Student Handbook
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Welcome to Signature Training

Thank you for choosing SIGNATURE TRAINING to start or further your learning journey, and we wish you the best of luck in the career pathway you have chosen, irrespective of the reason for you deciding to study. We are here to assist you reach your goals and provide all the help possible as you train with us.

SIGNATURE TRAINING have been providing quality training to thousands of students since 2009 in the community services and primary health care fields and we have an outstanding reputation with industry owing to the quality of training we provide and the caliber of our students. This includes training to be able to work in the Aged Care, Disability and Home and Community Care (HACC) fields.

We provide a unique learning experience and one we believe is at the forefront among training organisations, for providing the skills required to work currently and competently in the industry and achieve the best outcomes for you. We provide practical hands on learning experience, which provides the best possible training outcomes, using industry best practice and current trends, techniques and technology.

We are committed to ensuring that your learning journey is a highly rewarding experience for you, that we meet your needs and that your training provides lasting benefit to you, your workplace and your community.

Please read this student handbook in its entirety as a pre-requisite to your continuing enrolment and if you have any questions please call us on 02 8896 2036 or email info@signaturetraining.edu.au

We look forward to meeting you further and to hear your feedback as you progress through your training. Good luck with your learning journey!

Jaya Deep Dontula

Chief Executive Officer
Mission

Our Mission is to provide comfort through exceptionally trained people delivering exceptional care. At Signature Training we train students to be worthy of positions of responsibility within our hospitals, nursing homes and the community.

Organisation

SIGNATURE TRAINING is a privately operated Registered Training Organisation (RTO). The Chief Executive Officer takes an active role in the day to day operations and management of the company. We operate the bulk of our training programs with a cadre of highly qualified training staff most of whom are actively working and employed in the associated industries.

A Registered Training Organisation (RTO):

- can issue Qualifications and Statements of Attainment that are recognised nationally;
- can use the Nationally Recognised Training (NRT) logo;
- is listed on https://training.gov.au/Home/Tga; and
- is eligible to tender for public funding for Vocational Education and Training.

SIGNATURE TRAINING provides training, which is nationally recognised and adheres to the standards set by the following bodies:

- National Centre for Vocational Education and Research (NCVER)
1 CLIENT POLICIES AND PROCEDURES

1.1 Enrolment and Induction

To enroll in a program a client needs to complete the course enrolment process and pay the course fees as set out in the course fee schedule outlined below. A copy of the schedule is also available on request from SIGNATURE TRAINING.

Prospective students must initially complete an enrolment form and a Language, Literacy and Numeracy (LLN) skills assessment at least 7 days prior to the course commencing. This allows SIGNATURE TRAINING training staff ample time to conduct the necessary administrative requirements, including the identification of individual learning needs, the ability to offer Recognition of Prior Learning (RPL), identify any health and medical conditions, verify identity where required or acknowledge other areas which may impact on your ability to successfully complete the training.

It is a condition of enrolment that students are provided with and have read this handbook, which is provided on receipt of your enrolment form. A copy is also available on our website. By signing the enrolment form you agree that you have read this handbook.

As soon as staff have assessed the application form and LLN assessment, prospective students will be advised of their eligibility for acceptance into the nominated training program. Successful candidates will be scheduled for a pre-course face to face interview with training staff to begin introductions, explain course structure and assessment requirements and where required customise and provide an Individual Training Plan. Unsuccessful candidates will be advised verbally of the reason for non-acceptance and they have the right to appeal the decision through our Grievance Procedures.

A candidate’s enrolment will not be finalised or a place confirmed until Student Fees have been paid according to the nominated schedule or a payment plan has been negotiated with SIGNATURE TRAINING management.

1.2 Student Fees and Payments

Fees
For all fee for service accredited programs that do not attract government funding subsidies, SIGNATURE TRAINING requires a minimum deposit of $500 toward their tuition fee, paid upfront at least 7 days prior to training commencement.

Following course commencement, SIGNATURE TRAINING may require payment of additional fees in scheduled payments in advance from the student, attributable to tuition or other services yet to be delivered to the student, that do not exceed $1500 at any given time in
These fees will be required to be paid by either a payment plan (if remaining fees are over $1500), or in full (if the remaining fees are below $1500) for tuition and other services yet to be delivered. The schedule for payment of remaining fees will be determined when signing a payment plan with administration, but will normally coincide with a second payment a third of the way through the training and any remaining payment at two thirds of the way through training.

If the full course or accredited workshop fees are below $1000, the full fee may be required 7 days prior to course commencement.

SIGNATURE TRAINING course fees are a set price and include materials. Students will not be required to purchase additional training materials or learning aids. For higher level qualifications at Certificate IV and above, SIGNATURE TRAINING staff may recommend textbooks or literature to purchase as future reference material. Courses include tea and coffee daily, but in most instances students will need to provide their own lunch each day.

Any fees paid for any program with SIGNATURE TRAINING will only be refunded in line with our ‘Refund Policy’ and once an Enrolment Form is signed by a student, that signature constitutes acceptance to pay all associated program fees. For students under the age of 18, a signature from a Parent or Guardian will be required additionally.

