



STUDENT HANDBOOK



adept training take a leap forward

www.adepttraining.com.au

Please read this document carefully prior to enrolment.

Adept Training is a Registered Training Organisation (RTO No. 90991) registered with the Australian Skills Quality Authority (ASQA) and abides by the National Vocational Education Training Regulator Act 2011. Adept offers nationally accredited training, short courses, CPD and workforce development.

Adept Training is responsible for the quality of the training and assessment in compliance with ASQA and the Standards for RTO's and for the correct issuance of AQF certification documentation to eligible students. Where Adept Training has a third-party arrangement with another RTO and they are responsible for the issuing of the AQF certification document, Adept Training will make that information publicly available.

Refer to www.training.gov.au for details of Adept Training's registration, staff contacts and list of qualifications on scope. Adept training is responsible for collecting, reporting, using and accessing VET data under the National VET Provider Collection Data Requirements Policy. Refer to www.ncver.edu.au/rto-hub/national-vet-data-policy

Our courses offer pathways to rewarding careers in growth industries, to further study or specialised vocational training and to enhanced wellbeing.

We deliver high quality education and training with a focus on interactivity, practicality and flexibility. We welcome and value diversity and strive to support accessibility for all students. We are passionate about our work and dedicated to our clients' success. Whether starting out, changing career, building on existing skills or returning to the workforce our graduates are well regarded by employers.

Student Handbook (overview)

This handbook outlines the terms and conditions including the rights and obligations that you will need to know and understand prior to enrolment. Please take the time to read this handbook and keep it as a reference. Before you complete and sign the enrolment form, please be sure that you have read this handbook and understand its contents. If you do not understand anything, please ask. By filling in and submitting the enrolment form, you are acknowledging that you have read the student handbook and will abide by the information it contains.

Adept Training reserves the right to amend the terms and conditions at any time, however when we do, we will notify you within 10 days. Information specific to the program you are studying will be made available in separate documents. Should you have any concerns, or problems please contact us.

Student Rights and Responsibilities (overview)

Adept Training students have rights and responsibilities which they need to be aware of. When you begin an Adept Training course you will be provided with a student handbook. Students are advised to read the student handbook in its entirety for awareness and a better understanding. Useful government and non-government agencies and support services are listed at the back of this handbook.

Unique Student Identifier Number (USI)

All Australians who undertake vocational education and training must hold a unique student identifier (USI). The unique student identifier (USI) is a National Government initiative. Your USI account will contain all of your national recognised training records and results completed from 1st January 2015 onwards. This means that if you are planning to study with Adept Training you MUST have a USI or you won't be able to complete your training. If you don't provide Adept Training with your USI at enrolment or during the period of your course, we cannot issue you a Certificate, Statement of Attainment or Transcript for your training.

Applying for a USI

It is free and easy for you to create your own USI online. For further information on applying for an USI go to www.usi.gov.au

Code of practice

Adept Training has a Code of Practice which provides the basis for good practice and quality control in the delivery, marketing, operation, financing and administration of its training and assessment services. The Code of Practice is available on our website at www.adepttraining.com.au

Application for courses

All information relating to Adept Training's courses is available on our website at www.adepttraining.com.au. Opportunities to undertake the training are advertised on our website and through social media. It is important that you understand how we deliver our courses and ensure the modality is right for you. Before you enrol you should, review our student handbook, check the course information and request additional information if necessary. Please note our courses run throughout the year with a break at over the Christmas period, we do not observe school holidays.

Entry requirements

Courses may have specific entry requirements such as Language, Literacy and Numeracy skills, a specific level of education, a pre-requisite course or a unit of competency. Some courses require workbooks or reading to be completed before you attend a face-to-face session, some require an entrance test, workplace checks or special clothing such as protective footwear to be worn. Please check the requirements of your course before enrolling and make sure you can commit to the requirements of the course. Students who are not eligible will be contacted via email.

Enrolling Online

For courses valued more than \$1500, a deposit of \$500 is to be made at the time of enrolment. Students paying a deposit will be required to pay the balance of their fees through a scheduled payment pathway at set times with full payment required before course completion.

Courses valued less than \$1000, either a deposit (min. \$500) or full payment is to be made at the time of registration. Students paying a deposit will be required to pay the balance before course commencement. Deposits may be refunded where the LLN requirements are not met. Enrolment will not be confirmed until balance is received. When enrolling you tick the check box declaring that: *"I have read the terms and conditions outlined in the Student Handbook"*. It is important that you have read and understand our Refund Policy before finalising your registration.

Distance education

Students selecting to enrol in a blended learning course (a combination of Distance Education and face-to-face Workshops) are deemed to have started their course when they have completed the course Induction form and received Learning Resource/s for their 1st unit of study.

Other enrolment

You must complete and sign the enrolment form and return to us with your payment. All students when enrolling must provide Adept Training with proof of identify (POI) to verify their legal name as noted on either: their birth certificate, driver's licence or passport. This is a contractual requirement by our auditing bodies for the issuing of AQF certification.

Your details will be entered onto our database, should you change your name, address or any other details during the time you are undertaking your training you must notify us of these changes. Fees apply for re-printing Qualifications or Statement of Attainment where the error is not by Adept Training.

During the enrolment process you will need to confirm:

- that you have read, understood and accept Adept Training's terms and conditions.
- that you understand the information you provide when enrolling (including personal details and identification) will be collected by Adept Training under the National Vocational Educational and Training Regulator Act 2011 for Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) compliance purposes. The individual answers are not available for anyone to view and form part of data that is required to be collected for government audit, verification, research, statistical analysis, program evaluation, surveys. No information will be given or sold to any organisation without your written consent in accordance with the Privacy Amendment (enhancing privacy protection) Act 2012.
- that you consent to disclosure of this information to government departments and third parties for these purposes.
- and if applicable, you have authorised us to charge your credit card for the course fees.

