



Learner Handbook



Document History

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Smart Training & Consulting Group Pty Ltd
 RTO ID: 91785
 36 Vincent Street Cessnock NSW 2325

Welcome

Thank you for choosing Smart Training & Consulting Group, we look forward to working with you to achieve your training and career goals.

Smart Training & Consulting Group is a Registered Training Organisation (RTO ID: 91785) committed to providing high quality standards of vocational education and training, we aim to provide a happy, friendly atmosphere in which to learn.

Smart Training & Consulting Group will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate the training to meet your individual needs.

It is important to keep this handbook on hand during your training, as it will provide additional guidance as you progress throughout your chosen course. In this handbook, you will find information about Smart Training & Consulting Group's policies and procedures, together with forms and documents that you may need to refer to and/or complete.

If you have any suggestions on how we can improve our Policies and Procedures, please complete an "Opportunity for Improvement" form and submit to your trainer who will pass this on to our compliance team.

We sincerely hope your time at Smart Training & Consulting Group is a memorable and productive learning experience.

If you require any assistance with understanding these Policies and Procedures, please do not hesitate to ask your trainer for assistance, who can explain the process further.

Yours sincerely,

The Smart Training Team

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Our Purpose

To create opportunities and transform lives.

Our Goal

Our aim is to provide you with an educational experience that is **SMART**.

- **Successful** - We are committed to providing you with every opportunity to succeed with your educational pathway.
- **Meaningful** - We will support your educational journey of continual learning and growth to be meaningful in every way.
- **Achievable** - We create opportunities for achievement that are accessible to all.
- **Respectful** We respect each learner as an individual and endeavour to meet the learning needs of all.
- **Transformational** - Our goal is to transform the lives of our learners through high quality vocational education, training, and leadership.

Our Objectives

In recognition of this mission, our objectives are:

- **Respect.** We respect each learner as an individual and endeavour to meet the learning needs of all
- **Transform.** Our goal is to transform the lives of our learners through high quality vocational education, training, and leadership.
- **People.** We strive to attract, recruit, and retain talented, competent, and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is Learner focused and which supports lifelong learning. We respect our Learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

RTO Information

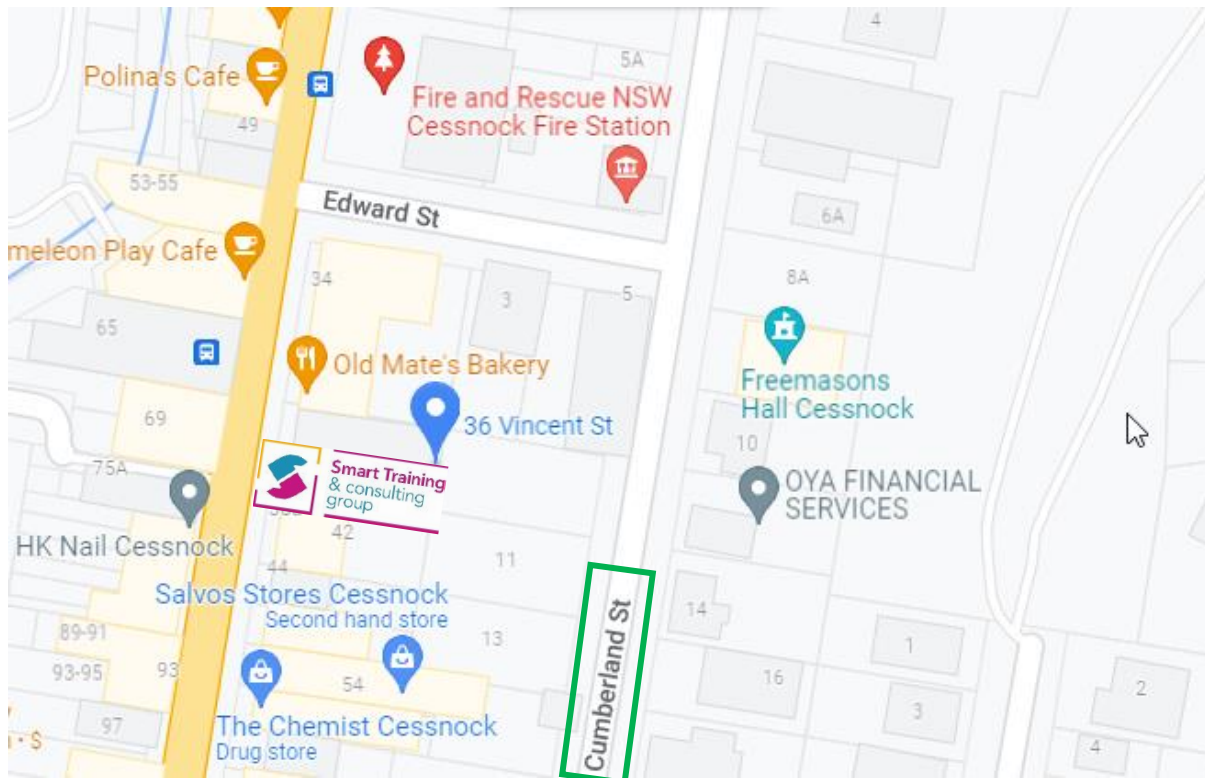
Smart Training and Consulting Group (RTO ID 91785) is a nationally Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA). We operate throughout Newcastle, Lake Macquarie, and Hunter Regions. All services provided are in accordance with the VET Quality Framework, including the *Standards for Registered Training Organisations 2015*.