Other Fees

Certificate Reissue Fee: In the event a client requires a new copy of a Qualification or Statement of Attainment (SOA) or any other Certificate, a fee of $25 will be charged to reprint SOA and $50 for full Qualifications.

Course Transfer or Deferral: Once a client has commenced training and they wish to defer training or a client wishes to transfer to another program after completing enrolment, a Transfer or Deferral Fee of $100 will be charged.

RPL Fee: For clients wishing to lodge an application for RPL, a $400 non-refundable upfront fee will be charged and is required prior to the process commencing. This covers the cost of initial interview, issuing of RPL kit, instructions for evidence gathering, an assessment of returned evidence, follow up interview if required and notification of result. As this process can be lengthy and detailed, the $400 fee does not guarantee a successful RPL outcome, it is a fee to cover costs associated with the process to that point.

For all Units of Competency which are then granted as RPL, the candidate will be required to pay 50% of the normal unit cost for the program applied for. Unit costs will be explained in full upon enquiry.

Equipment and Resource Replacement Fees: Any equipment or resources provided to the client as a loan for the duration of the course, which are lost or found to be willfully damaged by the client, will be paid for by the client at market replacement cost. This includes any willful damage to property within training room premises i.e. computers or IT equipment.
1.3 Refund and Cancellation Policy

Cancellation prior to course or program commencing: Once enrolment into a program has been processed i.e. a student has completed the enrolment form and made the initial payment, the following will apply:

- The client must inform SIGNATURE TRAINING at least 3 working days prior to course commencement that they wish to have their enrolment cancelled. If this occurs a refund in full will be given. Should the client inform SIGNATURE TRAINING less than 3 days’ prior of their wish to cancel, SIGNATURE TRAINING will retain 30% of the amount paid to cover administration and planning costs and refund the balance.

Withdrawal due to extenuating circumstances after commencement: In the case of a student who withdraws from a course due to extenuating circumstances, the student may have their fees transferred as credit to another future program depending on availability. In the event the student does not wish to have fees transferred as credit, SIGNATURE TRAINING will refund 70% of the total amount paid.

Extenuating circumstances can be defined as follows:
- beyond the student’s control (could not have reasonably been anticipated, avoided or guarded against); and
- sufficiently grave to have caused considerable disruption to the student’s capacity to study effectively or to complete requirements.

Circumstances which can be deemed as extenuating include:
- administrative problems - such as the late arrival of teaching materials, texts, enrolment errors or delays
- legal commitments - jury duty or court appearance
- medical reasons – serious personal injury or illness requiring hospitalisation
- family reasons – bereavement or serious injury to spouse, immediate family members or siblings

The following circumstances will not be considered extenuating:
- Self-discipline needed to study effectively
- Stress or anxiety normally associated with examinations, required assessment tasks or any aspect of course work. Some students who have not been in a learning environment for a long time will experience anxiety or learning phobias and our training staff will discuss this on the first day of your training and will attempt to give you every assistance possible and provide options to assist you.
- Clash of appointments or last minute routine appointments.

Cancellation of course or program by SIGNATURE TRAINING: SIGNATURE TRAINING reserves the right to cancel or terminate a course. This is only a safeguard aimed at ensuring the best possible outcomes for our clients and their safety and well-being.

Should SIGNATURE TRAINING cancel a course for any reason, students enrolled at the time SIGNATURE TRAINING announces the cancellation will be entitled to a full refund. SIGNATURE
TRAINING acknowledge it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered.

Where possible, should a course be cancelled, SIGNATURE TRAINING guarantees to make all reasonable attempts to complete your program by transferring you to a similar or equivalent program either with SIGNATURE TRAINING or another RTO.

### Price Structure for Accredited Training

**Full Qualifications**

Prices are inclusive of GST and are priced per person.

- **CHC33015 Certificate III in Individual Support (Ageing)** $990
- **CHC33015 Certificate III in Individual Support (Ageing, Disability)** $1190
- **CHC33015 Certificate III in Individual Support (Ageing, Disability, Home & Community)** $1490
- **CHC43015 Certificate IV in Ageing Support** $1199
- **CHC43115 Certificate IV in Disability** $1199

**Non Accredited Training**

- Infection Control Workshop (Certificate of Completion) $250
- Manual Handling Workshop (Certificate of Completion) $250

### 1.4 Flexible Delivery and Assessment

SIGNATURE TRAINING recognise the principles of flexible delivery and make every effort to be as accommodating as possible in the delivery of your training. For example, to minimise time away from work we can visit trainees onsite, we can deliver some elements of your training online, or we can assess you on the job. Our courses are designed to emphasise flexibility of delivery and assessment. This maximises the opportunity for access and participation by learners with varying abilities.

### 1.5 Conduct

Today's workplace requires students to use their initiative, work as a team member and to be honest, loyal and courteous. It is expected that you will treat fellow students and staff with respect. At SIGNATURE TRAINING we strive to achieve the following basic principles of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person
- Maintain the self-confidence and esteem of others
- Maintain constructive relationships with staff and fellow students
Signature Training Pty Ltd
RTO 32000

- Take the initiative to make things better
- Lead by example
- Respect the property of the RTO and fellow students
- The use of inappropriate language will not be tolerated
- Mobile phones are to be turned off during face to face classes or at a minimum placed on silent
- We do not tolerate foul or abusive language, the harassment of or discrimination against other students or staff

It is the responsibility of all students and staff to ensure that the above mentioned principles are adhered to at all times.