Payments

A deposit may be required to enrol, and students may pay the balance by payment plan which requires fortnightly payments. A dishonour fee applies for any failed transactions for fortnightly payments. 1.65% Amex fees apply.

Payments may be made by the following methods:

Direct Deposit

Online payments can be set up through direct payment or direct debited from your account or credit card.

In person

Payment by EFTPOS or cash can only be made at Adept Training, 83 Marion Street Harris Park NSW.

By Telephone

Payment over the telephone may be made using a credit or debit card.

Centrelink

Adept Training is an RTO and many of our courses are on the approved course list with Centrelink. For assistance in paying your course fees please see Centrelink before enrolling in your course. For privacy reasons Adept is unable to contact Centrelink on your behalf.

Third party payments

If a third party / company is paying your fees, we will invoice the third party /company. Please ensure that a registration form is completed and forwarded to our office with your details including your USI number.

Protection of fees

Adept Training Pty Ltd accepts no more than \$1500 from each individual student prior to the commencement of the course. Following course commencement, Adept Training Pty Ltd may require payment of additional fees in advance from the student, but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student, does not exceed \$1500.

Changing or deferring

Please choose your course dates carefully ensuring you can fully commit to attendance. If you are unable to attend or to finish your course, you may attend another course within 12 months of the commencement date of the initial course you enrolled in.

You may change or defer your course **once only**. Any other requests to change will be denied and you must continue to attend your course, or your enrolment will be cancelled. In exceptional circumstances you must apply in writing to the RTO Manager stating the reason for your request and supply supporting documentation as evidence. A decision will be given within 10 working days advising if the request has been granted or denied. There is an administration fee of \$250 to apply for an exemption.

Where there are changes to agreed services, Adept Training will advise all relevant students as soon as practicable, via the contact details provided at enrolment, telephone, text or email.

Withdrawal

Please notify Adept Training in writing if you are withdrawing from a course.

Terms and conditions of enrolment

By enrolling with Adept Training, you accept that you are responsible for any personal injuries sustained during the course and cannot hold Adept Training or its associates responsible. Adept Training will not accept responsibility for theft, loss or damage of any private equipment brought to training.

By signing the student declaration when enrolling you acknowledge:

- that the information you have provided is correct

Refunds and cancellations policy

Adept Training's finance policies have been developed and managed in accordance with standard accounting and financial management principles. These principles serve the purpose of ensuring Adept Training is always in the position to provide students with the training and assessment services that they pay for, and that the fees paid by students are protected. Adept Training is also committed to a fair refund policy that returns students fees where there is reasonable reason and notice provided.

Refund after course commencement, if Adept Training cancels, you will be refunded any outstanding paid fees for services which have not yet been provided. This will be calculated on a pro rata basis. Where units of competency have been completed a Statement of Attainment will be issued.

Fees received for applications and administrative processes that we provide for students are non-refundable.

Please refer to the consumer law website for further information www.consumerlaw.gov.au

Requirements

- Fees in advance: Adept Training Pty Ltd accepts no more than \$1500 from each individual student prior to the commencement of the course. Following course commencement, Adept Training Pty Ltd may require payment of additional fees in advance from the student, but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student, does not exceed \$1500.
- Fees (*as noted above*) for training and assessment activities are due for payment no later than one working day prior to the commencement of the course for participants to be enrolled into a course – if spaces are still available.
- Upon receiving the programme fee students are provided with a receipt, duly dated and authorised.
- A tax invoice is provided as required.
- Record of fees received is maintained in the receipt's register.
- All expenses incurred are recorded in the payments register.
- The receipts and the payments registers are reconciled with the monthly bank statement.
- All refunds attract a \$200 administration fee.
- A full refund (minus the Admin fee) will be given if cancelled two weeks or more before starting the training/assessment activity or event
- A 50% refund will be given if cancelled one week or more before starting the training/assessment activity or event
- No refund will apply if cancelled within seven days of starting the training/assessment activity or event, or if a participant fails to attend or complete the training/assessment activity.
- Students selecting to enroll in our blended learning courses (*a combination of distance education and face-to-face workshops*) are deemed to have started their course when they have completed the course *Induction form* and received Learning Resource/s for their first unit of study.
- Participants seeking a refund are required to complete the Refund Request Form available on the website: www.adepttraining.com.au or contact our office telephone: 1300 366 044 for a form to be posted. Participants are required to provide a valid reason for requesting a refund.
- Adept Training does not engage in unsolicited marketing, if we do, the Statutory Cooling off period will apply. For more information refer to the Department of Fair Trading: <http://www.fairtrading.nsw.gov.au>
- Participants who are unable to attend or complete the course they have registered for, may send someone in their place, or transfer to another course of equal or greater value and pay the difference. In some circumstances Adept Training may agree to a refund for a cancellation within seven days, however the administration fee will be charged.
- If Adept Training are required to cancel a course due to the minimum number registrations, Adept Training reserves the right to cancel a course. If Adept Training cancels a course, participants will be offered a place in a future course or a full refund will be issued.
- Adept Training Pty Ltd reserves the right to dismiss any student for unacceptable or disruptive behaviour, and no refund will be given under these circumstances.

External review of the financial management practices will take place on a regular basis to ensure that proper systems are maintained.

First Aid course terms and conditions

If you fail to attend the First Aid course, you will forfeit all fees and will be required to pay again. If you are unable to attend the course, you have registered for you may send someone in your place. We reserve the right to cancel any course. A full refund will be offered for any First Aid course cancelled by us.