Where we are located

36 Vincent Street Cessnock NSW 2325

Phone: 02 4013 6145

Email: reception@smartrainingandconsulting.com.au



Parking

Parking on Vincent Street is restricted to one-hour. On **Cumberland Street** you can find parking lots for long-term parking runs parallel behind Vincent Street). (the street behind our building)

Transport

There is a bus stop on Vincent Street at the corner of Edward Street (Stop ID 2325142). From here directly outside our office

Food and Beverage Facilities

Vincent street has lots of cafes and eateries and there are two shopping complexes with more choices nearby.

Our Services

Smart Training and Consulting Group provides training and assessment services in support of the following nationally endorsed training products:

Code	Qualification Name
CHC33021	Certificate III in Individual Support
CHC43015	Certificate IV in Ageing Support
SIT20322	Certificate II in Hospitality
SIT30622	Certificate III in Hospitality
BSB20120	Certificate II in Workplace Skills
BSB30120	Certificate III in Business
BSB40520	Certificate IV in Leadership and Management
BSB50420	Diploma of Leadership and Management
HLT33015	Certificate III in Allied Health Assistance *IN TRANSITION*

Our Trainers

Our Trainer and Assessors are dedicated professionals who are suitably qualified and have current industry experience and qualifications. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical experience for your chosen course. Our trainers deliver their training in a motivating and stimulating way to keep our learners interested and engaged.

At Smart Training and Consulting we deliver a nationally accredited qualification via training face-to-face and in the workplace. When you study with Smart Training and Consulting, your Trainer Assessor will be always there to assist you throughout your course. You can either attend a classroom training environment or receive job visits.

Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide Learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet, or smart phone anytime. Fact sheets –available to [download Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time.

Learner Conduct

Behavioural Misconduct

Learners enrolled with us come from all walks of life and they will be joined with other Learners in shared learning and working environments. Smart Training is committed to maintaining a safe, positive, supportive, and effective training and assessment environment. The conduct of Learners and staff is fundamental to this commitment.

What is behavioural misconduct?

Behavioural Misconduct is defined in our *Behavioural Misconduct Policy 3.1.2* as conduct that:

- a) breaches our policies,
- b) is criminal or illegal under state and federal laws,
- c) goes against *Learner Conduct Standards*.

Learner Conduct Standards

Smart Training and Consulting expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Smart Training and Consulting.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Smart Training and Consulting publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other Learners and Smart Training and Consulting staff members

Behavioural misconduct will be managed in accordance with our *Behavioural Misconduct Procedure 3.2.4*.

Your Safety

Smart Training and Consulting is committed to providing a safe and healthy environment for all employees and Learners in which to participate in training and assessment under the *Work Health and Safety Act 2011* and *Work Health and Safety Regulations 2011*. Our employees and Learners have a duty of care to take reasonable care for the health and safety of themselves and others in the workplace.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents, and near misses to the RTO staff.
- No consumption of alcohol or illicit drugs within training and assessment facilities or during the conduct of training and assessment.
- Keep training and assessment areas neat and tidy at all times.
- Seek assistance if you volunteer to lift items e.g., move furniture in a training area, and
- Observe hygiene standards particularly in eating and bathroom areas.