1.6 Client Privacy

SIGNATURE TRAINING recognises every student’s right to privacy and we treat all personal and private information in the strictest of confidence.

SIGNATURE TRAINING collects and stores clients’ personal details for training purposes only. We utilise this information to record your progress and satisfy mandatory reporting requirements as a regulated education provider. Where State or Commonwealth funding supports training we are obliged to submit your personal information and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes. We DO NOT share, rent, or sell personal information you provide us either onshore or offshore.

The confidentiality of the information we collect from you is protected under a range of legislation including the Privacy ACT 1988 (Commonwealth) and in line with the Australian Privacy Principles outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012. If we are required to disclose information about any of our clients to a third party we will acquire written consent from the client first (i.e. editorial; photos for advertising purposes).

SIGNATURE TRAINING collects information on all our students through enrolment forms, assessment tasks, surveys and personal interviews. Any information collected is stored in our training database.

If we decide we would like to utilise any information collected for statistical or promotional purposes, we will request written consent from the client first (e.g. photos for advertising purposes). You will also be given a Media Consent Form to sign, either giving us permission to use testimonial or editorial and/or photos for marketing purposes or indicating you do not wish this to occur. We will respect the decision you take with regard to providing testimonial or marketing material and at not stage will you be pressured to change your position. SIGNATURE TRAINING will not disclose any information unless written permission has been obtained first.

All students agree to abide by these principles and agree to this by signing the Student Enrolment Form. All students are required to observe discretion in all their communications
(verbal or written) in their dealings with students, clients and other stakeholders.

A full copy of our Privacy Policy can be found at http://signaturetraining.edu.au/

1.7 Client Health

We will endeavor to provide a learning environment which is safe and free from potential hazard or risk to health or personal safety and we will exercise our legal duty of care to ensure this is paramount at all times. Accordingly, though, we ask that you take responsibility for your health, well-being and safety and exercise a duty of care to ensure the safety and health of your fellow students. We take Workplace Health and Safety (WHS) very seriously and request that you do the same.

Anyone suffering from a temporary illness that is contagious (e.g. gastroenteritis, influenza and viral infections) should not participate in training until you are fully recovered. You have a duty of care to inform SIGNATURE TRAINING staff should you contract an illness that could be contagious while studying, as it has the potential to impact other students and staff.

1.8 Drugs and Alcohol

To ensure the integrity of SIGNATURE TRAINING, the consumption and use of alcohol and/or prohibited drugs by any student during training is strictly forbidden at all times.

Any student who is affected by alcohol or other drugs whilst attending training is breaching SIGNATURE TRAINING policy guidelines and is subject to severe disciplinary action. This can include suspension, dismissal or any other action deemed appropriate in the circumstances.
1.9 Workplace Health and Safety

SIGNATURE TRAINING is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and students.

The management is responsible for ensuring that the level of Workplace Health and Safety (WHS) is not compromised and recognises its obligations under Federal and State legislation including the Work Health and Safety Act 2011.

Everyone, including students and sub-contractors, are responsible for reporting identified hazards. If you identify a hazard please report it to either your trainer or the administration officer. They will fill out a WHS Hazard Report Form and have the matter actioned immediately.

It is important students report any injury immediately and fill out a WHS Injury/Incident Report Form, your Trainer and Assessor will be able to assist you with this. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of your trainer or a staff member.

1.10 Access and Equity

SIGNATURE TRAINING is committed to the principles and processes of access and equity in the delivery of its services, in accordance with the Sex Discrimination Act 1984, the Human Rights and Equal Opportunity Act 1986 and the Racial Discrimination Act 1975.

SIGNATURE TRAINING prohibits discrimination towards any group or individual in any form, including discrimination on the basis of:

- sex, race, colour, nationality, ethnic descent, ethno-religious, national origin, age, disability, pregnancy
- family and carer responsibilities (dismissal only)
- compulsory retirement
- marital status
- homosexuality and homosexual vilification
- transgender and transgender vilification
- HIV/AIDS vilification
Programs are designed and, wherever possible, facilities are set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by all clients.

In the event of a situation that you consider to be in violation of SIGNATURE TRAINING Access & Equity Policy, you are required to report the situation to your trainer immediately.

SIGNATURE TRAINING is committed to delivering quality education and training. If you are experiencing any difficulties, do not hesitate to discuss your concerns with staff, this includes either members of the Administration Team or SIGNATURE TRAINING Management.

1.11 Client Harassment Policy

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

SIGNATURE TRAINING will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual’s work performance or creating an intimidating, hostile, or offensive learning environment. This includes harassment, victimisation or bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation will not be tolerated.

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

Examples of Harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a students work or work capacity
- Jokes and comments about someone’s ethnicity, colour, race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.
Examples of victimisation may include:

- Unfavourable treatment e.g. aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant ‘put downs’
- Client/student violence both physical and threatened against training staff

Students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to your trainer or SIGNATURE TRAINING Management. All complaints will be promptly investigated.