Provision of information

Adept Training provides access to accurate, relevant and up-to-date information to prospective students and clients; and provides access to this information to students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

Privacy and personal information

When you enrol at Adept Training, the collection, storage, use and disclosure of any personal information you provide is protected under the Privacy Amendment (enhancing privacy protection) Act 2012. Any information we ask you to provide will only be that which is necessary for the purposes of your course enrolment, learning and assessment records. Information provided will be held securely and disposed of securely when no longer needed.

Language, literacy and numeracy (LLN) requirements

Please check the LLN requirements for your course before enrolling. In some cases, low level support can be provided, however if extensive support is required for you to be able to participate appropriately in the training or where deficiency will clearly inhibit achievement of learning outcomes, enrolment may be declined.

Refer to the Student Support Services in this handbook for further information.

Lateness and absenteeism

Attendance at every session is mandatory for you to successfully complete the qualification and receive your certification. Students who are absent from class must call 1300 366 044 prior to class commencing to advise they will not be attending class and MUST provide a medical certificate to cover the day they have missed. Adept Training may request the issuing medical practitioner to verify the medical certificate.

When a medical certificate is provided the content of the session needs to be covered in the student's own time or if extra help is required, they must attend additional training as organised by the college. This will be scheduled at the discretion of the college.

Assessment days that are missed with the presentation of a medical certificate will be rebooked when there is space in a later session, this will affect the completion date of the student's course.

If there is persistent lateness or absenteeism regardless of medical certification, the college reserves the right to cancel a student's enrolment. See Moving Courses, Absenteeism and Submission Completion Policy on our website. www.adepttraining.com.au

Absenteeism without a medical certificate will be recorded, and after the third occasion the enrolment will be cancelled.

NOTE: Arriving late to a session or leaving early is considered absenteeism

Mandatory workplace checks

To be eligible for the workplace experience components of some courses you will need to provide a 'Criminal Police Check (at your own expense) and make a 'Statutory Declaration' if you have lived overseas for any period after the age of 16. Successful completion of the workplace component of a course is a mandatory requirement of the qualification. If you have any disclosable outcomes, you will need to make an appointment to speak with an Adept Training staff member to discuss the next step.

Policies

The following Adept Training policies are included in a summarised format. For a complete copy of our policies please contact us.

Privacy and confidentiality

We collect personal information as we are required to under the VET Quality Framework to operate as an RTO. All information is collected and stored in accordance with the Privacy Act 1988. We will not give out your information to any person or agency without your permission unless we are required to by law. Data is reported to the National Centre of Vocational Education Research (NCVER) and we are required to provide information to the Australian Skills Quality Authority (ASQA) and State regulatory bodies. Your personal information may be used by Adept Training Pty Ltd for the purpose of promoting future learning programs to you.

If a student is over 18 years old no aspect of their enrolment will be divulged to a third party without their written consent and will be limited to the content of that consent.

Access and equity

Adept Training is committed to ensuring that access is maximised to the diverse needs of all clients. Adept Training complies with Commonwealth anti-discrimination legislation as well as relevant State and Territory legislation. All students will be recruited in an ethical and responsible manner, consistent with the curriculum or National Training Package. Prospective students will have access to clear information, prior to enrolment, about

their course and Adept Training services and support. Programs are open to all adult members of the community regardless of age, race, gender, sexual preference, marital status or physical or intellectual impairment. We ensure that equity principles for all clients are implemented through fair allocation of resources and the right to equality of opportunity without discrimination. Language, literacy and numeracy are pre-requisites for all our courses as outlined in the training package.

Adept Training reserves the right to refuse enrolments from students if course capacity is met, funding allocation is exhausted, or enrolment documentation does not meet compliance requirements.

Harassment, victimisation and bullying

Adept Training is an equal opportunity education and training institution, committed to freedom from discrimination, verbal, sexual and physical abuse and victimisation. All students and staff have the right to an environment free from such abuse. Please report any incidents or concerns to your course facilitator or the administration team. Adept Training will acknowledge any reports within 5 working days and will investigate and respond within 60 working days. We reserve the right to dismiss any student for disruptive, inappropriate or discriminatory behaviour without refund.

Workplace health and safety (WHS)

Adept Training is committed to providing a safe and healthy environment for all staff, students and visitors. We regularly check, evaluate and review our facilities to ensure they meet or exceed the relevant Federal and State/Territory WHS legislation requirements.

Staff and students must conduct themselves in a manner that does not contribute to hazards or likely injuries to themselves or others. Staff are responsible for creating an environment that is safe and free from hazards. If you see anything which may be a hazard you must report it to your facilitator or an Adept Training staff member. Your trainer will explain the emergency evacuation procedures during the first session. In the event of a fire you should follow the instructions of the trainer and walk to the nearest exit and assemble outside.

Student responsibilities whilst training

Adept Training has a responsibility to protect students from being harmed by taking part in practical or simulated classroom/workplace practices and learning. If there is evidence that your skills or behaviour could present a risk to yourself or other people in the classroom/workplace practices at least for a period of time.

To help you understand your responsibilities in the classroom/workplace, your trainer will explain to you the range of duties for which you have the skills and knowledge. You must not carry out duties other than those indicated by your trainer.

To help us provide a safe environment for all staff and students, occupational health and safety legislation also reinforces your duty to take reasonable care for the health and safety of others. You must not interfere with or misuse anything provided for you in the interest of health and safety. You should report any safety issues or concerns to your trainer or adept staff as soon as possible.

Alcohol and other drugs

Consumption of alcohol and/or drugs is not permitted at Adept Training facilities. Students who are suspected of being under the influence of alcohol or drugs will not be permitted to attend class. Further information can be found in Adept Training's Drug and Alcohol Awareness Policy and Procedures.

Smoking

Adept Training is dedicated to improving health outcomes for all, including our students. Smoking contributes to many diseases and passive smoking can cause disease in non-smokers. Therefore, smoking is not permitted in any classroom or Adept Training facility.

