



# *Learner Handbook*



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# Welcome to *Aspire to Succeed*

**Congratulations** on taking the first step towards building the future you want by developing yourself, your 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 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 are 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 prior to enrolling/commencing 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, while undertaking your studies with us.

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



**Jennifer Allaway**  
Director

# LEARNER HANDBOOK

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## PURPOSE OF THIS HANDBOOK

This handbook will provide you with 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.

We want to make sure you have all the information you need to decide on the best training course and provider to meet your goals.

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 will be an enjoyable one and that the skills you learn will prove valuable in your chosen career now and beyond.

## OUR DETAILS

Aspire to Succeed is a Private RTO (Registered Training Organisation), operating since 2012. We are dedicated, passionate and focused on delivering a quality service with integrity and respect to all 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.

<b>Aspire to Succeed Pty Ltd</b>	RTO ID - 32555
<b>Head Office Address:</b>	52 King Street Caboolture QLD 4510
<b>Postal Address:</b>	PO Box 637 Caboolture QLD 4510
<b>Head Office:</b>	07 5497 4009
<b>Enrolment:</b>	<a href="mailto:ats@aspiretosucceed.com.au">ats@aspiretosucceed.com.au</a>
<b>Administration:</b>	<a href="mailto:admin@aspiretosucceed.com.au">admin@aspiretosucceed.com.au</a>

## 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.

Our staff at each site can assist with:

- Answering questions about course enquiries and which course is best suited to your end goals.
- Checking your eligibility for funding.
- Assisting you with enrolling into your chosen course.
- Taking payments and assisting with payment plans.
- Updating your personal details and making any changes to your enrolment.
- Providing hard copy resources as requested.

<b>Caboolture</b>		<b>Kingaroy</b>		<b>Wynnum</b>	
Monday	8:30am - 4:00pm	Monday	8:30am - 3:30pm	Monday	8:30am - 4:00pm
Tuesday	8:30am - 4:00pm	Tuesday	8:30am - 3:30pm	Tuesday	8:30am - 4:00pm
Wednesday	8:30am - 4:00pm	Wednesday	8:30am - 3:30pm	Wednesday	8:30am - 4:00pm
Thursday	8:30am - 4:00pm	Thursday	8:30am - 3:30pm	Thursday	8:30am - 4:00pm
Friday	8:30am - 4:00pm	Friday	8:30am - 3:30pm	Friday	8:30am - 4:00pm
Saturday	9:00am - 12:00pm	Saturday	9:00am - 12:00pm	Saturday	CLOSED
Sunday	CLOSED	Sunday	CLOSED	Sunday	CLOSED

# 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). We are 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)
- 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-secondary education and training.

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

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

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

These Certificates or Statements of Attainment must be recognised by other RTO's should you choose to complete future qualifications, whereby the same unit is embedded.

## 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 are 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 to meet the needs of a specific topic or organisation's needs. For these courses, participants will receive a Certificate 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. CBT is a flexible form of 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 assessed in several ways - written assessment, application of skills and demonstration of skills both simulated and in the workplace.

## 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

## Vocational Placement

Some Nationally Recognised Qualifications require a mandatory placement to be completed. This is unpaid work placement.

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

Qualification	Qualification Name	Placement Hours
CHC32015	Certificate III in Community Services	No Specified Hours
CHC33021	Certificate III in Individual Support	120 Hours
CHC42021	Certificate IV in Community Services	100 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 deliver quality training products and services to their learners and organisations. 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 processes. We are always looking for ways to better our programs and services and appreciate the input provided from those who are working with us.

## 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, 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.

## 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.

## 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.

## Legislation

There are several Legislative Acts to which we as a 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

## 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 workplace.

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 workplace 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
- Bullying in any form and harassment

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 verbal 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.

**Zero tolerance is accepted for any form of abuse. Learners will be cancelled from the program immediately and escorted offsite as required.**

## 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, numeracy, and digital literacy needs 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.

## RTO Ceasing Operations

If an RTO's registration ceases, it is no longer able to promote itself as being an RTO and must ensure all student records have been submitted to the relevant authorities. We report all data monthly.

Should Aspire to Succeed cease operations while you are an active student with us, we will assist where able to transfer you to another RTO to complete your studies. All files and data will be transferred to ASQA as required.

As we have partnerships with other organisations, should those partners choose to no longer provide training services, Aspire to Succeed will continue to work with you to complete your studies. Your enrolment and information is all registered with us.

## 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 the Australian Quality Training Framework Standards and the Aspire to Succeed Style Guide.