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

Disciplinary action will be taken against students or staff who are found to have harassed other students or staff.

SIGNATURE TRAINING expects all our clients and students to support this policy. Breaches of the policy will be considered to be “misconduct” or “serious misconduct” which may result in expulsion from our training programs. It may also require SIGNATURE TRAINING to report the matter through civil channels, including to the Police.
1.12 Complaints & Appeals Procedure

SIGNATURE TRAINING recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interests of all parties concerned (see Appendix 3).

If you are experiencing any difficulty, please discuss your concerns with your trainer in the first instance. If you feel this is not appropriate for you, approach SIGNATURE TRAINING administration staff and request to speak with Management.

1.13 Disciplinary Procedure

Students who are disruptive to the learning environment and are not responsive to initial requests from training staff for the consideration of others, whilst attending face to face classes will be referred to Management.

Students who disregard any of our policies and procedures may trigger disciplinary action. This action may range from a written or verbal warning, up to and including dismissal from training, depending on the severity of the offence (see Appendix 4).

1.14 Client Counseling Services and Support

SIGNATURE TRAINING caters to diverse client learning needs and aims to identify and respond to the learning needs of all clients where possible. At the initial stages of enquiry, we establish whether or not we have the capacity to meet each client’s learning needs with reference to the ‘Foundation Skills’ necessary for the proposed training. (‘Foundation skills’ include learning, reading, writing, oral communication, numeracy and Core Skills for Work).

We do this in the interview process which includes administering a Language, Literacy and Numeracy and Foundation Skills self-assessment questionnaire. We document this process and if we are unable to meet the needs of the applicant, Signature Training we will not enroll them in a course of study. We will explain other possible study options with us or find other suitable providers or support mechanisms.

To ensure the quality delivery of education and training we encourage all our clients/students to tell us about their learning needs at all stages of their learning experience beginning with the initial interview and enrolment stage. Please ask to talk to us at any stage of your training and we will make an appointment for you to discuss your concerns.
We provide some client vocational counseling to improve and extend training outcomes.

Personal counseling services are available to all clients and staff. This may take the form of advice or referral to other services. Personal counseling services meet our code of practice and confidentiality requirements. Personal counseling services include, but are not restricted to:

- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support

1.15 Language Literacy and Numeracy (LLN) Support

LLN skills are generally included and identified in Training Packages and accredited course programs. Clients need to be able to:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure.

We attempt to identify clients needing LLN support at and prior to enrolment. Our training staff have experience in LLN practice and will make an initial assessment of the foundation and LLN skill level of the client or student required for the qualification level. Based on the outcome of the assessment and if required, training staff will discuss the result with you and may make recommendations for referral to additional support services. This may mean that you are required to attain additional LLN and Foundation Skills support prior to commencing training.

Some of the support mechanisms we offer to cater for LLN requirements include:

- using the services of in-house LLN specialists who take part in such things as mentoring, team teaching and/or individual support;
- practitioner face-to-face networks;
- accredited and non-accredited professional development options;
- referral to Skills for Education through Department of Human Services for eligible clients; and
- referral to the Adult Migrant English Program through the Department of Industry for eligible clients.
1.16 Recognition of Prior Learning (RPL)

Recognition of Prior Learning means a process that assesses an individual’s formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a VET qualification.

It is a process of gathering evidence which you supply and having it measured against predetermined performance standards.

To prepare for RPL you should indicate your decision to apply for recognition as soon as possible during or prior to the enrolment process. Once you have expressed a decision to apply, you will be given an RPL pack, have the processes explained to you and the associated fees outlined to you.

Following is an outline of how to prepare for RPL:

In consultation with your trainer you should:

- Decide which qualification and which unit(s) you would like to have recognised
- Provide an Evidence Portfolio as per guidelines in the RPL Kit
- Seek peer assessment
- Be prepared to 'show, tell and apply' your skills and knowledge

Evidence for recognition of prior learning may include:

- Performance, demonstration, or skills test/assessment
- Workplace observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview and questions
- Simulations

Candidates should initially self-assess against the performance criteria and critical aspects of
evidence for each unit.

RPL candidates must document their claim for competency in sufficient detail to enable the assessor to make clear judgments. If you require further information, please ask your trainer.

**Credit Transfer and National Recognition**

Recognition can also include the opportunity for Credit Transfer (CT) for previous study and must also be accompanied by evidence of currency in the study area. This is where you may have completed a formal accredited unit(s) from another qualification, and that unit(s) is also included in the new course you are studying. An RTO like SIGNATURE TRAINING can simply sight evidence you have completed the common unit and that it directly matches and automatically award it to you.

Nationally recognised Qualifications and Statements of Attainment issued to you by other RTO are recognised by SIGNATURE TRAINING.

