault, illegal discrimination, or harassment, etc), and you feel comfortable to do so, you will be encouraged to raise your complaint directly with the person concerned. You can ask your Trainer to be present when you do this.
- If your complaint is about your Trainer, please approach the Team Leader or Director.
- Where you do not feel comfortable about doing this, or where the matter is of a more serious nature, you will be asked to put the complaint in writing and to identify the person about whom you are complaining, and the issue about which you are complaining

Your written complaint should include details of the complaint(s) such as; who/what issue you are complaining about, what happened, when it occurred, how you feel, how you would like to see the matter resolved.

All written complaints are handled by the Director who will:

- If the complaint involves another person, tell the person you are complaining about, about the complaint. He/she will be given the opportunity to put forward their side of the matter;
- Advise you of how long it will be before you get an answer (usually within a couple of days);
- Ensure that only those people who need to know about the complaint are involved/informed;
- Give you written advice about the outcome and the reasons for it; and
- Take appropriate action should the complaint be substantiated.

You may find that through this process that one of the following outcomes will apply:

- you gain a better understanding of the situation and you no longer feel the need to complain;
- you are happy with the way the issue has been resolved;
- you receive an apology and assurance it will not reoccur; or
- you will be informed that you have no grounds to complain.

Where your complaint/appeal is relation to dissatisfaction with assessment and/or results

Should you wish to appeal against the results of an assessment or wish to make a complaint about any aspect of the delivery/assessment, you need to follow the process outlined below:

- In the first instance, speak with your trainer and informally ask for a review of the result.
- Should this not resolve the matter to your satisfaction, please put your complaint in writing to the Director. All written complaints will be acknowledged in writing and you will be told how long it will take to investigate the matter. The outcome will also be put in writing to you.
- Should you still not be happy with the decision, you should contact the relevant department of education within your State/Territory or the National Regulator.

At any stage, the decision may take one of several forms, including, for example:

- agreeing with the original result ie. not allowing your appeal
- disagreeing with the original result and telling you what will now happen
- asking you if you want to re-sit the assessment.

This may be the end of your orientation, but it is the beginning of an exciting journey of learning for you. We wish you well for your upcoming studies and are here to support you in your studies and personal development.