Aspire to Succeed will be transparent with their information and 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 schedule
- 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.

## VISA Students

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.

Student VISA holders are not able to study with us. Anyone on a student 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.

## 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.

## 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.

A 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.

## 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 possible.

Feedback will be requested on different occasions and will include:

<b>Session evaluations</b>	Who - All students that have attended the session. When - Daily as per the attendance records.
<b>Assessment feedback</b>	Who - All students as they complete the assessment process. When - Ongoing as assessments are completed.
<b>Unit feedback</b>	Who - All students as they complete the assessment process. When - Ongoing when both the knowledge and application assessments have been completed.
<b>End of course evaluation</b>	Who - All students as they complete their course. When - Upon completion.
<b>NCVER Survey</b>	Who - Selected VET students who have completed in the previous calendar year. When - Annually - communication sent by NCVER.
<b>Quality Indicator Survey</b>	Who - All students who have participated in VET training throughout the calendar year. When - As indicated by ASQA.
<b>SAS Student Training and Employment Survey</b>	Who - All students who have completed training under QLD government funding - C3G and Higher Skills programs. When - quarterly - sent by QLD Education.

## Support Services

Aspire to Succeed will provide Learners with the following support:

- Assistance in choosing the correct course to meet your goals.
- 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.
- Wellbeing support and referrals.

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:

<b>Language, Literacy, Numeracy and Digital (LLND)</b>	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.
<b>Wellbeing Support</b>	We understand that there may be times when personal issues could 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.
<b>Special Consideration</b>	Learners who have a disability, health problem, grief or trauma will 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 learning journey.  However, the work that Learners produce and submit must be the work upon which Aspire to Succeed Assessors mark and result individual learners understanding and outcomes.

### Additional Information

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. At times it may be identified 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 have chosen to enrol.

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

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.

## Mental Health and Wellbeing

Looking after our mental health is just as important as looking after our physical health. Being in a strong mental health space will benefit your learning experience. Building your resilience and having strategies to cope with life changes will not only assist you with your studies, but beneficial to your future working environment.

### Debriefing

If you would like to debrief, gain strategies on managing a situation, or need someone to talk to, we encourage you to talk to your trainer if able, or book in some time with our team leader.

### Counselling

We are not trained counsellors but can refer you to the local Neighbourhood Centres that we work with, who have counsellors available.

### Emergency Support

If you are worried that you may harm yourself, or someone else, or require emergency help, please call 000.

### External Support

There are a range of external support services available throughout each state.

<b>QLD Sexual Assault Hotline</b>	1800 010 120 7.30am - 11.30pm - 7 days a week
<b>DVConnect</b>	1800 811 811 24-hour Domestic Violence Hotline
<b>1800Respect</b>	1800 737 732 - 1800respect.org.au National Sexual Assault, Domestic Family Violence Counselling Service
<b>Rape and Domestic Violence Services Australia</b>	1800 211 028 rape-dvservices.org.au
<b>QLife</b>	1800 184 527 - qlife.org.au National LGBTI Telephone Counselling and Information Line
<b>Mensline</b>	1300 789 978 - mensline.org.au Telephone and Online counselling
<b>QPASTT - QLD Program of Assistance to Survivors of Torture and Trauma</b>	07 3391 6677 Qpastt.org.au
<b>Lifeline</b>	13 11 14 24/7 crisis support hotline
<b>Kids Helpline</b>	1800 551 800 24/7 Telephone Counselling Support
<b>Headspace</b>	1800 551 800 - headspace.org.au National Youth Mental Health Foundation
<b>Reach Out</b>	ReachOut.com Online mental health support for young people
<b>Head to Health</b>	HeadtoHealth.gov.au Digital mental health resources from trusted service providers

## 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 21 days**.

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.

1. First contact	In the first instance any complaint or assessment appeal should be discussed with your trainer.
2. Director of Aspire to Succeed	If you feel that you cannot discuss this with your trainer or would like to talk to the Director.  <b>Aspire to Succeed</b> Jennifer Allaway (Director) 52 King Street, CABOOLTURE QLD 4510 07 5497 4009
If unsatisfied with the process provided by Aspire to Succeed in regard to your complaint, you may lodge a complaint with the following bodies.	
3. National Training Complaints Hotline	<a href="http://www.dewr.gov.au">www.dewr.gov.au</a> <ul style="list-style-type: none"><li>- Complete the online complaint form</li><li>- Email - <a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a></li><li>- 13 38 73</li></ul>
4. ASQA	<a href="http://www.asqaconnect.asqa.gov.au">www.asqaconnect.asqa.gov.au</a> <ul style="list-style-type: none"><li>- Online portal</li></ul>
5. QLD Training Ombudsman	<a href="http://www.trainingombudsman.qld.gov.au/contact">www.trainingombudsman.qld.gov.au/contact</a> <ul style="list-style-type: none"><li>- Online complaints form</li><li>- 1800 773 048</li></ul>

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.