In order to apply for CT the student should complete the following steps:

1. Complete the ‘Credit Transfer Form’
2. Attach a certified copy of the transcript from the RTO that issued the qualification and highlight the units you wish to have applied to your current enrolment
3. Submit completed ‘Credit Transfer Form’ and transcript
4. We will review and confirm that you are eligible for CT
5. If you are eligible, the result of CT will be applied to the unit on your student records
6. We will advise you of the outcome of the CT application

**1.17 Attendance Procedures**

Daily Attendance

All students are required:

- To attend all sessions as scheduled by SIGNATURE TRAINING
- To return from any scheduled breaks as requested
- To participate fully in all activities where possible
- To complete all tasks and assessments as scheduled
To notify us if they are unable to attend any sessions due to illness or personal reasons. A Medical Certificate is required for leave of 2 or more days/sessions.

2 Training Delivery and Assessment

The National Vocational Education and Training Regulator Act 2011, established the Australian Skills Quality Authority (ASQA), which set national standards ensuring nationally consistent, high quality training and assessment services for the clients of Australia’s VET system.

2.1 Training

Training is delivered and assessed by qualified trainers who hold at a minimum, legally prescribed industry and VET qualifications. To demonstrate your commitment to your learning all students are required to attend each scheduled session. The trainer will moderate the learning pace, method and sequence appropriate to the learning needs of the group.

Learning methods will vary and can include:

- Classroom teaching
- Group discussions
- Practical exercises
- Guided team activities
- Oral presentations
- Case studies
- Role play
- Portfolio
- Group work
- Buddy sessions/mentoring

2.2 Assessment (Competency Based Training and Assessment)

Competency Based Training and Assessment (CBT) is measuring actual skills and knowledge a person will be required to perform in a workplace against a set of benchmarks or standards set by relevant industries. We are not measuring your knowledge; we are looking at how you would apply that knowledge.

CBT doesn’t measure you against other students, you are not competing, we are simply looking at how you would perform against a set of standards given what you have learnt, and you are providing us with the evidence to do that. With guidance in most cases we can help you attain those competencies through eventual demonstration of the key skills. You can show us those skills through practical demonstrations and questioning, role play and simulations, submitting projects or conducting written or short answer/multiple choice tests.
Assessment can be completed by:

- specific written assessments
- team projects or reports
- formal questions (including multiple choice)
- practical demonstrations
- small or large group tasks
- oral presentations
- problem solving tasks
- case studies
- discussions
- portfolio
- group work
- buddy system/mentoring

It is very important that you fully understand the assessment requirements required in order to successfully be deemed Competent for your training. This means that for each Unit of Competency being taught, you need to know how many assessment items you need to complete, whether the assessments are Formative or Summative, how the assessment will be conducted (the method) and the timeframe you have for completing your assessment.

SIGNATURE TRAINING requires our training staff to outline the requirements for assessment at the beginning of each training course and at the beginning of each new Unit of Competency that is being introduced. Your Learning Resources should also clearly identify the assessment items for you, the form they will take and the duration for completion. Your training staff will give you clear timelines for submitting assessment throughout the program.

If at any stage you do not receive direction about assessment or are unclear about what is required of you, please approach and ask your trainer in the first instance. SIGNATURE TRAINING Management has a firm policy that requires its training staff to be accommodating, flexible, helpful and informative when clarifying assessment requirements.

### 2.3 Workplace Training and Assessment

Some programs may contain workplace training, which is assessed in the workplace. This can be for new students or for those who are already in employment and are doing their training “on the job”. Our approach to learning is to deliver flexible training. We want to make sure you have the learning experience that most benefits you and has you job ready. We consult with the employer to make sure that any workplace training is of benefit to their agency as well. We give employers everything needed to ensure great outcomes for you the learner and the organisation and we offer support to students in work placements (e.g. workplace visits, work experience).
2.4 Plagiarism

This is the practice of taking someone else's work or ideas and using them as your own and/or not acknowledging where you got the information.

Examples of plagiarism include:

- Using someone else’s argument, even if the exact words are not used and presenting it as your own
- Using a quote without referencing it correctly
- Changing another author’s sentences in order to present them as your own
- Copying another student's work
- Copying and pasting from the internet and claiming the work as your own.

Most often plagiarism is the result of poor study and note taking methods, (remember to record the exact references for all the material that you use as you take your notes). Plagiarism is also a barrier to you forming your own unique and important view on your life experience and worldview. Remember that plagiarism will always lead to being assessed as Not Yet Competent and students found to have copied other students work may be removed from training.

3 Issuing of Certification

All training undertaken at SIGNATURE TRAINING is competency based. Assessments determine whether a learner is Competent or Not Yet Competent.

If you are enrolled in a qualification and can only demonstrate competencies in some and not all Units of Competency (UOC) a certificate for the qualification cannot be issued, you will however receive a transcript for all completed units. This recognition is a Statement of Attainment and the transcript will identify the qualification name, UOC achieved and national identification number.

If you elect to continue and complete the full qualification or any outstanding units your assessor will work with you on a training pathway and develop a plan for completing your course of study.

SIGNATURE TRAINING will endeavor to issue Certificates and Statements of Attainment within two weeks of course completion.

The cost of the certificates is included in the course fees. Students are responsible for the safe
storage of their certificates and statements of attainment. If a student requires a replacement copy of their certificate or statement of attainment, an administration fee will be charged.