Smart Training and Consulting Group will also endeavour to provide:

- A workplace that is safe to work in, with appropriate procedures that are aligned with current standards.
- Adequate staff training in workplace health and safety
- Properly maintained facilities and equipment
- A clean and suitable designed workplace with the safe storage of goods
- Implement procedures and practices in accordance with state and local government healthy regulations.

Electrical Equipment

- Electrical equipment that is not working should be reported to Smart Training and Consulting staff.
- Electrical tagging will be carried out annually.
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers, and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- Smart Training and Consulting will undertake to communicate the procedures involved in evacuation and the location of fire equipment to Learners at each facility for each training and assessment event, and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.

- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents, incidents or near misses must be reported to Smart Training staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

Manual Handling

- Learners, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Smart Training and Consulting unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

Access and Equity

Smart Training is committed to ensuring that we offer training opportunities to all people on an equal and fair basis. All learners have equal access to our training programs irrespective of their gender, culture, race, socio-economic status, disability, age, marital status, pregnancy, or sexual orientation in accordance with our *Inclusion Policy 6.1.4*. Learners who meet our entry requirements will be accepted into any of our training programs.

Bullying and Harassment

Smart Training and Consulting is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Smart Training and Consulting Staff (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against any staff member or Learner who has breached our policies. A Complaint that alleges Reportable Conduct involving a minor will be further managed in accordance with our *Working with Children and Vulnerable People Policy 6.1.3* and may involve mandatory reports to law enforcement and/or child protection agencies where there is a Regulatory Requirement.

Learners should expect fair and friendly behaviour from Smart Training and Consulting staff members and other enrolled learners.

Learners who feel that they have been discriminated against or harassed can make a compliant in accordance with our *Consumer Protection Policy 3.1.3*. We apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC). If a Learner wishes to report an instance of discrimination or harassment to an agency external to Smart Training and Consulting, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your Privacy

Smart Training and Consulting takes the privacy of Learners very seriously and complies with all legislative requirements. These include the *Privacy Act 1988* and Australian Privacy Principles.

Here's what you need to know:

- Smart Training and Consulting will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the *National Vocational Education and Training Regulator Act 2011*.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- Smart Training and Consulting is required by the *National Vocational Education and Training Regulator Act 2011* to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make Learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Smart Training and Consulting will seek the written permission of the Learner for such disclosure. Smart Training and Consulting will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that Smart Training and Consulting is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how Smart Training and Consulting is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using [Complaints Procedure 3.2.1](#). Under the *Privacy Act 1988* you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

National VET Data Provision Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a learner at Smart Training and Consulting.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by Smart Training and Consulting and receipts of any payments of tuition fees or non-tuition fees.

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Smart Training and Consulting Group for statistical, administrative, regulatory and

research purposes. Smart Training and Consulting Group may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by government department of NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

NSW Smart and Skilled

If your training has been subsidised by NSW Government under Smart and Skilled, we are required to report your training activity and Personal Information (including the personal information contained on enrolment and application forms) for statistical, regulatory and research purposes. Smart Training may disclose my personal information for these purposes to third parties, including the NSW Department of Education (The Department).

The Department may disclose your Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.

Those government agencies may use your Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of training, the determination of eligibility to receive subsidised training or for any Fee Exemptions or Concessions. Personal Information may also be disclosed to other third parties if required by law.

Learners will be required to acknowledge and agree that the Department may contact you by telephone, email or post, during or after you have ceased subsidised training with Smart Training for the purposes of evaluating and assessing your experience.

Accessing Your Records

You are entitled to have access to your records. These records include your:

- Learner file,
- learning and assessment record,
- administrative records,

- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Smart Training and Consulting, you are welcome to have access anytime just ask your Trainer and it will be organised immediately.

You can access hard copy records and reports from our Learner management system, but only relating to you personally. Access must be requested in writing and requested records will be arranged as soon as possible and by the next business days. Access to physical records at our office will be arranged free of charge, however Learners should note that these records cannot be taken away. Where photocopies are requested, Smart Training reserves the right to charge a one-off photocopy fee of \$10.00 per unit.

To get a new original of a previously issued Statement of Attainment or Certificate, request your Certification Documents to be reissued in writing. Fees may be incurred in accordance with the *Completion and Certification Issue Policy 5.1.1*. Reissued AQF certificates will be an exact duplicate of the original. AQF certificates may only be collected in person or posted to the owner. A Learner may nominate another person to collect Certification Documents with prior notification to Smart Training and Consulting, and the person must provide photo ID to validate their identity.