# TYPES OF TRAINING ARRANGEMENTS

It does not matter which training arrangement you fall into, the service provided will always be to our highest standard. There are multiple pathways to engage in learning with Aspire to Succeed.

## 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 eligible or seeking reimbursement of subsidised funding from the government or any other source.

Payment methods in this instance can be upfront or 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 the learning required to pay 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.

### Changes to funding models

The relevant state or territory manages the subsidised training funds and at their discretion can change the funding models and approved qualifications. Should this occur Aspire to Succeed is provided with 30 days' notice that the funding contract will cease. Should this occur, we will always endeavour to work with the students enrolled to minimise any impact both emotionally and financially.

## Traineeship Programs

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.

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 your chosen and future goals.

We encourage you to ask questions and read through our course materials to help you select the best course for your chosen career goals.

## 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 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.

<b>Fee for Service</b>	<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"><li>1. Learners who withdraw prior to commencement of training will receive a full refund of any monies paid.</li><li>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.</li></ol> <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> <p>All fees must be paid in full to receive your certificate.</p>
<b>Funded Programs</b>	<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>
<b>Traineeships</b>	<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.</p>

## Privacy Policy

Aspire to Succeed Pty Ltd is committed to respecting and protecting your privacy.

We understand that current/potential students and employers are concerned about their privacy, confidentiality and the security of any information that is provided.

The Privacy Act 1988 provides guidance as to how Aspire to Succeed Pty Ltd needs to do this, through the Australian Privacy Principles. <http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

### What information do we collect?

As a learner of Aspire to Succeed Pty Ltd, you provide us with a variety of information. This information is used for the purpose of identifying you as a learner and to ensure your individual needs are met. Once you choose to provide us personally identifiable information, you can be assured that it will only be used to support your relationship with Aspire to Succeed Pty Ltd. Personal information is any information or opinion, recorded in written/material form or not, about an individual who can be reasonably identified.

As a learner of Aspire to Succeed Pty Ltd, we often need a lot of personal information to deliver our services effectively and in accordance with regulations and practice. This may be collected through completing forms and documentation and communications in the form of phone calls, emails, and text. Information collected can include your contact details, general details about you, your history and life experiences, and your health, mental health, and disabilities.

When you receive services from us, we will record information and opinions about your progress including challenges, achievements and any other information that is required to assist with providing you a professional and quality service. We will store electronic mail and other communications as necessary to the transmission and delivery of those communications. Electronic information is stored in your learner portal and is accessible to Aspire to Succeed Pty Ltd employees only. All records and information are securely stored in Australia and is not provided to overseas networks. Only those who work directly with you, have access to your information.

All employees engaged by Aspire to Succeed Pty Ltd are required to sign a Privacy and Confidentiality Agreement when they commence working for us. This outlines their personal requirements to meet Legislation and Company requirements to ensure organisational information is kept private. Should an employee ask you for personal information, that you feel is not required and beyond reasonable means for the services we provide, we ask that you discuss this with the employee or contact the Directors of Aspire to Succeed Pty Ltd to discuss.

### How do we use this information?

We use the personal information you provide to establish our service for you. We will not disclose personal and account information unless we have reason to believe that disclosing such information is necessary to identify, contact, or bring legal action against someone who may be causing harm or interfering with the rights or property of Aspire to Succeed Pty Ltd, our clients, or others, or where Aspire to Succeed Pty Ltd has a good faith belief that the law requires such disclosure.

Aspire to Succeed Pty Ltd will not, except for reasons stated below, disclose to third parties the contents of any electronic mail or other electronic communications that is stored or transmitted for its clients. The circumstances under which Aspire to Succeed Pty Ltd may disclose such electronic customer communications are when:

- It is necessary to provide service to the client.
- It is necessary to protect the legitimate interests of Aspire to Succeed Pty Ltd and its clients.
- It is required to cooperate with interception orders, warrants, or other legal process that Aspire to Succeed Pty Ltd determines in its sole discretion to be valid and enforceable; and
- It is necessary to provide to a law enforcement agency when the contents are inadvertently obtained by Aspire to Succeed Pty Ltd and appear to pertain to the commission of a crime.

