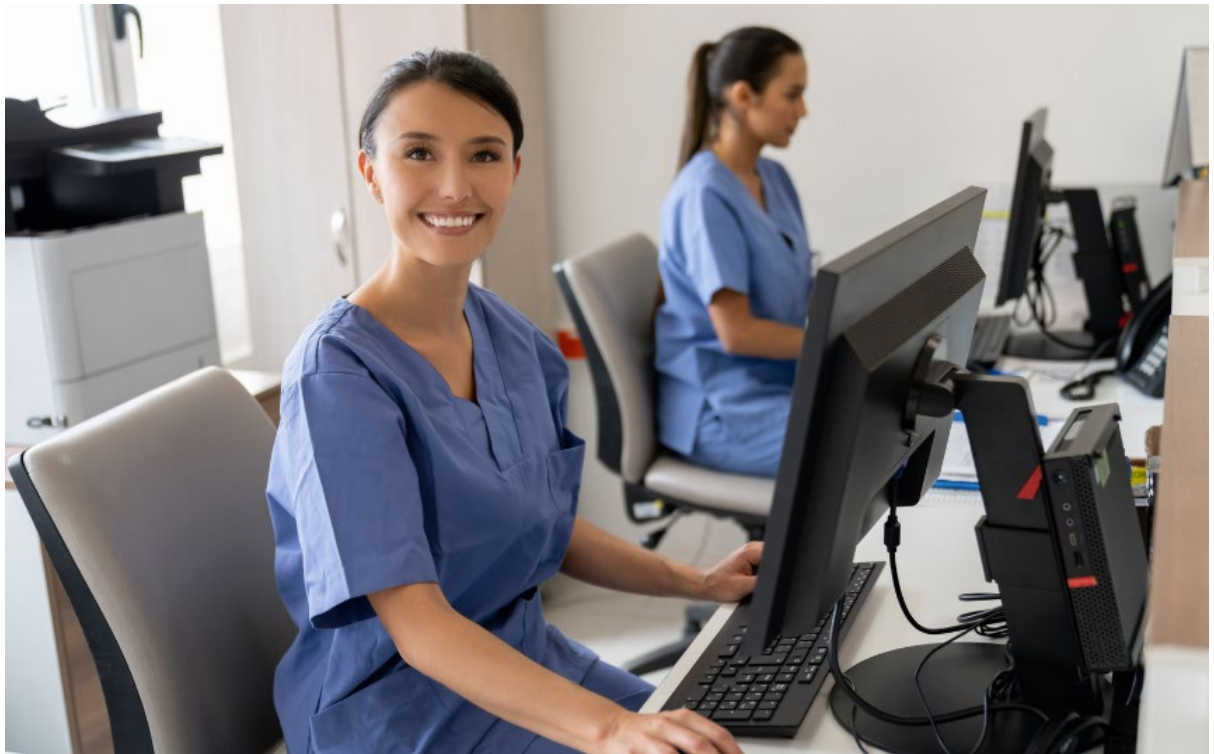


TRAINEESHIP HANDBOOK

Adept Training

Version 1_June 2024



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 Training 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 trainees.

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 qualifications offer pathways to rewarding careers in growth industries, to further study or specialised vocational training and to enhanced wellbeing for graduates. Employers gain highly skilled, competent employees from traineeship graduates, should they decide to offer continued employment to their trainee.

Adept Training delivers 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 trainees. 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.

Traineeship Handbook (overview)

This handbook outlines the terms and conditions including the rights and obligations that a trainee and an employer need be aware of and understand prior to enrolment. Please take the time to read this handbook and keep it as a reference.

Before the trainee completes and signs the Adept Training and Smart and Skilled enrolment forms, the trainee must ensure they have read and understood the contents of this handbook. By completing and submitting the enrolment forms, the trainee is acknowledging that they have read the Traineeship Handbook and will abide by the information it contains. The employer must also acknowledge they have read and understood the content of this handbook prior to entering a traineeship contract. If clarification is required, please contact Adept Training on 1300 366 044 or admin@adepttraining.com.au

Adept Training reserves the right to amend the terms and conditions at any time, however if we do, the trainee, the employer and Training Services NSW will be notified within 10 days. Information specific to the program of study will be made available in separate documents.

