# CLIENT INFORMATION HANDBOOK

# Contents

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**INFORMATION FOR STUDENTS**

## Intraining Systems

Intraining Systems is a Registered Training Organisation (National Provider Number 2929) that delivers accredited training programs. A number of delivery strategies are used by Intraining Systems to allow employers and participants to select the delivery method that best suits their needs and resources. Delivery of training comprises on-line, correspondence and face to face or a combination of these.

## Nationally Accredited Training

Nationally accredited training is governed by the National Training Framework (NTF) which provides the Australia-wide system of vocational education and training (VET). The VET system provides education and training for work by providing a system for developing and recognising the competencies (skills and knowledge) of learners.

VET programs are made up of industry specific Training Packages, courses that make up training packages are known as Units of Competency.

## Competency Based Training

Training Packages and their Units of Competency make up a Competency Based Training System, individuals are assessed as Competent or Not Yet Competent. This is not a graded system as in schools or Higher Education, but is based on the achievement of competence in the skills, knowledge and attitudes required to be demonstrated in the workplace. Below are some definitions which may help you to understand the achievement of competence.

- **Competency** (also competence) the ability to perform tasks and duties to the standard expected in employment.

- **Competency-based assessment** (or CBA) the gathering and judging of evidence in order to decide whether a person has achieved a standard of competence.

- **Competency standard** an industry-determined specification of performance which sets out the skills, knowledge and attitudes required to operate effectively in employment.

Competency standards are made up of units of competency, which are themselves made up of elements of competency, together with performance criteria, a range of variables, and an evidence guide. Competency standards are an endorsed component of a training package.

Individual competency is recognised by qualifications rather than the completion of a course. Under the Competency Based Training system, experienced and skilled individuals can have their existing skills assessed and a qualification issued without necessarily undergoing any additional training. This is

discussed further under Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC).

## National Training Packages

A National Training Package is a consistent and reliable set of nationally endorsed competency standards, assessment guidelines and qualifications for a specific industry, industry sector or enterprise. They provide the national industry benchmarks/requirements for training and recognising or assessing people's skills.

A training package describes what skills and knowledge a person needs to perform effectively in the workplace without prescribing how they should be trained. Training Package qualifications are recognised throughout Australia regardless of where or how the qualification was gained.
National Training Packages include the following information:

- Training guide including applicable legislation

- Assessment guidelines, instruments and process

- Competency-Based Training and Assessment made up of Units of Competency

- Qualifications Framework

- Customisation Guidelines

- Packaging Rules

As a participant it is advisable that you familiarise yourself with the training packages relevant to your area of work and your career goals before you decide what training will best meet your needs. All information regarding National Training Packages can be accessed through the website www.ntis.gov.au

## Participant Enrolment

### Selection

Our Access and Equity Policy ensures that participant selection decisions comply with equal opportunity legislation. The online format of our delivery promotes flexible, equal and easy access for participants. We provide support to participants in establishing the most suitable course and the level of underpinning knowledge and skills required for their chosen career path. Contact us for more information by emailing Intraining Systems support at info@intrainingsystems.com.au.

### Enrolment

Enrolment occurs through personal or online registration and payment of course fees.  Your details are captured when you complete the enrolment pages on the website and these can be updated at any time by contacting Intraining Systems and updating your information. This information is stored electronically and the results of your training are linked to this enrolment information.

## Induction

Participants are responsible for reading all relevant materials provided by email or on the website including this handbook, FAQ's, the course outline before participants enter their details or commencing their training.

## Fees and Charges

The amount and type of fees and charges paid will depend on the qualification you undertake.

All course fees are inclusive of:

• Administration charges
• Training delivery
• Training assessment
• Student course material
• Issue of award/certificate

If you (or the student) require any replacement certificates/statements of attainment an additional fee of $50.00 will apply.

## Full fee paying students

A course fee of no more than $1,000 may be payable prior to commencement of your course. Following course commencement, we may require payment of additional fees in advance from you but only such that at any given time, the total amount required to be paid which is attribute to tuition of other services yet to be delivered to you does not exceed $1,500.

## Course Cancellations

We make every effort to deliver courses on the date/s advertised or students have registered.

We reschedule courses for a number of reasons, these include, but are not restricted to:

• Insufficient number of enrolments
• A trainer might be sick
• Weather conditions
• Public holidays
• Dates that conflict other events at the venue

Every effort is made to reschedule a course that is cancelled.

If this is not satisfactory. A full refund of fees paid is offered.

# Refunds

All requests for refunds need to be made in writing and accompanied by supporting documentation where applicable.