Aspire to Succeed Pty Ltd disclaims any intention to censor, edit, or engage in ongoing review or surveillance of communications stored on or transmitted through its facilities by clients or others. Aspire to Succeed Pty Ltd will, however, review, delete, or block access to communications that may harm Aspire to Succeed Pty Ltd, its clients or third parties. The grounds on which Aspire to Succeed Pty Ltd may take such action include, but are not limited to, actual or potential violations of Aspire to Succeed Pty Ltd Privacy Policy and Policies and Procedures.

Aspire to Succeed Pty Ltd do issue regular updates to their learners and networks via email and texts, whereby personal contact details have been provided by the individual. Learners may opt out of receiving these communications by sending a request to Aspire to Succeed administration. [admin@aspiretosucceed.com.au](mailto:admin@aspiretosucceed.com.au).

### **Updating your personal information**

It is important that our records are up to date and reflect your current details. Should you become aware that the information we have for you is incorrect or if there are changes to your personal information, we request that you email us to confirm the 'Change of Details' within a reasonable timeframe. All employees can assist you with updating these.

### **Accessing your personal Information**

You have a right to access your personal information. You can access this via your learner portal while you are an active student with us.

### **Do we provide your personal information to any other party?**

All Information that is obtained through Aspire to Succeed is used for the sole purpose of supporting your individual requirements and is not disclosed to any other organisation for any financial gain or advertising purpose.

As a learner completing Nationally Recognised training - we are required to report your personal details and training progression to QLD Education monthly.

### **Website**

When you visit our web site, our web server collects basic user information about you that includes your ISP's domain, the time you accessed our web site, and the pages from within our web site that you visit. No attempt is or will be made to identify you or to use or disclose your personal information except where required under a law, for example, a law enforcement agency may exercise a warrant to inspect our service providers' logs.

The basic user information collected is used to help us analyse web traffic and to improve the content of our web site. We may from time to time disclose to third parties' aggregate information on our web site's traffic profile. For example, Internet advertising companies may require this data to help us better target our advertisements on our web site(s) and/or other web sites.

Your personal information provided by you when making an enquiry or request for further information through our contact page is used to provide the relevant and applicable information for you to evaluate our services on offer. We will collect and handle your personal information in accordance with the Privacy Act 1988. We will not use your personal information to compile a mailing list or for marketing purposes.

Our Internet Service Provider may monitor email traffic for system trouble shooting and maintenance purposes only.

Our site does not contain links to other websites. Aspire to Succeed Pty Ltd will endeavour to ensure the security of the website is always maintained and of a high standard. We do engage an external professional website service who monitors our website daily.

If you have a concern or complaint about the way your personal information has been collected, used, stored, or disclosed, we request that you follow our complaints process outlined in this handbook.

# ENROLLING INTO A COURSE

## How to Enrol

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, BlueCard, and NDIS Screener.

You can complete the enrolment form via our website [www.aspiretosucceed.com.au](http://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

We receive the electronic enrolment form immediately once you have completed this. 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 phone 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

- **Enrolment confirmation** - You will receive an email confirming your enrolment on the course. This will include a training schedule - either class specific, zoom 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.
- **Invoice** - You will receive your invoice via email. If your employer is paying, this will be sent to them.
- **Access to the online portal** - You will receive an email for your aXcelerate account. This provides you with online access to your learner portal. You will need to set up a password within 24 hours.
- **Trainer Introduction** - Your allocated trainer will send you a welcome email to introduce themselves. If you are attending classes, you will complete your induction on the first day, if you are completing via distance, you will need to book in time to complete your induction with your trainer.

## Induction

You will complete an induction prior to - or on 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:

- Confirm the course you have enrolled on and any requirements such as industry requirements and placement.
- Housekeeping / WHS / Site Induction
- Learner Handbook.
- Delivery Schedule.
- Attendance and your responsibilities as a learner.
- The industry which the qualification is aligned to.
- Mandatory placement and workplace 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/fortnightly, 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. WI-FI is available for students attending classroom sessions that wish to complete their learning and assessment online (you will need to provide your own device such as a laptop).