What is a traineeship?

A traineeship is structured on the job training where a trainee is employed by an organisation (the employer). Both parties together with a Registered Training Organisation (RTO) enter a traineeship contract with Training Services NSW. This contract stipulates the length of the traineeship, in other words how long the trainee has to complete a qualification. There is responsibility placed on all parties to the contract which are outlined below.

Employers Rights and Responsibilities

A traineeship starts with the employer who recruits a trainee, they then contact an Apprenticeship Network Provider to arrange the Training Contract, which outlines the conditions of training in the workplace.

The employer must:

- provide a safe workplace where quality training, practical instruction and learning can occur.
- every opportunity to learn the skills and acquire the knowledge of the trade or traineeship.
- an adequately qualified or experienced person to run the training and supervise them in the workplace.
- access to structure on and/or formal training.
- time off work (as required) with pay to undertake training and assessment delivered by the RTO.
- at least three hours per week to study or partake in structured formal or on-the-job training.

The supervisor allocated to a trainee must be suitable qualified or experienced at the same level or higher in the vocation of the traineeship.

The level of on-the-job supervision provided by the employer must:

- ensure the health, safety and welfare of the trainee
- provide meaningful on the job training, particularly when undertaking complex and high-risk activities/vocations
- monitor the trainee's progress, providing feedback, and answer any questions they may have.

The supervisor of a trainee will need to:

- act as mentor and be a role model
- be familiar with the Training Plan and how each unit relates to workplace tasks.
- give clear and consistent instructions on work tasks.
- guide and support.
- monitor and keep records of progress.
- provide feedback and encouragement.
- liaise with the RTO and other relevant parties.
- release the trainee during work hours with pay to attend formal training and assessment.

The employer has the right to expect the trainee to make every effort to acquire the skills and knowledge needed to complete the traineeship within the contract period, while following organisational policy and procedure.

Trainee Rights and Responsibilities

A trainee, as an employee of an organisation, is responsible to ensure that:

- all organisational policies and procedures are followed.
- their safety and the safety of others is maintained.
- all reasonable and lawful instructions are followed.
- every effort to acquire the skills and knowledge needed to complete the traineeship within the contract period. This may include some home study outside of the workplace.
- all scheduled training by the RTO is attended.
- all assigned work tasks including assessments are completed on time.
- workplace diary is completed, signed by a supervisor and submitted to designated trainer.
- supervisor/employer or RTO is notified of lateness or absence.
- personal details are updated with employer, RTO and Training Services NSW.
- Any concerns regarding completion of a traineeship are reported to the employer, RTO and Training Services NSW.

The trainee has the right to expect a safe workplace free from bullying, harassment or discrimination. They also have the right to adequate supervision and formal and informal training with time allocated on a weekly basis for learning and study.

Registered Training Organisation Rights and Responsibilities

The RTO, in this case Adept Training is responsible for working with the employer and trainee to develop a Training Plan. This includes drafting the plan, showing how it is to be used, recording progress, and providing assessment. The RTO is responsible for developing the Training Plan within 12 weeks of Training Services NSW approving the Training Contract between employer and trainee. If the Training Plan needs to be changed the employer and trainee must be consulted.

The RTO must regularly update the employer regarding the trainee's progress and consult with trainee to ensure they have access to all workplace resources to complete on-the-job requirements of the qualification. The RTO must immediately notify Training Services NSW if the trainee is not progressing for whatever reason.

The RTO is responsible for uploading training progress data to Training Services NSW as part of the Smart and Skilled requirements for funded trainees. If a funded trainee withdraws this must be reported to Training Services NSW.

The RTO plays a key role in the completion of the traineeship by issuing a qualification. Prior to this the RTO must ensure that competency has been achieved.