Refunds will be considered if a student withdraws from the course at a time greater than two week prior to course commencement. For withdrawals after this date refunds will not be considered.

Refunds may be negotiated on the basis of personal hardship or sickness upon provision of substantiation of the claim with applications made to the Course Coordinator.

# Customer Complaints

Complaints can be lodged in two ways, by telephone for minor complaints, and major complaints must be submitted in writing.  Complaints will be responded to within 14 days.

If the internal complaints procedure has been exhausted and does not find in favour of the student and the student is dissatisfied with the results of the internal complaints procedure, he/she can make a complaint to the Australian Skills Quality Authority by going to http://www.asqa.gov.au/complaints/making-a-complaint.html and complete the online complaint form

The student must exhaust the provider's complaints and appeals processes the registered provider must maintain the student's enrolment while the complaints process and appeals is occurring.

# Customer Complaints Policy

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# Purpose

This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. This process provides opportunity for complaints and appeals to be forwarded to Intraining Systems management in a timely and confidential manner. Complaints are the expression of the dissatisfaction with the quality or any aspect of the

business operations and service, including nuisances, discrimination or similar against another person, inclusive of participants, participants, staff and contractors.

## Scope

The Director of Intraining Systems is the Complaints Resolution Officer. The Director may delegate responsibility for the resolution of the complaint if necessary.

The object of this policy is to ensure that Intraining Systems staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

The following are examples of issues for which participants may lodge a complaint:
- enrolment
- training delivery
- training and/or assessment, including recognition of prior learning
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, participant amenities, etc.

First instance: Participants are encouraged to speak immediately with their Trainer. If the participant is not comfortable addressing the issue with the Trainer they are encouraged to contact the Administration Manager (Phone the office on 07 3289 1549).

Second instance: If the issue is not resolved the participant is encouraged to either speak to or contact in writing the Administration Manager. Contact can be made by email (info@intrainingsystems.com.au) or by post (Intraining Systems PO Box 426 SAMFORD QLD 4520).

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representatives (e.g. Anti-discrimination board) or other relevant personal.

Outcomes of complaints will be provided to the candidate in writing.

In the event that a complaint has been lodged an incident/complaint form must be completed and forwarded to the Administration Officer immediately, even if the situation has been resolved to the satisfaction of all parties.

## Customer Complaints Procedure

### Complaints and Appeals

If a client has a complaint they are encouraged to speak immediately with the trainer to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete a Corrective Action Form available from either the trainer or administration staff. Intraining Systems will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the Director, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

If a participant is not comfortable with disclosing a complaint then they can call the National Training Complaints Hotline on 1800 000 674 and lodge the complaint with them. They will advise the participant of what actions may be required to deal with the complaint.

## Complaints Process

All complaints shall follow the below procedure:

1. All employees/contractors and prospective participants are provided with a copy of the complaints and appeals procedure in the Client Information Handbook.
2. All complaints must be made in writing within 5 days of the incident (1) by email to info@intrainingsystems.com.au or (2) by post to Intraining Systems PO Box 426 SAMFORD QLD 4520.
3. All appeals against assessment results must be lodged within 14 days of receipt of the result.
4. An emailed or posted complaint will constitute a formal complaint from the participant.
5. The Director must be informed of receipt of all complaints.
6. The Director may delegate responsibility for the resolution of the complaint.
7. In the case of a complaint, the Director will initiate a transparent, participative investigation to identify the issues.
8. All complaints and appeals are to be handled professionally and confidentially in order to achieve a satisfactory resolution.
9. All parties are to have a clear understanding of the steps involved in the procedures.
10. Each appellant will be provided with the opportunity to present his or her case at each stage of the process.
11. All complaints and appeals will be managed fairly and equitably and as efficiently as possible.
12. All discussions relating to formal complaints and appeals are to be recorded in writing and the appellant/complainant provided with a written statement of the outcomes, including reasons for the decision.
13. The Participant will be advised in writing of the outcome of their complaint.
14. Intraining Systems will endeavour to resolve any complaint referred to it by the ASQA within ten working days of its receipt of the complaint.
15. If the outcome is not to the satisfaction of the Participant, they may seek an appointment with the Director.
16. If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint
17. This policy provides an avenue for most complaints and appeals to be addressed. However, in some cases, alternative measures may need to be explored.
18. Intraining Systems will encourage all parties to approach a complaint or appeal with an open view and attempt to resolve issues through discussion and conciliation. Where resolution cannot be achieved through discussion and conciliation Intraining Systems acknowledge the need for an appropriate external and independent agent to mediate between the parties.
19. All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current of future training