Mobile Telephones

The use of mobile telephones is not permitted in the classroom. If students need to make or take a call or message, they must leave the classroom to do so.

Complaints, grievances and appeals

This policy aims to ensure that Adept Training responds to all complaints, grievances and appeals in an effective, timely, fair and equitable manner. The policy covers all students, staff and stakeholders of the RTO.

Feedback is always encouraged, and this feedback is not considered as a grievance until and unless this is stated as such and specific outcomes are requested. If your complaint, grievance or assessment appeal is not

resolved to your satisfaction, we have processes that enable you to have the decision or outcome reviewed. If you would like to discuss it informally with someone you can contact Adept Training on 1300 366 044.

Adept Training will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

All formal complaints and appeals will be heard and decided on within 60 working days of receiving the written complaint or appeal. If Adept Training considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested. Adept Training will maintain a secure Complaints and Appeals Register which documents all formal complaints, appeals and their outcomes. Any substantiated complaints as well as the complaints and appeals policy will be reviewed as part of the continuous improvement processes and appropriate corrective action taken to eliminate or mitigate the likelihood of the recurrence.

Each student has the right to register a formal complaint, grievance or appeal. Please give details of any complaints by mail or email. We take every complaint seriously and endeavor to provide a satisfactory solution. Adept Training regards each complaint, grievance and/or appeal as strictly private and confidential.

All complaints, grievances and appeals are processed as received without bias. Including complaints, grievance and appeals against any third-party arrangements i.e. providers delivering a training course in partnership with Adept Training. A list of all third-party arrangements Adept Training has with other RTO's and organisations is available – contact our office for a copy.

Complaints, grievances and appeals are documented in writing and the following procedure is followed:

- All formal complaints must be in writing and addressed to the RTO manager
- If you wish to lodge an anonymous complaint you may send it to 83 Marion St Harris Park NSW 2150
- Complaints, grievances and appeals will be dealt with in a professional and timely manner.
- On receipt of a written complaint – a written acknowledgement is sent to the complainant within 5 working days.
- Complaints, grievances and appeals are confidential and will only be discussed with management and the party or parties involved.

The Director will be made aware of each complaint, grievance or appeal within 48 hours of receiving it.

- A written statement of the outcome will be given to the complainant within 60 working days
- If the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons in writing and regularly updated on the progress of the matter
- The Director or the RTO manager will either deal with the complaint or convene an independent panel to hear the complaint, this shall be the complaints and appeals review committee. This will include representatives of Adept management, the teaching staff and an independent person.
- The complainant shall be given the opportunity to present their case and may be accompanied by other people as support or representation.
- The outcome will be communicated to all parties in writing within 60 days.
- If the processes fail to resolve the complaint, the individual making the complaint will have the outcome reviewed (on request) by an appropriate party independent of the RTO.
- If the processes fail to resolve the complaint, the individual making the complaint will be notified in writing within 60 days. A mediator can be provided by Newbery Consulting. Adept Training agrees to pay the cost of one mediation session of up to two hours and advises that, should the matter require further mediation, it will be at the cost of the complainant or appellant. An appeal by the complainant can be made to Adept Training to request a review of a decision, within 30 days of being informed of the decision, including assessment decisions.
- Once complaints and appeals are finalised, the root cause of any complaint will be included in the systematic monitoring and evaluation processes of the RTO to see if there is a need to change any procedures or practices.

- All complaints and appeals are recorded on a register that includes relevant details to allow analysis of matters over time and identify any common factors that may need action.

Complaints made against Adept Training may be lodged with the registering body, Australian Skills Quality Authority (ASQA), by completing the complaint form at www.asqa.gov.au/complaints

Credit transfer

Adept Training recognises AQF qualifications and statement of attainments by other RTOs. This is known as Mutual Recognition. Other RTOs will also recognise your Certificates and Statements of Attainment from Adept Training.

Credit transfers recognise units of competency which have the same unit code and name or are superseded and equivalent a unit of competency.

To be eligible for credit transfer you must provide the original or a certified copy of your Statement of Attainment or Certificate and complete Adept Training's Credit Transfer Application form (available on our website or from our office). We are required to verify that this is an authentic transcript with the issuing RTO. If you have received your qualification from TAFE, you will need to contact TAFE directly to request verification of the authenticity of the transcript which you will need to provide in writing to Adept Training. Alternatively you may log in to your USI registry account and give Adept Training permission to view your record of transcript.

Your request will either be; granted, declined or more evidence requested. There are no fees for credit transfer. Credit Transfer applications must be submitted at the time of enrolment.

Adept Training is not obliged to issue a qualification or statement of attainment that are achieved wholly through recognition of units and/ or modules completed at another RTO or RTOs.

Recognition of prior learning (RPL)

RPL means that skills and knowledge you have achieved through previous training, work or life experience are acknowledged. RPL will be granted only where sufficient evidence is provided of competence for an entire Unit of Competency. Please note that RPL will not be granted for partial units of competency.

You must lodge your RPL application form prior to your course commencing. **We recommend lodging your form at least 2 weeks before the commencement of your course.** You will be asked to attend an interview with an RPL assessor.

There is an RPL application fee of \$800 which includes the initial interview (*this is non-refundable, regardless of whether you are successful or unsuccessful in your application*). There is a \$750 fee per unit of competency – this covers our assessment of the evidence and identification of any gaps where further training or assessment may be required. Extra training or assessment would incur further charges if completed by Adept Training. If the student does not supply sufficient evidence, there is a \$200 fee per unit for reassessment.

Note that this is a self-directed assessment process where you are asked to provide evidence that you can successfully achieve competency in each of the units. We make no guarantee that students will receive the full qualification through RPL.

To apply for RPL please download the RPL application form for your course from our website, complete and lodge with your payment and enrolment to arrange an RPL interview.