For competency-based completion of a traineeship:

- the trainee must complete formal training and assessment with the RTO to achieve required competencies
- the trainee must show they have met industry standards through workplace training.
- the RTO must confirm with the employer that the trainee is competent in the workplace.
- The RTO must report the completion of formal training to Training Services NSW and issue the qualification to the trainee.
- Training Services NSW will confirm completion and issue a Certificate of Proficiency to the trainee.

Adept Training has a responsibility to protect trainees from being harmed by taking part in practical or simulated classroom/workplace practices and learning. If there is evidence that the trainee's skills or behaviour could present a risk to themselves or other people, all practices will be stopped to evaluate the risk and conduct further training.

The RTO has the right to expect the employer will allow access to the trainee for formal training and assessment and will provide on-the job training and supervision to fulfill the requirements of the qualification. The RTO has the right to the co-operation of the student through attendance at formal training, completion of assigned tasks, workplace diaries and assessments. Regular consultation is required with both employer and trainee to discuss progress and to address any issues which may affect the completion of the traineeship.

Training Services NSW

Training Services NSW are the NSW Government body that manage training contracts, they can be contacted on 13 28 11. Please see the link below to download their Welcome Guide below.

<https://www.nsw.gov.au/education-and-training/resources/apprentice-trainee-welcome-guide>

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 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 will not be able to complete your training. If you do not 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

Granting Third Party Access to your USI Transcript

As part of Adept Training's enrolment process, we require trainees to grant Adept Training access to their USI record to check credit transfer eligibility. Trainees must not be required to repeat any unit of competency in which they have already been assessed as competent. A credit transfer will be granted in the case of a unit of competency that has already been completed.

Instructions for granting third party access to USI transcript can be found in Appendix A at the back of this handbook.

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 Before enrolling please review our Traineeship Handbook, check the course information and content, and request additional information if necessary.

Entry requirements

All courses have entry requirements such as Language, Literacy and Numeracy skills and a specific level of education, some course also have 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. Trainees who are not eligible will be contacted via email.

Enrolment

Trainees must complete and sign the enrolment forms and all other required documents prior to enrolment.

All Trainees 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. Proof of NSW residential or workplace address, and residency status is also required under the NSW Government Smart and Skilled funding contract.

Adept Training must be notified immediately of any change of name, address or any other details collected in the enrolment process. Inaccurate information may delay the issuing of certificates and fees apply for re-printing Certificates or Statements of Attainment where there is a discrepancy due to trainee details being out of date.

During the enrolment process the trainee will need to confirm:

- that they have read, understood and accept Adept Training's terms and conditions.
- that they understand the information they 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 the trainee's written consent in accordance with the Privacy Amendment (enhancing privacy protection) Act 2012.
- that they consent to disclosure of this information to government departments and third parties for these purposes.

Smart and Skilled Funding for Traineeships

The NSW Government subsidises training for eligible trainees under the Smart and Skilled funding programme.

Please follow the link below for information on Fee-free traineeships.

<https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/low-cost-and-free-training-options/fee-free-traineeships>

Traineeship fees

Traineeship fees apply to NSW New Entrant Trainees undertaking training in a qualification offered on the NSW Skills List as part of a traineeship pathway.

Under the NSW Government Fee-free Traineeship Initiative, NSW trainees who are funded under Smart and Skilled, and commence subsidised training between 1 January 2020 and 31 December 2024, who are eligible for free training. Please follow the link below to download Smart and Skilled Fee Administration Policy.

For trainees who are not eligible, the fee for a qualification delivered to a trainee under a traineeship pathway is capped at \$1000 and may be lower than for a non-traineeship pathway.

<https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy>

Consumer Protection Information

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

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

Marketing

- 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 www.fairtrading.nsw.gov.au
- Adept Training's market policy adheres to the RTO Standards and Smart and Skilled Contract requirements.

Provision of information

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

Privacy and personal information

When a trainee enrolls at Adept Training, the collection, storage, use and disclosure of any personal information they provide is protected under the Privacy Amendment (enhancing privacy protection) Act 2012. Any information we ask to be provided will only be that which is necessary for the purposes of a 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 before enrolling. In some cases, low level support can be provided, however if extensive support is required for a trainee 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 Traineeship Support Services in this handbook for further information.