# Appeals

Intraining Systems strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

Appeals Process

All appeals shall follow the below procedure:

a) Be made in writing within 5 days of notification of the assessment decision (1) by email to info@intrainingsystems.com.au or (2) by post to Intraining Systems PO Box 426 SAMFORD QLD 4520.

b) A submitted complaint (emailed or posted) will constitute a formal appeal from the participant

c) The Director shall be informed of receipt of any appeal

d) The Director may delegate responsibility for the resolution of the appeal

e) In the case of an appeal, the Director will initiate a transparent, participative process to deal with the issues at hand

f) Appeals will be processed in accordance with the Appeals procedure – Annex B

g) Appeals where possible are to be resolved within 10 working days of the initial application

h) In all cases the final conclusion will be endorsed by the Director

i) The participant will be advised in writing of the outcome of their appeal

j) If the outcome is not to the satisfactory of the participant, they may seek an appointment with the Director

k) If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal

l) All appeals will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current of future training

# Administration of Complaints

All complaints and appeals will be discussed at Management Review Meetings for continuous improvement of the processes.

All Complaints and Appeals are to be held on file.

Details concerning the scope of the Complaints and Appeals Policy are to be clearly displayed throughout the organisation and contained within the Employee Induction Process and Client Handbook.

# Time Frame for Completion of Training

Most courses delivered by Intraining Systems are a maximum of two (2) days duration. Participants are required to attend all sessions of a course.

# Recognition of Prior Learning

Students for high risk activities will be required to complete the assessment only for the units sought.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge (Current Competencies) held by an individual as a result of:

- formal training, (where no direct equivalence to the Unit of Competency is documented within the Training Package)

- work experience, and/or life experience

## Why use RPL?

If you believe that you already possess some or all of the learning outcomes contained in your chosen course and you can demonstrate *current* competency, then you can apply for RPL. In other words an assessment can be carried out up-front, which will allow the successful applicant to fast track through his/her chosen course.

## RPL Procedure

To register for RPL you simply contact us by emailing Intraining Systems support at info@intrainingsystems.com.au or by phoning 07 3289 1549 during office hours.

## Preliminary Briefing

We will contact you to discuss the procedure, roles and responsibilities of those involved and the cost of the process. This will enable us to ensure that you are able to be assessed for RPL for your specified learning outcomes/units. You may decide to withdraw from the procedure at this point, or apply for RPL. If you decide to apply we will send you the RPL Application Form to complete.

## Evidence Gathering

In engaging in RPL you must over an agreed period of time, put together a file of original evidence, which can be based on an RPL Evidence Guide provided to you by your assessor. A date is then set for the RPL procedure. During this period the assessor is available by telephone for advice on selection of evidence and presentation. If desired, a face to face meeting can be arranged to provide more detailed guidance relating to the collection of and presentation of evidence. The assessor's role is to assess prior learning, not to teach.   Alternatively the applicant may make the necessary arrangements for the assessor to visit the workplace for a practical demonstration of competencies.

## RPL Interview

You will need to present your assembled evidence at an interview with the assessor. You will be given feedback regarding the quality and quantity of your evidence. A report is then compiled containing those learning outcomes/units that have been demonstrated and those that were not adequately demonstrated and additional time provided to assemble further evidence required.

## RPL Responsibilities

**Participant** responsibilities include:

- Completion of an Application for RPL.

- Collection and collation of supporting evidence.

- Arranging and preparing for interview to present checklist and evidence folio.

**Assessor** responsibilities include:

- Briefing applicant about the RPL process & requirements.

- Providing the applicant with support and counselling throughout the RPL process.

- Conducting the RPL interview and assessing the adequacy of the evidence presented by the applicant.

- Providing feedback on the applicant's success in demonstrating the nominated learning outcomes.

- Submission of RPL records to allow the appropriate reports and credentials to be issued to the Applicant.

- Advising the applicant on available follow up options.

- Issuing the applicant with their certification.

## Principles of Assessment in RPL

Intraining Systems aims to ensure that its RPL process is valid, reliable, flexible and fair. We also ensure that the RPL process is structured to minimise the time and cost to applicants by providing guidelines, information and access to resources, including assessors.

## Credit Transfer

Credit Transfer will be provided by Intraining Systems where:

- A direct correlation is documented in the Training Package between the Unit of Competency held and the Unit of Competency being claimed.

- A direct correlation can be made between the Unit of Competency held and the Unit of Competency being claimed which can be established by mapping the competencies of both Units against each other.