Fee Information

Course Fees

For Long courses, fees are payable when a Learner has received a confirmation of enrolment. The initial deposit must be paid prior to commencing training or within 7 days of receiving an invoice from Smart Training and Consulting. Subsequent fees are payable within 28 days of receiving and invoice. Invoices will be emailed directly to learners unless otherwise advised by the learner. Course fees and due dates are outlined in Smart Training and Consulting Groups schedule of fees. If a learner has concerns about being able to pay fees as per the fee schedule, alternative arrangements may be made at the RTO Operations Manager's discretion.

Learners who are eligible for government subsidies for course fees may have reduced fees, or no fees, depending on eligibility established at the time of enrolment if applicable to the course.

Fees payable for short courses that are \$500 or less must be paid on enrolment. Smart Training reserves the right to refuse a learner attending a short course if the course fee has not been paid.

Smart Training may cancel an enrolment or discontinue training if fees are not paid as required. Payment methods include, EFT, credit card or cash. Payment details and an authorisation form is attached to the enrolment form.

Smart Training will withhold final results and Certification Documents until all fees have been finalised.

Learner cancellation

Learners who cancel their enrolment must notify Smart Training in writing via email or letter at the soonest opportunity. Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Learners are advised to consider alternative options such as requesting to defer their enrolment and re-commence in another scheduled course / program.

Replacement of training materials

Learners who require replacement of issued Learner Guides, or printed training and assessment materials will be liable for additional charges to cover the cost of replacement. Fees charged will vary depending on the amount of printing required.

VET in Schools Census Dates

A Census date is the last date that a learner can withdraw from a course without any financial liability. The Censes date will be 4 weeks from the first date of training. If a learner withdraws from a course after the Census date, the full fee will apply. This applied to VET in Schools courses only.

Refunds

Learners, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid. Refunds will be processed within 14 business days from the time the learner has given notice.

Learners who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Smart Training and Consulting is required to cover the costs of staff and resources which will have already been committed based on the Learners initial intention to undertake the training.

Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Where a Learner has purchased a text or training workbooks and subsequently cancels, Smart Training and Consulting will not refund monies for the text.

Payment method

Smart Training and Consulting accepts payment for fees using:

- Credit/Debit Card
- Electronic Funds Transfer (account details available on request)

Substitutions

Requests for substitutions are to be made in writing and can be made at any time up to 2 working days before the program commencement date.

Transfers

Requests for transfers to alternate programs can be arranged if Smart Training is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where Smart Training has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers may attract an administration charge of \$55.00 (incl. GST).

Fee Protection

Smart Training has a responsibility to protect fees paid by learners. To meet this need, Smart Training will only accept an initial payment of no more than \$1,500.00 for each enrolment prior to the commencement of the course / program. Remaining fees and subsequent payments are based on the costs of your training and assessment which is yet to be delivered. The full amount will be requested before the program commences or a payment schedule proposed.

Consumer Protection

Statutory Cooling Off Period

The *Standards for Registered Training Organisations 2015* require Smart Training to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that Smart Training and Consulting do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our Learners. For refund option in other circumstances, Learners must refer to the above refund information.

Our Guarantee to Clients

If Smart Training cancels or ceases to provide training, Smart Training must issue a full refund for any services not yet provided. The basis for determining “services not yet provided” is to be based on the units of competency completed by the Learner and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A Learner enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the Learner at that time had completed 4 of the 10 units. The Learner’s enrolment would be finalised and the Learner would receive a Statement of Attainment for the 4 completed units. The Learner would also receive a refund of \$900.00 which represents that value of the training not delivered.

Changes to Terms and Conditions

Smart Training and Consulting reserves the right to amend the conditions of the learner’s enrolment at any time. If amendments are made that effect the learner’s enrolment Smart Training will endeavour to inform the learner 7 days prior to changes taking effect. Learners will be informed of any changes via email, if a learner does not have an email address a Smart Training consultant will contact them via phone. Learners then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

Protection under Australian Consumer Law

As a learner undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#).

Refer to our policy *Consumer Protection Policy 3.1.3* for more information.

Continuous Improvement

Smart Training & Consulting Group is committed to the quality and continuous improvement of our training and assessment system, student services, and our management systems. Central to this commitment our *Quality and Continuous Improvement Policy 4.1.2* which outlines our approach to continuous, systematic, and sustained improvement.