Lateness and absenteeism

Attendance at every scheduled training and assessment session is mandatory for traineeship progression and successful completion. Trainees who are absent from Adept Training sessions must call 1300 366 044 at least 8 hours prior to session commencing to advise they will not be attending and MUST provide a medical certificate or letter from their employer to cover the day they have missed. Adept Training may request the issuing medical practitioner to verify the medical certificate. Trainees must also follow the employer's leave policy.

If there is persistent lateness or absenteeism regardless of medical certification, Adept Training will contact the employer and Training Services NSW and reserves the right to cancel a Trainee's enrolment.

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

Adept Training collects 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 information to any person or agency without the permission of the trainee 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. Personal information may be used by Adept Training Pty Ltd for the purpose of promoting future learning programs to graduates.

If a Trainee 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 Trainees will be recruited in an ethical and responsible manner, consistent with the curriculum or National Training Package. Prospective trainees will have access to clear information, prior to enrolment, about their course and Adept Training services and support. Programs are open to all members of the community regardless of race, gender, sexual preference, marital status or physical or intellectual impairment who meet traineeship eligibility requirements. 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 trainees if 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 trainees and staff have the right to an environment free from such abuse. Please report any incidents or concerns to the RTO or employer or Training Service NSW. Adept Training will acknowledge any reports within 5 working days and will investigate and respond within 60 working days. Adept Training reserves the right to dismiss any trainee for disruptive, inappropriate, bullying, harassing or discriminatory behaviour.

Workplace health and safety (WHS)

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

Trainees must conduct themselves in a manner that does not contribute to hazards or likely injuries to themselves or others. They must follow all organisational WHS policies and procedures which includes reporting any hazards to the employer. Employers and RTO are responsible for creating an environment that is safe and free from hazards. All parties must abide by duty of care requirements in the workplace and training environment.

Alcohol and other drugs

Trainees must not be under the influence or affected by drugs or alcohol during work hours or training and assessments sessions with Adept Training. If you are taking prescription medication, make sure you are aware of any side effects that may hinder your work. Discuss any safety issues with your workplace supervisor. Please refer to the employer's drug and alcohol policy and Adept Training's Drug and Alcohol Awareness Policy and Procedures.

If a trainee drinks alcohol excessively or takes recreational drugs and are breath-tested or drug-tested, this may result in a traineeship being cancelled and/or loss of employment.

Smoking and Vaping

The NSW Smoke-free Environment Act 2000 bans smoking in a range of public places in NSW. Check the smoking regulations at your workplace.

Smoking or Vaping is not permitted during Adept Training's training or assessment session.

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 Trainees, 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 trainee has the right to register a formal complaint, grievance or appeal. Please give details of any complaints by mail or email. Adept Training takes every complaint very seriously and we 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
- a complaint may be lodged anonymously by sending it to 83 Marion St Harris Park NSW 2150
- complaints, grievances and appeals will be dealt with in a professional and timely manner.
- upon 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 Training 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 to a unit of competency.

To be eligible for credit transfer the trainee must provide access to their USI Transcript to Adept Training. This may be done by logging on to the USI Portal and following the instructions below.

Instructions for granting third party access to USI transcript can be found in Appendix A at the back of this handbook.

The trainee must complete Adept Training's Credit Transfer Application form (available on our website or from our office). The trainee may also be requested to provide the original or a certified copy of their Statement of Attainment or Certificate which we are required to authenticate with the issuing RTO.

A credit transfer 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.

An application for RPL must be lodged prior to course commencement. ***We recommend lodging an RPL application form at least 8 weeks before the commencement of a course.*** An invitation to attend an interview with an RPL assessor will be issued to ascertain the evidence requirements to progress an RPL application.

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

Note that this is a self-directed assessment process where the applicant is asked to provide evidence that they can successfully achieve competency in each of the units. Adept Training make no guarantee that trainees will receive the full qualification through RPL.

Trainees who have completed qualifications overseas may not qualify for RPL, as the Australian Qualification Framework that our accredited courses operate under may involve different learning outcomes.

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.