Students who have completed qualifications overseas may find it easier to attend the training rather than apply for RPL, as the Australian Qualification Framework that our accredited courses operate under may involve different learning outcomes and students may not be eligible for RPL. You are welcome and encouraged to attend the class or competency for which you have gained RPL.

Adept Training is not obliged to issue a qualification or statement of attainment that are achieved wholly through recognition of units and/ or modules completed at another RTO or RTOs.

Assessment

Industry Consultation

Industry means the bodies that have a stake in the training, assessment and client services provided by RTOs.

Adept Training liaises with industry representatives to confirm that the currency of all course material and to ensure training reflects industry needs. This consultation is essential so that training outcomes meet the knowledge and skill demands of industry and to ensure proposed courses are reflective of future industry and employment growth. Consultation also ensures assessment strategies cover significant points and provide results that are useful to prospective employers.

Validation

Adept Training validates all assessment tasks to ensure that the tasks and the results, are reliable, valid and fair and to ensure that the marking procedures are also fair and valid. Validating an assessment tool involves checking that the assessment task produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.

The information provided for our learners has been compiled over many years, from numerous sources, and years of experience on the part of the author(s). We are grateful to those that have shared their wisdom, experience and knowledge with us for the purpose of ongoing education. Adept Training takes every reasonable measure to ensure that information provided to participants is up to date, reliable and evidence based.

Assessment tasks and course results are also validated after use to determine whether the tool is providing consistency and reliable outcomes by course advisory committees.

Trainer Competencies

All assessment will be undertaken by assessors who meet the requirements stated to apply under the Australian Quality Training Framework in effect at the time at which assessment is conducted. (This includes the necessary assessment competencies determined by the National Quality Council or its successors in effect at the time of delivery and assessment or the requirements stated to apply under the Standards for NVR Registered Training Organisations.)

We will ensure that all our Trainers and assessors will have as a minimum, the following combination of:

- the necessary training & assessment competencies as determined by the National Skills Standards Council
- relevant vocational competencies at least to the level being assessed
- demonstrated current industry, training and VET knowledge and skills

Assessment Processes

At the beginning of your course your trainer will explain the assessment process. Adept Training follows the assessment guidelines as set out by the AQTF and in accordance with the relevant training package to ensure assessments are reliable, flexible, fair and valid.

A variety of methods are utilised to assess students' competency. These include but are not limited to:

- written assessments
- verbal assessments
- case studies.
- research/project/homework tasks
- classroom and or workplace/simulated observation and demonstration

These tasks are assessed as Satisfactory or Unsatisfactory. If you achieve a satisfactory result in the assessment tasks for each unit of competency you will be awarded a competent result. If you are assessed as "Unsatisfactory you will be given an opportunity to re-submit the assessment task/s.

You should be aware that more than one assessor may be involved in the marking of student assessments.

Assessment Submissions

Students MUST follow the assessment timetable. If an assessment submission is 30 days overdue the course enrolment will be cancelled.

Work Placement Requirements

Depending on what qualification you choose to enrol in, you may be required to participate in compulsory work placement as outlined in the relevant Training Package Guidelines. To achieve the qualification, candidates must have successfully completed appropriate hours of work as detailed in the Assessment Requirements of units of competency of the qualification. Students are required to have paid in full and completed all assessments (including distance assessments) before they are eligible to attend work experience. Contact our Head Office

Administration for further details. Assessment tasks are designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies.

Adept Training makes every effort to find suitable workplaces, however this is not guaranteed, and student may be required to find a suitable workplace. Locations and date for work placement are at the discretion of the host organisation and places are limited.

Assessment appeals

All appeals should be in the first instance be discussed with your trainer to allow you to see if it is possible to be re-assessed. Further information on assessment appeals is available under the heading Complaints, grievances and appeals, page 9 of this document.

Candidates undertaking a Vocational Educational and Training (VET) course will receive a result of:

C	Competent
NYC	Not yet competent

Please note that Credit and Distinction terminology is not used in competency-based Training Packages.

Competency Based-Training and Assessment

All assessments completed by Adept Training align with the following rules of assessment:

- Validity – Assessment methods will be valid; they will assess the skills and knowledge as stated in the training package.
- Reliability – Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context.
- Fairness – assessment procedures will be fair, so as not to disadvantage and learners.

Assessment procedures will:

- Be equitable, culturally and linguistically appropriate.
- Involve procedures in which criteria for judging performance are made clear to all participants,
- Employ a participatory approach.
- Provide for students to undertake assessments at appropriate times and where required in appropriate locations.
- Flexibility – Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

A certification will only be issued when you achieve competency in **all** elements/performance outcomes of the unit of competency.

If deemed 'Not yet competent', you may provide additional evidence of competency. Opportunities are given to students throughout the course to be reassessed as you progress. Should you not reach competency for one or several of the units by the end of the course you may be asked to attend a re-assessment workshop or attend another day training. Re-assessment is not a punishment, it is an opportunity to demonstrate that you have the skills and knowledge against the criteria and can be awarded your qualification.

A \$200 re-assessment fee applies.

Accredited courses are units of competency from a certificate qualification. You will be issued either a:

- Statement of Attainment for units of competency you have completed, or
- Qualification for the course you have completed.

For non-accredited courses you will receive a Certificate of Achievement.

Qualifications and/or Statements of Attainment are not issued on the day and may take up to 30 days from completion of your training and /or assessment, and the learner has been assessed as meeting the requirements of the training product they enrolled in, providing all agreed fees the learner owes to Adept Training have been paid.

Completion Timeframes

All assessments must be completed successfully 3 months after the final scheduled training and assessments session.

Students should follow the assessment timetable. If an assessment submitted for marking is 30 days overdue the course enrolment may be cancelled.