Learner Feedback

You will be given the two formal opportunities to provide feedback:

- midway through your course (if longer than 12 weeks) which will alert Smart Training to any issues early on,
- at the completion of their course, Learners are issued with AQTF Learner Questionnaires.

The AQTF Learner Questionnaire is a nationally consistent survey tool which is designed to collect feedback from Learners about their experience with an RTO and in undertaking nationally recognised training.

Your completion and return of this survey is important to Smart Training and Consulting for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Assessment

At Smart Training assessment is conducted in accordance with our *Training and Assessment Policy 4.1.1* using a combination of methods. The following provides a brief explanation of the primary assessment methods:

- **Questions** – written, theory-based questions designed to gather knowledge evidence,
- **Structured Activities** – are tasks designed based on industry-validated scenarios and / or case studies to collect evidence that replicates real conditions and tasks you would experience in the workplace.
- **Portfolios** – are designed to collect evidence of performance from your workplace (paid or unpaid).
- **Observation** – two forms of direct observation are used at Smart Training:
 - *Simulated* – A simulated observation may take place in a real workplace using industry-validated scenarios to simulate the task, or it may take place using real tasks but in a simulated environment set up by an Assessor to reflect workplace conditions for the purpose of assessment. In both situations, the Candidate will perform tasks in conditions that meet the expectations and reality of a real workplace.
 - *Workplace* – A workplace observation takes place in the Candidate’s workplace (paid or unpaid) where the Assessor observes performing their ordinary role in the workplace and involving real interactions with other people (clients, colleagues, supervisors). Workplace observation may involve some simulation where the full range of conditions or tasks could not be met in the workplace or where assessment in “live” conditions would threaten the safety, dignity or wellbeing of another person i.e., a real client of the Candidate’s workplace.
- **Logbooks** – are used to collect evidence of performance in a particular job role or of a particular task over a period of time.
- **Interviews and verbal questioning** – are supplementary and generally used for RPL only but may be added by an Assessor to any unit assessment to ensure they are satisfied with your performance and application of knowledge and skills.
- **Workplace samples / products** – may be used to gather evidence from the workplace to confirm your skills and knowledge as applied to the workplace and / or as part of an RPL assessment.

Re-Assessment

Smart Training understands that Learners achieve competency at different rates, or they may not be able to demonstrate competency on the first occasion. Learners will be given a total of three (3) attempts at an Assessment Instrument, with a result of ‘Not Satisfactory’.

To support Learners who are ‘Not Satisfactory’ in an assessment, Smart Training will provide informal verbal and formal written feedback and additional support and training to assist them to prepare for re-assessment.

Where learners do not demonstrate competence following significant support and re-training, we will monitor your progress and take steps to help you avoid a final outcome of ‘Competency Not Achieved’. We will discuss options with the Learner with the aim to make a determination by mutual agreement. Options may include:

- undertaking intensive / additional training and receiving further support from Smart Training for an additional fee,
- making Reasonable Adjustments to assessment where a genuine support need has been identified during the process of training and assessment or was not disclosed by the Learner at enrolment,

- deferral of the enrolment and referral to other providers for specialised learning support prior to attempting re-assessment, or
- withdrawing from the enrolment all together.

If you haven't achieved competency after the third and final attempt at assessment, a Final UoC Outcome of 'Competency Not Achieved' will be assigned and if you wish to undertake training and assessment in the relevant UoC/s for a second (or subsequent) time, you must re-enrol with Smart Training in a new program / course / single UoC in accordance with our *Enrolment Policy 2.1.1*.

What if you successfully demonstrate competencies in some areas and not in others?

If you are enrolled in a qualification and can only demonstrate competencies in some and not all Units of Competency (UOC), you will receive a Statement of Attainment identifying the units of competency you have achieved if you chose to withdraw from the course / program.

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

Plagiarism

Plagiarism is the act of taking someone else's work or ideas and passing them off as one's own. Plagiarism is covered in our *Plagiarism Policy 4.1.7*. The following are examples of plagiarism where a Learner intentionally does not acknowledge or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence, or significant parts of a sentence.
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text.
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these.
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation.
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is.
- A 'cut and paste' of statements from multiple sources.
- Presenting as independent, work done in collaboration with others.
- Copying or adapting another learner's original work into a submitted assessment item.
- Copying or adapting a learner's own work submitted in a previous essay or assessment.
- Alternatively, there will be instances when a learner unintentionally fails to cite sources or to do so adequately.