4 Student rights and responsibilities

Whilst in attendance at SIGNATURE TRAINING as a student, it is your responsibility to adhere to certain rules and regulations:

- Students are to recognise other people's human worth and dignity.
- The student has a right to learn in an appropriate environment and all people using SIGNATURE TRAINING have a right to be free from any form of harassment and/or discrimination.
- Students should attend training sober and drug free.
- Students are encouraged to advise staff if they have a learning, mental or physical disability, so we can better assist you. The information is treated in the strictest of confidence.
- Students are advised it is highly recommended to let staff know if you have a pre-existing medical condition that may impact on your training or that you have a serious medical condition for which you are prescribed dependent medication (diabetes and insulin, heart condition and angina medication), or you are prone to seizures. Again this is so we can best look after your welfare if a medical emergency arises.
- Students are responsible for all personal possessions whilst attending the course.
- Each student is required to take responsibility for cleaning and tidying of their work area at the end of each training day, please push chairs in and remove any personal rubbish. Eating or drinking in the training areas is at the discretion of the trainer.
- All students have the right to normal privacy afforded to all citizens in relation to personal matters. No personal information will be divulged to third parties without written consent by the individual student. All student and staff information will be kept confidential except where a legal obligation exists such as a court order or for mandatory compliance reporting to authorised bodies such as the National Centre for Vocational Education Research (NCVER).
- All students have the right of access to all of their own personal student records when requested.
- Students are required to be in possession of a Unique Student Identifier (USI).
- WHS is important to SIGNATURE TRAINING and our policy is to ensure the health, safety and welfare of all staff and students where reasonably possible. All staff and students, however, have a responsibility for their own health and safety and the health and safety of others. You have a Duty of Care at all times toward other students.
- All students are required to report all injuries or any incidents of harassment by another student or Trainer, promptly to Management.
- If you are going to be absent, please notify our office so that the Trainer can be informed.
- All students are required to turn off mobile phones during class, or have them on silent to avoid disruption to fellow students and the class in general.
• All students are required to advise SIGNATURE TRAINING staff of any changes to their contact details.
• Smoking is prohibited within SIGNATURE TRAINING premises and as directed at third party venues.
• SIGNATURE TRAINING retain the right to refuse enrolment and to remove from class students who disrupt the learning experience of other students, students who do not behave in an acceptable and appropriate manner toward other staff or students, students who fail to respect the property of SIGNATURE TRAINING, the staff or other students, or the premises in which courses are conducted.

5 Your trainers responsibilities

• Your Trainer will provide clear instructions about what is expected from you during your training and will explain the assessment process in detail.
• Your trainer will ensure you train in a safe learning environment.
• Your trainer will be fair and impartial when training and assessing and will respect the rights, views and opinions of all students.
• Your trainers will make sure they keep you up to date with current industry requirements.
• Your trainer will provide you with information about further learning pathways.
• Your trainer will not harass or act inappropriately toward students.

6 General Information

6.1 Dress Code

All students are required to attend training in neat casual attire and have enclosed footwear at all times. Please respect the shared learning environment and do not comment on the attire or dress of other students and also respect the need for personal hygiene as you will be working in close proximity to other students.

6.2 Organisation’s Property

During your study you may be issued with resources to your study, these resources remain the property of SIGNATURE TRAINING and are only on loan.

Students are required to return the organisation’s property within the time specified by the issuing staff member and are to treat the property with due diligence and care. Where gross negligence or misuse of property occurs resulting in damage, the student may incur the cost for repair or replacement.
7 Client feedback and continuous improvement

SIGNATURE TRAINING collects information to assure continuous quality improvement in our training delivery and services.

We value and welcome constructive feedback from our clients, students and staff. Please let us know about your experience with our service. We welcome your suggestions for changes that would improve our programs and delivery.

To provide management with feedback you will be asked to complete a Training Feedback Form or complete a ‘Survey Monkey’ online. Once completed please return the form to your trainer or submit within the required timeframe online as your trainer will advise.

Students and clients wishing to provide additional feedback on any issue, concern or suggestions for improvement are encouraged to complete an Opportunity for Improvement Form, please ask your trainer.

Students may also be asked from time to time to help us assess or validate new training and assessment materials as your feedback on what works or what doesn’t is invaluable.

Thank You

We thank you for choosing to study with us and hope you find it a rewarding experience and the skills you attain assist you on the employment pathway you choose or provide the basis for further education. We wish you every success in your time with us and your future endeavors.

Sincerely

SIGNATURE TRAINING Management and Staff
Appendix 1

Code of Practice

As a quality training organisation SIGNATURE TRAINING will operate within the Principles and Standards of the NVR Registered Training Organisations Act of 2011. It is our policy at SIGNATURE TRAINING to provide equal training opportunities to all eligible students regardless of gender, cultural or ethnic background, marital status, physical disability or sexual preference.