Further fees apply where a student requests an extension of time;

Where qualifications are superseded and students transfer into the replacement qualification, additional fees apply. Refer "*training packages transition period*" of this document for further information.

Applications for extension to completion timeframes must be made in writing to Adept Training for review. Please email admin@adepttraining.com.au and detail the circumstances surrounding your request for an extension. You will receive a response by phone or in writing within 7 days of your request.

Reasonable adjustments

Reasonable adjustment means adjustments that can be made to the way in which evidence of candidate performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions (and/or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise, comparability of standards will be compromised.

Reasonable adjustments will be provided for individuals with a disability according to the nature of the disability. Adept recognises the definition of disability as outlined in the *Disability Discrimination Act 1992, specifically:*

- a physical impairment including physical disfigurement chronic pain and back injury.
- an intellectual impairment
- a mental health condition.
- a sensory impairment (hearing/vision)
- a neurological condition e.g. acquired brain injury or learning impairment.
- a medical condition that may include asthma, epilepsy, diabetes or heart condition.

Reasonable adjustments may include individual assessment and advice, the use of alternative method of assessments and examination support such as verbal assessment and /or individual assessment conditions such as additional time in the examination period.

Individuals should inform Adept Training of the nature of their disability at the time of enrolment so that suitable adjustments may be made. For more information about the assistance and support available for students with a disability, please contact Adept on 1300 366 044.

Training Packages Transition period

Transition period means, where a training product has been superseded, removed or deleted from the National Register, the allowable timeframe within which the learner's training, assessment, and AQF certification documentation issuance must be completed or, in the case of a superseded training product, within which the learner is transitioned into the replacement training product.

Adept Training acknowledges their responsibilities in managing the transition period when a training package has superseded.

Adept will manage the transition from superseded Training Packages within 12 months of their publication on the National Register and Adept Training will only deliver currently endorsed Training Packages and currently accredited courses.

Adept Training will ensure that students are not enrolled in qualifications/courses that adversely affect their opportunities for employment, residency status and/or future study pathways.

Adept Training will provide timely and adequate advice and guidance to students if the qualification or course in which they are enrolled into is superseded/deleted/expired and we will ensure students are given the opportunity to transfer to replacement Training Package qualifications and accredited courses. (additional fees will apply).

Adept will not advertise nor market a superseded qualification once a unit of competency and/or accredited course has either expired, been superseded or deleted from its scope of registration.

Access to records

You have the right to view or access copies of your adept training records to:
view marked assessments.

- view summary of all your progress results
- personal information held on file by adept training.

If you require access or copies of your records held by Adept Training please complete a participant record access form and either email your request to: admin@adepttraining.com.au or post to: Adept Training: 83 Marion Street Harris Park NSW 2150; a fee may apply for copies of your records.

Student misconduct and disciplinary procedures

Adept Training will not tolerate misconduct under any circumstances and a student may be asked to leave the premises (or the course) with no refund or recognition of competencies already achieved for the following:

- cheating or lying about marks or assessments
- impairing others' freedom to pursue their study.
- any conduct that brings Adept Training into disrepute including slander of Adept Training, participants or staff
- plagiarising material (plagiarism is the reproduction without acknowledgement of another person's words, work or expressed thoughts from any source)
- failure to comply with reasonable instruction or supervision.
- any conduct that places another at workplace health or safety risk.
- assault on any member of Adept Training staff or students including verbal, physical, threatening comments or gestures.
- discrimination, racism or sexism, disorderly conduct, disruptive or abusive behaviour towards staff, students or customers of Adept Training.
- bullying and harassment of staff, students, or customers of Adept Training. Bullying is defined as but is not limited to repeated verbal, physical and/or social behaviour that causes physical, social and/or psychological harm. Harassment is defined as but not limited to unreasonable behaviour, pressured demands, insistent requests issued verbally or in writing.
- destruction or damage to Adept Training property or to premises used by Adept Training
- stealing any property or equipment
- persistent lateness or any other unacceptable disruption
- the use of profanities, crass or obscene language, drunkenness or use of alcohol and/or other drugs.
- failure to undertake assessments or mandatory work placement requirements as set out by Adept Training, Smart and Skilled contract and the AQTF.
- any behaviour that breaches the Privacy Act 1988
- any criminal or anti-social behaviour.

At all times you must respect each other and endeavour to work as a team. Respect, cooperation and teamwork is a vital characteristic for anyone wishing to work in health care.

General information

- If your trainer is ill or absent from a class, we will endeavour to find a substitute trainer. If this is not possible the session will be rescheduled.
- Adept Training does not guarantee to place any student into immediate employment; however, we endeavour to assist our students in finding work.
- Adept Training does not provide references for students.
- Adept Training provides flexible learning and assessment options such as: face to face lectures, self-paced learning activities, distance education, practical hands-on learning techniques, and workplace/classroom assessment tasks.
- Participation for blood collections is encouraged during the Pathology course and you will be asked to sign a waiver indicating your commitment to participation and safety.
- Strict infection control procedures are adhered to during your course and you must always obey the instruction.
- If you change your address while attending the course you must notify us, so we may update our records

- Smart casual clothing and appropriate footwear should be worn in class.

Student educational support services

Adept Training will ensure that all students are given reliable and appropriate advice regarding support services and welfare facilities. The RTO will demonstrate regard for the cultural, social and special needs or disabled students and those from different backgrounds.

We will monitor the progress of students and ensure individual support and counselling for those having difficulties with the course.

Students can access support services from admin or via email at admin@adepttraining.com.au. Students may seek advice on additional support service or welfare services outside the scope of the RTO, through the RTO manager.

Student wellbeing is important to us and if a student has an issue of a personal nature they may consult the class trainer or RTO manager. Support is offered to all students. Any notes, records or referrals made during discussions with an RTO representative will be dealt with according to the privacy policy as set out in this handbook. All records kept will be confidential. We will endeavour to respond to emails within 2 business days.