Learners are responsible to:

- Submit only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others.
- Avoid lending original work to others for any reason.
- Be clear about assessment conditions and seek clarification if in doubt.

- Be clear about what is appropriate referencing and the consequences of inappropriate referencing.
- Discourage others from plagiarising by observing the practices above.

Learners who are found to have plagiarised will be handled according to the *Behavioural Misconduct Policy* 3.1.2.

Issuing Qualifications and Statements of Attainment

Smart Training and Consulting will issue all Australian Qualification Framework Certification Documents (Certificates or Statements of Attainment) within 30 calendar days of a Learner being assessed as meeting the requirements of the Training Product the Learner is enrolled in.

Please note that Smart Training and Consulting is not obliged to issue Certification Documents to a completed Learner if:

- If any amount for agreed fees have not been paid to Smart Training,
- You have not provided a valid USI or approved exemption.
- Learners should note that a:
 - Qualification is AQF qualification achieved as a result of the Learner achieving all UoCs for the award in accordance with the relevant Training Package. To award a Qualification, we will issue with a **Certificate** confirming the Qualification you have successfully completed and a **Record of Results** which lists all of the units you achieved as part of the Qualification.

Note: At other RTOs, a Certificate may also be referred to as a 'testamur', 'award', 'qualification', or 'parchment' and a Record of Results may be referred to as a 'transcript', 'statement of results', 'record of achievement', or 'academic record'.
 - **Statement of Attainment** is issued when you have achieved one or more UoCs as a result of:
 - completing a course which included units of competency only, or
 - withdrawing from a course for a Qualification after achieving some but not all of the UoCs needed to receive the full qualification.

Learner Support Services

During your enrolment, Smart Training and Consulting will deliberately engage with you during your learning journey on a number of occasions. We do this through pre-enrolment information sessions, application processes, enrolment sessions, during your orientation, and where required during training and assessment. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

What support is available?

Smart Training and Consulting may use a combination of our own services and the services of referral agencies. Services we provide or may refer you to include:

- Language Literacy and Numeracy Support
- Assistance when applying for RPL or credit transfer
- Adjustment or access to Physical resources / equipment
- Reasonable adjustment
- Provision or access to assistive technology
- One on one support to assist with learning
- Assistance in using technology
- Mentoring
- Grievance / conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support
- Referral to other services in consultation with the Learner

If you need support during your course, please approach and inform your trainer and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with your trainer, simply inform reception that you would like to meet with the Training Coordinator. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. Smart Training and Consulting is committed to our learner’s welfare both during and after hours of study.

Assessment Extensions

While assessment due dates form a key part of our training and assessment strategies, Smart Training recognises that circumstances can arise where a Learner may need to request an extension to an assessment due date.

It is important for Learners to communicate to Smart Training as soon as possible if they encounter extenuating circumstances affecting their academic performance

Learners who are enrolled in a full qualification are permitted to submit up to three (3) assessment extension requests during their enrolment in their respective programs.

To request and extension for an assessment you must complete the [Assessment Extension Request Form 4.4.48](#).

Requesting an Assessment Extension

1. Learners must email reception@smartrainingandconsulting.com.au requesting an assessment request form.

Completed forms must be submitted a minimum of two (2) Business days before the assessment due date through one of the following methods

1. email the completed form to reception@smartrainingandconsulting.com.au
or
2. In person at Smart Taring and Consulting premises located at Unit 2/36 Vincent Street, Cessnock.
3. Forms handed to your trainer **WILL NOT** be accepted.
4. Requests should be submitted before the assessment due date unless exceptional circumstances prevent this.

Extension requests will be granted solely under specific conditions outlined below and will undergo an approval process:

- **Health Issues:** Serious illness, injury of medical emergencies to self or immediate family member
- **Family Emergencies:** Unexpected family crises or emergencies that demand immediate and ongoing attention
- **Personal Trauma:** Experiencing a traumatic event that hinders a learners ability to engage in academic activities. Traumatic events may include:
- **Natural Disasters:** Events like earthquakes, floods, fires disrupting normal living conditions
- **Legal issues:** unexpected legal matters or court appearances that required a student's immediate attention affecting their academic responsibilities
- **Bereavement:** Coping with the loss of a close family member or friend
- **Mental Health challenges:** severe mental health issues that may temporarily impair a Learners capability to participate in the learning program

While it is important to recognise that everyone may encounter challenges, some excuses for requesting and extension on assessment may be considered less valid or unacceptable. Examples include:

- **Poor time management:** requesting an extension because of poor time manager or delayed initiation of the assessment is not viewed as a valid reason.
- **Social plans:** Asking for an extension due to social or leisure activities is generally not considered a justifiable reason for additional time.
- **Routine workload:** Every day or routine workload issues are usually expected, planning ahead is essential to manage academic responsibilities.
- **Internet or computer issues:** While technical problems can be valid, ongoing, or frequent issues with internet or computer accessibility may be questioned, as students may be expected to have reliable access to these resources.