Industry Consultation

Industry refers to any organisations 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 and 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 traineeship with Adept Training, 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 trainees' competency. These include but are not limited to:

- written assessments
- verbal assessments
- case study assessments.
- research/project/homework tasks
- workplace/simulated observation and demonstration assessments
- workplace diaries
- third party reports

These tasks are assessed as Satisfactory or Unsatisfactory.

If a trainee achieves a "Satisfactory" result in all the assessment tasks for each unit of competency they will be awarded a competent result for that unit.

If they are assessed as "Unsatisfactory" in any assessment tasks they will be given an opportunity to re-submit.

Please note that more than one assessor may be involved in the marking of trainee assessments.

Assessment Submissions

Trainees MUST submit all assignments and assessments in the format requested by their trainer. An assessment submission timetable will be advised to the trainee at each session and should be followed to ensure progression and completion within the training contract timeframe.

Assessment appeals

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

Competency Based-Training and Assessment

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

- Fairness – assessment procedures will be fair, so as not to disadvantage and learners.
- Flexibility – a range of assessment methods are used, and reasonable adjustment is available, if required.
- 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.

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 trainees to undertake assessments at appropriate times and where required in appropriate locations.

Reasonable adjustments

Reasonable adjustment means adjustments that can be made to the way in which evidence of trainee 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 the use of an alternative method of assessments and support such as scribing, verbal assessment and/or individual assessment conditions such as additional time in the assessment 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 trainees with a disability, please contact Adept on 1300 366 044.

Certification

Certification will only be issued when competency has been achieved in **all** elements/performance outcomes of the unit of competency.

If deemed 'Not yet competent', the trainee may provide additional evidence of competency. Opportunities are given to trainees throughout the course to be reassessed as they progress.

Accredited qualifications are made up of units of competency. The following may be issued:

- A Statement of Attainment is issued for units of competency completed where all units in a qualification have NOT been successfully completed e.g. a trainee withdrew from training.
- A Certificate is issued when all units of competency that make up a qualification have been successfully completed.

Qualifications and/or Statements of Attainment may take up to 30 days from successful completion of the last unit of competency. Please do not contact Adept Training requesting a certificate or statement of attainment prior to this date.

Completion Timeframes

- Full time traineeships should be completed within approximately 12 months
- Part time traineeships should be completed within approximately 24 months

If the training cannot be completed before the training contract end date a Variation to Contract must be submitted to Training Services NSW. This will need to be completed in conjunction with the trainee, employer and RTO.

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

Adept Training 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

The trainee has the right to view or access copies of their Adept Training records to:

- view marked assessments.
- view summary of all their progress results
- personal information held on file by Adept Training.

If access or copies of records that are held by Adept Training are required please complete a Participant Record Access form and email your request to: admin@adepttraining.com.au. A fee may apply for copies of requested records.

Please note the requirement for retention of some student documents is 6 months for fee paying students and 3 years for Smart and Skilled funded students.

Trainee misconduct and disciplinary procedures

Adept Training will not tolerate misconduct under any circumstances and a trainee may be asked to leave training room, and further action may be taken depending on the seriousness of the misconduct.

Misconduct includes but is not limited to 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 person at a work, health or safety risk.
- assault to any member of Adept Training staff, co-workers or trainees including verbal, physical, threatening comments or gestures.
- any breach of anti-discrimination laws including but not limited to, race, gender, religion, age, marital status, ethnicity, sexual orientation, political beliefs etc.
- bullying and harassment, disorderly conduct, disruptive or abusive behaviour towards staff, trainees 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 any of Adept Training's property or to any premises used by Adept Training including the trainee's workplace.
- theft.
- persistent lateness or any other unacceptable disruption.
- the use of profanities, crass or obscene language.
- under the influence of or the use of drugs or alcohol.
- smoking or vaping.
- any behaviour that breaches the Privacy Act 1988.
- any criminal or anti-social behaviour.