## Recognition of Qualifications issued by Other RTOs/Credit Transfer

We will recognise, and all students will be given the opportunity to have recognised, the AQF qualifications and Statements of Attainment issued by any other RTO.

The recognition of any credit transfer will need to comply with the packaging rules of the training package and will need to be current, valid, authentic and sufficient.

Please contact us should you wish to obtain credit for any qualifications or statement of attainment that you already hold.

## Language, Literacy and Numeracy

Intraining Systems has guidelines for all trainers and assessors regarding Language, Literacy and Numeracy issues for participants. During the enrolment phase, all participants will be required to identify if they require Language, Literacy and Numeracy support. You can also ask for LLN support during the delivery if you find you are experiencing difficulties.

If required we will arrange for you to undergo an LLN assessment through a qualified LLN provider. From the LLN Assessment, the LLN provider will develop an Individual Learning Plan to provide the necessary skills and ongoing support required for you to achieve competence in your chosen course. It is the participant's responsibility to enrol in and pay for their literacy course through TAFE or another LLN provider of their choice or fund associated costs with LLN support.

## Training Delivery

To help you learn and to make your learning experience interesting and enjoyable this course has a number of interactive features including:

- **Links to activities** which are designed to help you learn and understand important elements of the course content: If you have difficulty with any of these activities you will need to re-read the course content to ensure you understand it fully before attempting the assessments.

- **Links to other websites** are provided. These sites have been selected to assist you in understanding and expanding on the course content. These links are highlighted in a different colour in the text. It is important that you read this material as you will be assessed on the information contained in these links, as well as the information provided in the course content.

**Practical video scenarios** may be included as part of the course content and assessments to allow you to relate the knowledge you are gaining to practical situations which may arise in your work environment.

**Online Assessment**

It is important that you read and understand the content of each chapter and the links provided. You must also do the activities that have been attached. These will guide you as to whether or not you understand the course content. Use these tools to determine whether you are ready to undertake your assessment.

You will be assessed on:

- your understanding of the information

- your ability to apply this knowledge to different work situations

A number of methods may be used to assess your competency:

**Knowledge questions** at the end of a chapter where you must select the response that best answers the question, some questions may be:
- multiple choice where you select the most correct answer from a number of selections
- multi choice where you select a number of correct answers from a range of answers
- questions that require you to respond by selecting True or False

**Integrated assessment, which** requires an extended written response. This type of assessment may provide real life scenarios or ask you to interpret a scenario based on what you have learned in the training. You will effectively be putting what you have learned into practice. This assessment will generally involve a written response either to a scenario or to specific questions.

**Practical Demonstration** You may be asked to demonstrate the practical skills and knowledge required for competency in a work environment. These tasks, listed in an Observation Checklist, need to be observed as being performed to industry standards by a work place supervisor.

**Please note:**

You are able to see the content of the course while the questions are on the screen so if you are not sure of your answers you should review the course content again. Remember - take your time and review and understand all content prior to commencing your assessment. If there is anything in the content you do not understand or if you are having difficulty understanding what is required of you to successfully answer the assessment questions, contact us by emailing Intraining Systems support at info@intrainingsystems.com.au or by phoning 07 3289 1549 during office hours.

**Wrong Answers**

If you attempt to do the assessment tasks prior to gaining a thorough knowledge and understanding of the course material you risk causing yourself delays in being able to complete the course.

In the **integrated assessment** your responses must meet a benchmark standard that demonstrates to the trainer assessing your answer that you are competent. If your integrated assessment does not meet the required benchmark the first time, Intraining Systems will provide you with some feedback and you will be provided with another opportunity to resubmit your integrated assessment.

If you do not meet the competency requirements of the Unit of Competency you will be assessed as being not yet competent and will not be issued with a Statement of Attainment for that Unit. You may choose to repeat the course if this occurs.

**Certification**

Once you have satisfactorily completed all the assessment tasks you will be issued with a Statement of Attainment.  Statements of Attainment are issued for each Unit of Competency successfully completed.

Certificates are issued where a participant has completed all the requirements for a qualification. Statements of Attainment will be issued once the Assessor marks the participant as being competent.

Statements of Attainment are usually posted to the participant to the address supplied on their enrolment form.

When you have successfully completed all your assessment tasks you should receive your certification within 14 days of completion.  If you do not receive your certification within 14 days, contact us by emailing Intraining Systems support at info@intrainingsystems.com.au or by phoning 07 3289 1549 during office hours.

## Statement of Attainment

As student's progress through their learning and complete a unit of competency or module, a Statement of Attainment can be awarded at the student's request, if the full award has not been completed.