- **Lack of Interest:** Expressing disinterest in the topic or the course is not a valid reason for needing extra time
- **Non-serious Health Issues:** Minor ailments or common illnesses that do not significantly impact a student's ability to work on assignments
- **Personal affairs** – general personal matters or daily life inconvenience that can be anticipated and planned for is not seen as a compelling reason for an extension
- **Inability to understand the course material** – failing to comprehend the material is a challenge that should be addressed with the trainer before the deadline rather than as a last-minute extension request.

Each assessment extension request will undergo an approval process and will be assessed on a case-by-case basis. Most extension request will not exceed one week of the original assessment due date unless under extenuating circumstances.

If you are experiencing challenges with your learning journey, please reach out to your trainer to discuss the support services we can offer.

Exhaustion of eligible extensions

If a learner seeks additional extensions beyond their three (3) available options, they will be required to participate in a meeting with the Training Manager, Training Coordinator, and their employer (if applicable). During this meeting, an appropriate course of action will be determined. This may involve:

- Additional support services
- reduction in employment hours for part time trainees working above their minimum required hours
- Deferment of enrolment
- referral to external support services

Language, Literacy and Numeracy

Language, literacy, and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing, and comprehending written work instructions. To ensure you have the skills or can develop them throughout your enrolment, Smart Training and Consulting will:

- Assess a Learner's language, literacy, and numeracy skills during pre-enrolment sessions to ensure they have adequate skills to complete the training.
- Support Learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Offer extra group training or one on one sessions for learners needing support.
- Provide clear information to Learners about the details of the language, literacy and numeracy assistance available. Smart Training and Consulting generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support the Learner's development.
- Refer Learners to external language, literacy and numeracy support services that are beyond the support available within Smart Training and Consulting and where this level of support is assessed as necessary.
- Negotiate an extension of time to complete training programs if necessary.

For more information see our *Student Support Policy 3.1.1*.

Making Complaints and Academic Appeals

Smart Training and Consulting is committed to providing a fair and transparent complaints and academic appeals processes that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- *Complaint Form 3.4.11*
- *Notice of Academic Appeal 3.4.10*

Once you have completed the required form you are requested to submit this electronically to

reception@smartrainingandconsulting.com.au

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number: (02) 4013 6145

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint must be received by Smart Training and Consulting in writing. If a complainant requires assistance to complete a complaint form, they need to ask and pass their complaint to a Smart Training staff member to be formally documented and to be acted on. Complaints may be made by any person but are generally made by Learners and/or employers.

Complaints are managed in accordance with the *Complaints Procedure 3.2.1*.

What is an appeal?

An academic appeal is an application by a Learner for reconsideration of an unfavourable decision or finding during training and/or assessment or a complaint. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Smart Training and Consulting within **7 days** of the Learner being informed of the decision or finding.

Academic Appeals are managed in accordance with the *Academic Appeals Procedure 3.2.2*.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Withdrawing from a Course

There are circumstances where a Learner may finalise their enrolment early for personal or academic reasons. Where this is the case, the Learner is requested to complete an *Enrolment Withdrawal Form*. This provides the Learner the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether. Where the enrolment is being deferred or terminated, Learners will be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A Learner who defers and returns to complete a course will be eligible to receive a credit transfer for any completed units of competency if they enrol into the same course with Smart Training or another RTO.

Learners who are not contactable or not responding

Where a Learner is not contactable or fails to respond to requests by the Smart Training and Consulting Group, the Learner's enrolment may be terminated in absentia. This action may only be taken where Smart Training has made every reasonable attempt to engage with the Learner or contact the Learner to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a Learner via email or phone conversation communicating their request is to be accepted where the Learner is not willing to complete an *Enrolment Withdrawal Form*. Email records and written records of phone conversations are to be retained on the Learner's file as evidence of these expressed instructions from the Learner.