### 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
- Using hoists, slide sheets and applicable equipment.
- Risks of Falls and Car Transfers
- Dressing and Grooming
- Feeding and Drinking
- Showering and Bathing
- Oral care - natural teeth and dentures
- 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 will ensure that your work placement is completed in a suitable environment that meets the training needs. 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 this 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. Not all employers require this.
- **Disability Screener and BlueCard** - If you are going to be working with NDIS clients you will need this. **A lot** of Aged Care facilities now require you to hold this as they have a combination of disability and aged clients. 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.

# TRAINING

## 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 understand 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.

## Change of Details

It is important that you keep us up to date with any changes to your contact details, including those of your emergency contact.

If your details are incorrect, you may miss out on important information about schedule updates, results, certificates, student surveys and updated communications.

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.

## 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.
- Verbal abuse - either by phone or in person will not be tolerated.
- Aspire to Succeed have the right to cancel your enrolment should any form of abuse occur to our team or other learners.



## 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

Delivery models vary for qualifications, cohorts, and learner needs. We try to be as flexible as possible to assist you with maintaining your other commitments while studying.

<b>Credit Transfer</b>	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.
<b>Assessment only (or Recognition of Prior Learning - RPL)</b>	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).
<b>Classroom Training</b>	This delivery mode will include a combination of classroom led knowledge and practical sessions, with self-paced activities to reinforce the learner's learning. Learners will be allocated a certain amount of time in between classroom 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.
<b>Distance Learning</b>	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 zoom, telephone and/or email throughout the duration of the qualification. Regular zoom sessions are held for all courses.  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.
<b>Blended Learning</b>	This delivery model is a mix of face to face, zoom and distance learning. Every learner has the option to complete their course in the blended model.
<b>On-the-job</b>	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.

## Delivery Schedules

You will be provided with a delivery schedule for your chosen course. You will receive the full annual calendar year schedule with all relevant units.

As we are taking ongoing enrolments into our courses, you can start on the next available date after your enrolment is processed.

### Schedule changes

We try to keep any schedule changes to a minimum; they may need to be changed though for unforeseen circumstances. We will inform you of any changes via email and text to minimise any disruption to your personal commitments.

## Allocated Trainer

You will be allocated with your training details upon enrolment. Your trainer is available during business hours.

### Trainer changes

We try and keep any trainer changes to a minimum; they may need to be changed though for unforeseen circumstances. We will inform you of any changes via email should your trainer change throughout your course duration.

## Commitment to Study

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 assist you in obtaining the knowledge and skills to complete your chosen course, but also assist you in completing your assessment requirements.

## Additional Support

All learners can access additional support to assist you in completing your course.

We have the additional support available:

- Weekly support sessions at each location
- 1-1 zoom session
- Phone and email support.

## 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 your trainer to request a copy.

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.

# ASSESSMENT

## 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:

- **USI transcript** - you can download a copy at [www.usi.gov.au](http://www.usi.gov.au) and email to [ats@aspiretosucceed.com.au](mailto:ats@aspiretosucceed.com.au)
- **Certificate with record of Results**
- **Statement of Attainment**

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 if you have current industry experience (current relates to within the last 6-12 months). 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.**

If your circumstances change and the course no longer meets your goals - please contact us to withdraw from the course. We require your withdrawal in written form, email is preferred.

## 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 5 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, Cheating and using AI (Artificial Intelligence)

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. All assessments 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.

Using someone else's language, thoughts, ideas, or expressions and presenting them as your own is plagiarism.

- **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.
- **AI** - using Artificial Intelligence to complete your work.

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.

### Can you use AI as a research tool?

Yes. AI can be used as a source to complete research tasks. AI is one source a student can use to research information. This source **cannot** be submitted as your own work, but can be collaborated into part of your answer, in your own words. We encourage a broad range of research sources be used to ensure that the information you gather is accurate. The researched AI data can inform your assessment answer, but the submitted work must be your own.

If you engage with generative AI you must do so ethically and sensibly and adhere to the assessment conditions for each assessment task. Claiming authorship over work that is not your own, without acknowledgement, is a breach of academic integrity.

Contract cheating involves purchasing assessment materials from a person or service and submitting it as your own. Both plagiarism and contract cheating are considered major misconduct and any learner found to be engaging in these services will face disciplinary action.

Supplying study materials to a third-party online platform (such as Course Hero) is also considered a major academic misconduct.

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

### On-the-Job / Work Placement Assessments

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

## 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.
- Reassessment is circled.
- A summary of what additional assessment is required.
- You may receive the additional requirements from your trainer via the learner portal, email, or in person.

Your resubmission is to be completed using the learner 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.

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

**All fees must be paid in full prior to receiving your certificate.**

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, helping you

*succeed.*