At all times others must be respected in the workplace 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 a trainer is ill or absent from a training session, Adept Training will endeavour to find a substitute trainer. If this is not possible the session will be rescheduled.
- Adept Training does not provide references for trainees.
- Adept Training provides flexible learning and assessment options face-to-face, practical hands-on learning techniques, and workplace assessment tasks.
- participation for blood collections is encouraged during the unit of competency HLTPAT002 Perform venous blood collections and a trainee will be asked to sign a waiver indicating their commitment to participation and safety. (This unit is not applicable to all traineeships)
- strict infection control procedures are adhered to during your traineeship, you must always obey these instructions.
- if there is a change to any personal details Adept Training and Training Services NSW must be notified so personal records are current throughout the traineeship.

Trainee educational support services

Adept Training will ensure that all trainees are given reliable and appropriate advice regarding support services and welfare facilities. Adept Training will demonstrate regard for the trainees with special needs and those from different cultural backgrounds.

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

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

Trainee wellbeing is important to us and if a trainee has an issue of a personal nature, they may consult their trainer or RTO Manager. Support is offered to all trainees. 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 Training trainees can make an appointment with Student Liaison Officer to discuss a range of educational support options such as:

- course options and career pathway advice
- career changes advice

- course selections and suitable processes
- linking Trainees to a range of language, literacy and numeracy support options
- supporting Trainees to improve course completions through improving motivation, concentration and confidence.
- interpersonal skills in the workplace, including conflict resolution and negotiation skills.
- trainee concerns regarding harassment, discrimination and assessment appeals

Adept Training Service Standards

While we endeavour to provide the following level of service to support our trainees in a timely manner, this may be subject to 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 trainee requests (normal working weeks) - within 5 business days
- response to trainee requests (public holidays/Easter/Christmas) - within 7 business days of the office reopening

Certificates

Certificates will be issued within 30 calendar days (as outlined by ASQA) 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

Neither Adept Training nor our trainers provide references for trainees or graduates. The certificate issued by Adept Training is sufficient evidence that a graduate met the required industry standard at the time of graduation.

Trainee Guides and Links to Online Learning and Assessments

These resources are provided in a structured, timely manner throughout your traineeship to optimise your learning experience.

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 on 1300 366 044 or downloading the request form from our website. The form is to be completed and emailed to admin@adepttraining.com.au with the applicable fee for trainee record retrieval, as follows:

- Hard copy - \$40.00
- Electronic copy - \$20.00

Records may be limited at time of printing

External Support Services and Assistance Contacts

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
Police Assistance (Non-life threatening or time critical emergency)		13 14 44

Appendix A

Granting Adept Training Third Party access to your USI Records

Adept Training requires access to a student's USI record prior to confirming an enrolment into an accredited training course with us. We must ensure that we do not train or assess any student in a unit of competency which they have previously completed.

To enable Adept Training to do this, each student is required to grant third-party access to their USI record at each enrolment, and in some cases, after training as commenced.

Please allow 3 months' access to allow Adept Training's Administration Team sufficient time to process this part of your enrolment.

All USI record information accessed by Adept Training is subject to the privacy, confidentiality and data protection clauses in the Adept Training and Smart and Skilled enrolment form.

Granting a third-party access to USI records

This is required if you are applying for credit transfer for a unit/units that you have already completed.

1. Log in to your USI Account (choose Student Portal option)

<https://www.usi.gov.au/help/login-to-usi-registry>

2. Agree to terms



Australian Government

USI Unique Student Identifier

STUDENT PORTAL

You are here: [Home](#) > [Terms and Conditions](#)

TERMS AND CONDITIONS

IT IS IMPORTANT THAT YOU UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS BEFORE USING THIS WEBSITE.

The USI website [Terms and Conditions](#) define our shared responsibilities in regards to:

- Your personal information and privacy;
- Information security;
- Accessibility.

Education or training providers **must not use this portal** (Student Portal) to create, view, or update student USIs. Organisations can only operate on behalf of a student through their integrated student management system or via the [USI Organisation Portal](#).

By agreeing to the terms and conditions I acknowledge that giving of false or misleading information is a serious offence.

I agree to the [Terms and Conditions](#). *

More information in regards to the USI website terms and conditions can be found [here](#).