SIGNATURE TRAINING further undertakes to provide:

- Qualified, experienced and committed educational and training personnel
- A learning environment which meets all legislative requirements of State and Federal Government
- Quality customer service and a focus on continuous improvement. We value feedback from students, staff and the industry for incorporation into future training programs.
- A learning environment which actively encourages the participation of women, Aboriginal and Torres Strait Islander peoples, people from non-English speaking backgrounds, rural learners, people with disabilities and unemployed people in training programs
- A supportive and stimulating learning environment where students may pursue their educational and training goals
- A learning environment inclusive of students with disabilities or who have language, literacy or special learning needs.
- A non-prejudicial and plain English dispute resolution process which:
  - is prompt and courteous
  - keeps the aggrieved student informed of what is happening
  - protects the confidentiality of both students and staff
  - leads to improved services
• Recognition of current skills and experience through Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC)

• Marketing and advertising with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

• A guarantee of privacy concerning records or documents containing personal or sensitive information.

Code of Ethics

• SIGNATURE TRAINING shall at all times act with integrity in dealings with all clients, students and members of the community.

• SIGNATURE TRAINING shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
  
a) Australian Skills Quality Authority (ASQA) and the VET Quality Framework.
b) Commonwealth/State legislation and regulatory requirements.

• SIGNATURE TRAINING will ensure:
  
a) the employment of qualified staff and maintenance of staff training sufficient to training and assessment programs on an ongoing basis
b) the accuracy of any marketing and promotional advertising material
c) compliance with an acceptable refund policy
d) compliance with current Workplace Health and Safety and Duty of Care requirements
e) the maintenance of a robust records management system which is secure and complies with all privacy legislation
f) client access to their records upon request
g) the maintenance of our Continuous Improvement System and promotion of it among all staff as a mechanism for achieving excellence in training

• SIGNATURE TRAINING undertakes to maintain quality training and to uphold the highest ethical standards.

• SIGNATURE TRAINING undertakes to ensure that all students, agents and representatives are familiar with and agree to comply with this code of ethics.
Appendix 2

Complaints and Appeals Procedure

1. As soon as a grievance arises, it will be raised and discussed with all parties involved in the grievance in order to find a solution agreeable to all parties.

2. In order to protect the complainant, grievances should be kept confidential. All grievances and appeals are to be documented in the Complaints and Appeals Form.

3. All Complaints and Appeals Forms are to be submitted to the RTO Manager.

4. Each party:
   a. has an opportunity to formally present his or her case
   b. is given a written statement of the outcomes, including reasons for the decision

5. If a solution cannot be found the matter is brought before the RTO Manager for resolution, agreeable to all parties.

6. If the RTO Manager is party to the grievance, they will not take part in any discussions or decisions made and the matter will be referred to the Chief Executive Officer.

7. If a solution has not been reached to the benefit of all parties the person with the grievance has the right to representation and appeal under the relevant State or Federal Law, including to ASQA.

8. The party can also have the matter referred to our third party mediator for external review. We utilise Mediation Australia and full details can be found on the website at http://signaturetraining.edu.au/ under the Downloads section.

9. The RTO is responsible for acting upon the subject of any complaint found to be substantiated.

This procedure is relevant to all grievances arising in the following areas:

a) Student to student grievance
b) Staff to student grievance and vice versa
c) Student to work placement employer/supervisor grievance
d) Staff to work placement employer/supervisor grievance
e) Staff to staff grievance
Appendix 3

Disciplinary Procedure

Step One—Verbal Warning

Where a trainer has concerns about a student’s performance or conduct, the trainer should explain to the student the manner in which the student’s conduct or performance is not acceptable. (This acceptable standard is set out previously in this Student Handbook).

The trainer will in the first instance, verbally counsel the student by informing him/her of the area(s) in which they are not meeting the required standard of performance or conduct expected of them.

The student will be given an opportunity to respond to the trainer’s concerns and will be given an opportunity to rectify his or her performance or conduct within a reasonable period of time, depending on the circumstances.

The Trainer will make written note of the verbal warning.

Step Two—Official Written Warning

If the student fails to rectify his or her conduct or performance within the allotted time, the trainer will then require the student to attend a meeting where an official warning will be given.

If the student’s continued performance or inadequate conduct is such that it would be unreasonable for the trainer to allow the student the allotted time to remedy the problem, then the trainer will set up the first official meeting prior to the allotted time expiring.

The trainer will inform the student prior to the meeting of the concerns that the trainer has with the student’s conduct or performance, and state that the student is allowed to have a person of their choice accompany them to the meeting.

At the meeting the trainer will outline the nature of the problem(s) and allow the student an opportunity to respond.

If the student response is not adequate the trainer will present the student with an official written warning. This warning should state:
- The issue or concern
- Refer to any previous oral warning(s) and their dates
- The corrective action which is required
- What action will be taken if the student does not remedy the problem (when issuing a first warning, the warning should state that if the problem is not remedied within a specified time then the student will be issued with a further warning and may ultimately be dismissed)
- State that the written warning will be filed onto the student’s file (for a specified period of time)
- A copy of the written warning is to be forwarded to the RTO Manager
- Warning letter is tabled at the next monthly meeting.

The trainer will then monitor the student’s performance or conduct to determine whether he or she is making the required improvement.

**Step 3—Second Official Written Warning**

If the student fails to meet the appropriate standard within the time allowed, the trainer should then have a second official meeting with the student. The second official meeting should replicate the first meeting. However, if the student has not adequately explained their failure to remedy their poor performance or conduct, that continuing poor performance or conduct may lead to dismissal.