To maximise the chance of learners successfully completing their training Adept Training provide additional educational support services necessary for the individual learner to meet the requirements of the training product they are enrolled in, as specified in the relevant training package. Adept students can make an appointment with administration to discuss a range of educational and personal issues. Administration can assist with;

- Course options and career pathway advice
- Career changes advice
- Course selections and suitable processes
- Fees and payment options
- Linking students to a range of language, literacy and numeracy support options
- Supporting students to improve course completions through improving motivation, concentration and confidence.
- Interpersonal skills in the classroom, including conflict resolution and negotiation skills.
- Student concerns regarding harassment, discrimination and assessment appeals
- Post course planning

We also offer:

Job Ready programs and general support

If you want help to increase your career options Adept Training offer Job ready workshops – for further information contact our office: 1300 366 044 or visit www.adepttraining.com.au.

These workshops help you work out your career options, and offer the chance for you to:

- explore options and build confidence.
- receive extra help in some areas of learning.
- help you get back into learning after having had time away.
- receive more support and time to develop your skills if you experience a disability or a learning barrier.

Language, literacy and numeracy (LLN) requirements

Please check the LLN requirements for your course before enrolling. In some cases, low level support can be provided, however if extensive support is required for you to be able to participate appropriately in the training or where deficiency will clearly inhibit achievement of learning outcomes, enrolment may be declined.

Adept offers a variety of information /services to assist students with improving reading and writing skills.

Further information can be found at the end of this handbook on external support services.

Student Rights and Responsibilities

Adept is committed to providing a learning environment that reflects workplace and community expectations and standards. All members of the Adept community, including those visiting Adept sites, staff and other students can expect an environment and interactions that are:

SAFE AND HEALTHY: your behaviour must take account of the physical and emotional safety of others, be in line with Workplace Health and Safety standards and follow the specific requirements of the learning area in

which you are operating

RESPECTFUL AND CONSIDERATE: you must treat others with respect, not act in a way that is aggressive, violent or intimidating.

FAIR AND EQUITABLE: you must not harass, bully, intimidate or treat others unfairly. Your behaviour must allow others to freely participate in their chosen activities, and not disadvantage or discriminate against them.

HONEST AND LEGAL: you must act within the law at all times and comply with Workplace Health and Safety legislation.

Adept students are informed of the Code of Conduct at the beginning of their course and are expected to comply with the code by fulfilling their responsibilities.

Trainer and staff have an obligation to all students to ensure healthy and equitable environment in which every student can undertake their chosen area of study.

If for any reason Adept Training is not able to deliver services as agreed and paid for, we will provide you with a full refund for any services not delivered (defined as units of competencies paid for but not delivered yet).

Your Rights:

As a student at Adept Training you are entitled to:

- be provided with accurate and sufficient information to assist you to make informed decisions relating to your enrolment and learning experience expect the provision of high-quality training that recognises their individual learning styles and needs have access to all services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socioeconomic background, physical or intellectual impairment, and religious or political affiliation;
- pursue your educational goals in a supportive and stimulating environment have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment.
- be informed of learning outcomes and assessment procedures for the training program of their choice.
- appeal for a review of the results of an assessment. Be issued a AQF certification within 30 calendar days of being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled **is complete** and providing **all agreed fees** the learner owes to the RTO **have been paid**.
- expect that Adept Training Pty Ltd will be ethical and open in their dealings, their communications and their advertising expect that Adept Training will observe their duty of care to them.
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.
- if applicable, be notified of any change that may affect the services you agreed to. This includes a change in ownership of the RTO, and/or any changes to, or new third-party arrangements Adept Training puts in place, for the delivery of services that you agreed to

Your Responsibilities

As a student at Adept Training you are responsible for:

- understand and accept the enrolment decision made by the RTO.
- understanding and accepting the enrolment conditions for the course they undertake providing accurate information about themselves at time of enrolment, and to advise Adept Training of any changes to their address or phone numbers within 7 days.
- providing all required enrolment information, including proof of identity where required.
- paying of all fees and charges associated with their course and providing their own course requirements where notified.
- being punctual and regular in attendance recognising the rights of staff and other students to be treated with dignity and fairness and behaving in an appropriate and acceptable manner towards them.
- ensuring they attend classes sober and drug free and not smoke in the buildings or areas designated as 'non- smoking'.
- the security of their personal possessions while attending a course.
- promptly reporting all incidents of harassment or injury to their trainer or Adept Training administration office.
- respecting Adept Training's property, and observing policy guidelines and instructions for the use of equipment

- participating in scheduled assessments events and submit written assessment items on time.
- submitting authentic assessments and not engage in plagiarism or cheating in any assessment.
- behaving in a responsible manner i.e. do not litter, harass or offend fellow students or staff or damage property.
- seeking clarification of their rights and responsibilities when in doubt.

Parking

Availability of parking at Adept Training facilities and venues varies and charges may apply.

NOTE: there is no student parking at the Harris Park Marion Street Training Facility.

Adept Training Service Standards

While we endeavour to provide the following level of service to support our students in a timely manner, this may be subject of operational requirements at times.

Response Times

Please note our normal working week is Monday to Friday

- Response to telephone messages (normal working weeks) – within 1 business day
- Response to telephone messages (public holidays/Easter/Christmas) – within 2 business days of the office reopening
- Response to emails (normal working weeks) – within 3 business days
- Response to emails (public holidays/Easter/Christmas) – within 5 business days of the office reopening
- Response to student requests (normal working weeks) - within 5 business days
- Response to student requests (public holidays/Easter/Christmas) - within 7 business days of the office reopening

Certificates

Certificates will be issued within 30 calendar days of the last unit of competence being deemed competent. Please do not contact Adept Training requesting a certificate or statement of attainment prior to this date.