Next

3. Choose "Provide your USI" tab (middle row in the middle)

The screenshot displays the 'USI STUDENT PORTAL' with a grid of service options. The options are arranged in three rows. The first row contains three boxes: 'Update Personal Details', 'Update Contact Details', and 'Change Password'. The second row contains three boxes: 'Change Check Questions', 'Provide your USI', and 'View VET Transcript'. The third row contains one box: 'VET Transcript History'. Each box has a title and a brief description of the service.

USI STUDENT PORTAL		
Update Personal Details Please select to update your personal details.	Update Contact Details Please select to update your contact details.	Change Password Please select to change your password.
Change Check Questions Please select to change your check questions.	Provide your USI Please select to print or email your USI verification details or to manage access permissions for your account.	View VET Transcript Please select to access your VET transcript.
VET Transcript History Please select to view downloaded VET transcript history.		

4. Choose "Provide your USI" in the USI Student Portal

This is a close-up of the 'Provide your USI' option from the USI Student Portal. It features a purple header bar, the title 'Provide your USI', and the text: 'Please select to print or email your USI verification details or to manage access permissions for your account.' A pink rectangular highlight is positioned at the bottom of the box.

5. Scroll down to

SET UP ACCESS TO YOUR USI ACCOUNT / PERMISSIONS

Click on - Add Organisation

SET UP ACCESS TO YOUR USI ACCOUNT / PERMISSIONS

You can set up access for organisations to view and/or update your USI account. You can also set up access for organisations to view your transcript. Providing access to your USI account and your transcript may assist your training organisation to process your enrolment.

If you have already set access permissions for an organisation to view and/or update your USI account they will be listed below.

Select **Edit** to update the current permissions, **Remove** to remove the current permissions or **Add Organisation** to search and set permissions for a particular organisation.


Organisation Name	Organisation Code	Expiry Date	View Details	Update Details	View VET Transcripts
-------------------	-------------------	-------------	--------------	----------------	----------------------

Add Organisation

6. Organisation Code is 368035

Organisation Name is Adept Training

MANAGE PERMISSIONS - ADD ORGANISATION

 Enter the Organisation's details and select **Search** to find an Organisation.

SEARCH DETAILS

Organisation Code


Organisation Name

Search

[Back](#)

7. Click on search

MANAGE PERMISSIONS - ADD ORGANISATION

 Enter the Organisation's details and select **Search** to find an Organisation.

SEARCH DETAILS

Organisation Code

Organisation Name

Search

SEARCH RESULTS


Organisation Name	Organisation Code	ABN	
ADEPT TRAINING PTY LTD	90991	20098072247	Add

(1 search result found)

[Back](#)

8. Click on Add

MANAGE PERMISSIONS - ADD ORGANISATION

 Enter the Organisation's details and select **Search** to find an Organisation.

SEARCH DETAILS

Organisation Code

Organisation Name

Search

SEARCH RESULTS

Organisation Name	Organisation Code	ABN	
ADEPT TRAINING PTY LTD	90991	20098072247	Add

(1 search result found)

[Back](#)

9. **Select** (as highlighted)

- **View Vet Transcript**
- **Select and expiry date**
- **Save**

MANAGE PERMISSIONS - SET PERMISSIONS

i Please select View and/or Update and the Expiry Date you would like to give the Organisation and select **Save**.

***** Indicates a mandatory field

ORGANISATION DETAILS

Organisation Name	ADEPT TRAINING PTY LTD
Organisation Code	90991
ABN	20098072247

PERMISSIONS

View VET Transcript	<input checked="" type="checkbox"/>	[Redacted]
View Details	<input type="checkbox"/>	
Update Details	<input type="checkbox"/>	
Expiry Date	<input type="text"/>	Select [Redacted]

[Cancel](#) **Save** [Redacted]

[Back to Search Results](#)

10. Once all this has been completed – you will see the below message.

PROVIDE YOUR USI

i To help your training organisation to verify your USI you can print or email your USI verification details to them on this screen. You can also set permissions to allow your training organisation to view and/or update your USI account details or view your transcript.

✓ The Organisation has been successfully added to your Permission list.