**Step 4—Leading to Expulsion**

Following the issuing of the second warning, if the student fails to remedy the fault within the allotted time, or it would be unreasonable for the trainer to allow the student to continue working out the allotted time, the trainer should then initiate dismissal proceedings by referring the student to the RTO Manager. That will involve requesting by letter that the student attend an official meeting. That letter should state:

- that the student’s conduct or performance has not improved;
• the steps the trainer has taken to remedy the problem in the past;
• the fact that the student is entitled to be accompanied by a person of their choice; and
• the fact that despite previous mediation and guarantees, the student is now being removed from further training.

The student may have the person of their choice with them at the meeting. The RTO Manager will start by outlining the concerns he or she has with the students’ performance or conduct. The RTO Manager will then inform the student that he or she is to be expelled and then follow that up with a written notice of dismissal. That notice should state the reasons for the expulsion, i.e. Performance or conduct, and the history of warnings given previously.

**Dismissal for Serious Misconduct**

The RTO Manager is entitled to instantly dismiss a student in circumstances where that student has committed an act of serious misconduct. Serious misconduct can include:

• fighting;
• harassing or bullying
• sexually inappropriate behaviour
• breaches of the drug and alcohol policy;
• deliberately spoiling or damaging plant or equipment;
• breaking the law;

A student who commits any of the above acts is liable to be instantly dismissed.
Appendix 4

Assessment Policy and Procedure

Competencies:

What is competency based education?

Competency Standards

Competency standards in a Training Package describe the skills and knowledge needed to perform particular work. They outline the standard of performance required by industry, the conditions under which the task is to be performed and the evidence that you are required to show on at least two occasions to deem you as competent in that job.

The most important characteristic of competency based education is that it measures learning rather than time spent in a classroom. Students progress by demonstrating their competence, which means they prove that they have mastered the knowledge and skills (called competencies) required for a particular course (or unit of competency), regardless of how long it takes.

SIGNATURE TRAINING acknowledges the National Assessment Principles issued under the Australian Qualifications Framework and is committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its students. We are committed to providing students and training/assessment staff with an assessment system that is fair and equitable.

SIGNATURE TRAINING assessments are competency based and are designed to determine whether the candidate can demonstrate competency in the tasks or units of competence.

SIGNATURE TRAINING assessment meets the assessment criteria of the training package or accredited course on which the program is based. Assessment may be undertaken on or off the job. If conducted in the workplace, suitable workplace assessors and assessment procedures are to be used.

Vocational courses comprise core/compulsory units of competency and electives to make up the required number of competencies in a qualification (e.g. Certificate IV or Diploma). UOC are further broken down to elements of competency. Students must demonstrate the appropriate skills and underpinning theoretical knowledge to achieve competency in a unit.
Assessment should be seen as a pathway to employment. Competencies have been written for the workplace so you will be provided with the opportunity to practice skills in a workplace context.

There are three types of assessments that occur at different stages for each unit.

1. Initial assessments to identify what competencies you already have. This occurs during the enrolment process and interview.
2. Progressive assessment (formative) during training to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon. Assessments will not only identify where you are competent but will identify the gaps in your learning or skill. Once identified your trainer will give you resources to gain competency in that area.
3. Final assessments (summative), which are delivered when the trainer decides the student is ready.

Students are to be notified in advance of number of assessment items for each UOC, type of assessment or combination of assessment, dates and times of assessment and/or period for submitting assessment, by the assessor/trainer responsible for the assessment.

The following conditions apply to assessments:

- Students who are absent on the day of an assessment or are unable to submit an assessment by the due date must notify us of their inability to complete the assessment.
- Students who know in advance that they will not meet the assessment deadline must inform their trainer before the due date.
- Students who have missed an assessment for any reason covered under the two points above, must apply to be reassessed.
- If a student has previously attempted an assessment and has been deemed Not Yet Competent (NYC), they may apply for reassessment.

Your trainer will advise you how they want you to submit your assessment items once they are complete.

Reassessment

For summative assessments, students who receive a NYC will have reasonable opportunity for reassessment and to demonstrate the competencies required. Any reassessment will take place on after mentoring and discussion with your trainer has taken place and a timeframe and strategy for reassessment has been negotiated and is understood.
Assessment appeals process

All students have the right to appeal any assessment decision made by SIGNATURE TRAINING if they:

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

Before making an appeal, we ask that you discuss the matter with your trainer in an attempt to reach a suitable outcome.

If you are still not happy, you are then entitled to lodge a formal complaint by completing a ‘Appeal Against Assessment Review’ form within 7 days of the initial discussion. Once a formal appeal is lodged a third party will be appointed in an attempt to resolve the issue. Any decision recommended by this party is not binding to either party in the dispute.

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

If no satisfactory solution is reached you can appeal to the Australian Skills Quality Authority (ASQA) http://www.asqa.gov.au/

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

ADDRESS APPEALS TO:

The RTO Manager
Signature Training
Suit 1A, 37 Smith St
Parramatta NSW 2150