References

Adept Training does not provide references for students or graduates. Your certificate is evidence that you reached the required standard to be deemed competent at the time of assessment.

Student Guides and Links to Online Learning and Assessments

These resources are provided in a structured manner and timeframe throughout your course to optimise your learning experience.

Child minding

Adept Training does not provide child minding services and children are not allowed to attend classes. Children or anyone not enrolled in the course will not be permitted access to the training venue or course. Standard absenteeism applies should you miss classes due to family matters, illnesses or emergencies.

Certification Reprint / Reissue

Individuals seeking a certification reprint can request a reprint of, or amendment to, a qualification, statement of attainment or transcript of results, by either calling our office or downloading the request form from our website – to be completed and returned to our office with the applicable fee for student record retrieval. Please see below. Please note that fees apply if your request reaches us more than 21 days from the date the original was issued.

Other fees

Fees apply for the following:

Student Records – Record retrieval fees

Hard copy - \$40.00

Electronic copy - \$20.00

Records may be limited at time of printing

Student Resources

Student Guide - \$25 per unit

Student Assessment Workbook - \$25 per unit

If yours is lost, misplaced or damaged.

Receipt – \$40.00

When requested 21 days or more after original was issued

Textbook – current retail price of the book

Medical dictionary – \$25.00**Tourniquet – \$25.00****Moving course**

Application to move to another course free on the first occasion.

Application to move to another course on subsequent occasions fee \$250.00.

Re-assessment – \$200.00

You may be asked to attend workshop or another course.

Re-booking – \$165.00

You may change or defer your course once; further deferment incurs charges.

Administration – \$200.00

Refund of fees within time limit, minus admin fee.

Criminal Record Check – \$99.00

If you misplace or damage yours.

First Aid Books – \$20.00

Combined First Aid Manual and Workbook

Attending a course day again – \$165.00

For each day that you wish to attend again.

Work Experience Re-booking fee – \$50.00 per day

This charge applies when a student cancels without giving 72 hours' notice unless a medical certificate is provided.

Dishonour fee – \$30.00

If your cheque is dishonoured.

Late payment fee: A 10% additional surcharge on total course fee applies if fees are not paid on or before course completion.

Late Assessment fee: A \$2.50/day late assessment fee will apply where students require assessments to be marked when they are over the 12-month time limit.

Frequently asked questions

I need to withdraw or defer my course due to personal reasons. You can withdraw from a course at any time. We allow up to 12 months with no penalties, after this additional charge will apply or the student withdrawn and cancelled.

What happens if I miss a class? You will need inform call 1300 36 044 to advise you will be absent and provide a medical certificate.

If there is persistent absenteeism regardless of medical certification, the college reserves the right to cancel a student's enrolment.

Absenteeism without a medical certificate will be recorded, and after the third occasion the enrolment will be cancelled.

I have enrolled in my course but now I want to cancel, will I get a refund? A full refund will be given (minus a \$200 administration fee) if you cancel at least 14 days prior to the course commencement date. A 50% refund will be given (minus a \$200 administration fee) if you cancel at least 7 days prior to the course commencement date.

No refund will be given you cancel within 7days of the commencement of a course or fail to complete all training and assessments within 3 months of the final scheduled training session.

Why are there additional fees for RPL? The RPL process involves a lot of evidence gathering by the student and interview and mentoring from the RTO. The process is extensive and requires a member of the RTO to map all the evidence, make an assessment judgement and determine if any gap training is required.

When will I receive my certificate? Adept Training will follow the 30-day rule as outlined by ASQA on the issuing of certificates within 30 days of the last piece of assessment evidence being made competent by the assessor.

Can I get a written or verbal reference from my trainer or from Adept Training? Your accredited qualification is your evidence that you have completed a qualification with Adept Training. We do not provide individual references for students.

I have completed a course elsewhere and already some of the units in the qualification I want to do at Adept, do I have to do those units again? No, you can apply for a credit transfer if the unit code and name is the same as the unit you are enrolling into. You will need to complete a credit transfer application form and by allow Adept Training to have access to your USI record. If the unit you are apply for is not on your USI record you can supply either the original or a JP certified copy of your certificate and transcript, showing the unit of competency. This will then need to be verified as authentic from the issuing RTO, we will contact the issuing RTO on your behalf. If you have received your qualification from TAFE, you may need to contact them directly and request confirmation of authenticity in writing.

What if I don't complete all the units from my qualification? If a student does not complete all units from a qualification, they will be awarded a statement of attainment for any units they have completed.

External support services and assistance guide		
Issue	Website	Phone no.
Alcoholism	www.aa.org.au	02 9387 7788
Anxiety (including phobias and obsessive compulsive disorders)	www.ada.mentalhealth.asn.au	02 9879 5351
Anxiety	www.serenitynsw.com.au	02 9740 9539
Crime stoppers		1800 333 000
Crisis counselling (Lifeline)	www.lifeline.org.au	13 11 14
Depression	www.beyondblue.org.au	1300 224 636
Domestic violence		1800 656 463
Drugs addiction	www.thewaysidechapel.com	02 9358 6577
Family drug support		1300 368 186
Family and friends with mental illness	www.arafmi.org	02 9805 1883
Eating disorders	www.edf.org.au	02 9412 4499
Emergency services	Police Fire Ambulance	000
Interpreting services		13 14 50
National literacy and numeracy support		07 3237 0111
Men's line Australia		1300 789 978
Pregnancy help line		1300 139 313
Reading and writing hotline		1300 655 506
Salvation Army Salvo Care Line		1300 363 622
State-wide Sexual Assault Help Line		1800 424 017
Quitline smoking information and counselling		13 18 48