## Accessing Academic Records

As a registered training organisation, we are obliged to provide you with timely access to your academic records. Following submission and marking of your assessments, your student records will be updated within 21 days. If you wish to access this information, simply call our support team.

If you require any replacement certificates/statements of attainment, please contact our support team. Please note an administration fee of $25.00 (Plus GST) may be applicable.

## Roles and Responsibilities

**Code of Conduct**

Successful achievement of your training program will be based on mutual respect between yourself and your trainer. A positive working and learning environment is achieved in the following manner:

- Respect for the rights and opinions of others;

- A safe working environment;

- Equal opportunity for all;

- A fair and just grievance procedure;

- Access to relevant learning materials;

- Access to support staff.

**Participant**

You must ensure that you access your training in a timely manner

- Complete all activities associated with your training;

- Keep your training material (if applicable) and other documents in a safe place;

- Complete all set assessment tasks;

- Follow safe working practices at all times;

- Use and look after your learning resources;

- Are assessed and signed off;

- Ask for support and assistance if you require it.

## Student Services

Intraining Systems provides student services to assist clients with the training. Should any client have special requirements (dietary etc) please contact our office administration person who will assist where possible.

While Intraining Systems does not have internal staff capable of offering welfare and guidance services, we will work with you and your employer to accommodate and refer you to relevant professional services such as:

- Centrelink                     131 021
- Mission Australia Helpline      1300 886 999
- Life Line                       131 114
- Interpreting Service            131 450

## Privacy

Intraining Systems will not publish or make available any participant information to third parties unless required to by law or with the consent of the participant.

Where your place of employment has registered you for specific training your results and information regarding participation and status will be sent to your employer (or their nominated representative in addition to yourself).

Accepting the terms and conditions on commencement of your course means your results from your course will be sent to/or accessible to your employer (or their nominated representative) in addition to yourself.

All participant information is kept in a secure database with password protected electronic files. Information is only accessed by approved staff members and for the sole use of training, retention and issue of qualifications. At all times Intraining Systems will abide by the Privacy Act 1988.

If any enquiry is made with regards to any participant file other than from the participant - or your employer if permission has been granted, the permission will be obtained from the participant prior to the release of any information.

Intraining Systems is committed to ensuring the privacy of all of its participants, supervisors and employers. Information about participants and/or their employers will not be released to any person without the express permission of the participant and/or their employer.

## Legislation

All participants and staff of Face to Face are expected to comply with all relevant legislation, standards and regulations at all times. Specific legislation in relation to your training will be included in your learning resources and assessment information.

All Queensland legislation is available on line at www.legislation.qld.gov.au

All Commonwealth legislation is available on line at www.comlaw.gov.au

**Standards**

- Standards for NVR Registered Training Organisations

**The National Vocational Education and Training Regulator Act 2011**

The National Vocational Education and Training Regulator Act is in place to establish and support the continued development of high quality vocational education and training to meet the needs of industry and the community including the regulation of training organisations and accreditation of courses.

**Vocational Education, Training and Employment Act 2000**

The VETE Act 2000 governs vocational placement in Queensland.

## Work Health and Safety Act 2011

The objective of the Work Health and Safety Act 2011 is to prevent or minimise a person's exposure to the risk of death, injury or illness being caused by a workplace or work activities. The Act establishes a framework for placing obligations on persons for ensuring the health and safety of others, establishing regulations for industry and providing for the election of workplace health and safety representatives to oversee the implementation of safety provisions for employees and their clients.

## The Copyright Act 1968

The Copyright Act 1968 aims to protect published work and eliminate the infringement of people to re-produce work without prior permission.

## The Privacy Act 1988

The Privacy Act regulates how personal information is collected, stored, used and disclosed.

## Anti-Discrimination Act 1991

The purposes of this Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation.

## Fair Trading Act 1989

An Act to make provision with respect to unfair or undesirable trade practices, to regulate the supply of goods and services and to provide for consumer authorities.

**DISCLAIMER:** While all care has been taken in the preparation of the material contained in this Handbook, no responsibility is accepted by Intraining Systems for any errors, omissions or inaccuracies. The material provided is for General information only. It is not intended to be relied upon or be a substitute for legal or other professional advice. No responsibility can be accepted by the author or our organisation for any known or unknown consequences that may result from reliance on any information provided in this Handbook.

## GENERAL INFORMATION

**Intraining Systems**
PO Box 426
Samford Qld 4520

**Opening Hours:**

Intraining Systems office is open from
9:00am to 4:30pm, Monday to Friday.

**Contact Details:**

Ph: 07 3289 1549

Email: info@intrainingsystems.com.au