Before a Learner's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts (at least two weeks apart) must be made using the last known contact details (email, phone and mail) to contact the Learner. A final warning email or letter will be sent by Smart Training notifying the Learner of the intent to terminate the enrolment.
- Where the Learner fails to respond, the Learner's enrolment is to be withdrawn, including withdrawal of UoCs started but not fully assessed.
- Where applicable, Certification Documents the Learner is entitled to will be sent by registered mail to the Learner's last known mailing address.
- Enrolment and training and assessment records will be retained in accordance with *Record Retention, Storage and Disposal Policy 5.1.2*.
- The Learners withdrawal will be recorded in the course / program Compliance Log to notify relevant training and administration staff.

Recognition of Prior Learning

Learners may arrive at Smart Training & Consulting Group (Smart Training) with a range of life/work skills and knowledge. We are committed to assisting Learners to have their existing skills and experience recognised as part of the training and assessment journey.

What is recognition?

Recognition of Prior Learning (RPL) is a process involving the assessment of the existing skills and knowledge you have developed at work, through life experience, and from previous training. Where your abilities match the skills and knowledge required by a Unit of Competency (UoC), you could be granted RPL.

Recognition of Prior Learning applications are managed in accordance with the *Recognition of Prior Learning Procedure 4.2.3*.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any Learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competence or a qualification which are not included in Smart Training and Consulting Group scope of registration.
- Whilst Learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the Learner down a more efficient path to competence.
- Learners who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

We appreciate that everyone has had different experiences through work, life, and education. Often these experiences leave us with skills and knowledge that are transferrable to other areas of education and work. You could have experience that will count towards RPL if you:

- have undertaken previous study or education in the same or a similar field,
- are currently working in the industry you want to gain a qualification in, or a similar industry,
- have worked in the past in the same or similar industry,
- are or have raised a family,
- are or have been a carer for a family member or other person who has needed support because of illness, ageing, or disability,
- are participating in social, recreational, or informal education activities, or
- are involved in a hobby or are volunteering in your community.

Like assessment, RPL is a process whereby evidence is collected, and a judgement is made by an Assessor. The judgement is made on evidence provided by you of the skills and knowledge that you have gained previously and are currently using. It also includes assessing evidence of your ability to adapt prior learning or current competencies to the context of the intended workplace or industry.

Examples of the types of evidence needed to support your application:

- your resume and copies of position descriptions,
- evidence from a current or previous employer that you have been employed in a particular role for a minimum period of time or within a specific context,
- certificates of attendance, transcripts, or other evidence of previous study,
- samples of work documents or projects you have completed (sometimes called a portfolio), and
- reports from your current or previous supervisors (including work supervisors and supervisors from volunteering, social and recreational activities e.g., a Scout Leader),

Many of these forms of evidence would not be sufficient on their own. When combined together, you must be able to provide a strong case for competence. You may need to attend an Assessment Interview as part of your application. During the Assessment Interview, your Assessor may do one or more of the following:

- check with you that the workplace evidence you have provided is your own work,
- view original certificates and documents to check that the copies provided are genuine copies,
- ask you to gather and send the Assessor extra or specific workplace evidence, and/or
- conduct a challenge test to confirm your skills and/or knowledge.

Smart Training reserves the right to require candidates to undertake challenge testing to be satisfied of your current competence. During a challenge test, you may need to:

- answer verbal questions,
- demonstrate practical skills e.g., by typing on a keyboard, operating equipment,
- respond to scenarios/case studies verbally, in writing, or by demonstration.

Your Assessor may also make enquiries with third parties to confirm and clarify information you have provided, and to verify the authenticity of certain documents. This may include contacting your current or previous employers to confirm details in your resume, or in positions descriptions.

Credit Transfer

Learners may arrive at Smart Training & Consulting Group (Smart Training) with existing competencies achieved through prior education and training. Smart Training accepts and provides credit to learners in accordance with the *Credit Transfer Policy 2.1.2*.

Evidence requirements

If you have completed accredited training since 1 January 2015, you can:

- give Smart Training permission in the USI Student Portal to view your VET Transcript online, or
- provide a downloaded copy of your VET Transcript from the USI Student Portal that can be verified online by Smart Training.

We will also accept a copy (electronically) of any official certificate / transcript / record of results / statement of attainment (called Certification Documents) issued by another RTO or education provider, provided they can be verified by us in accordance with our *Credit Transfer Policy 2.1.2*.

Credit transfer guidelines

The following guidelines apply to applications for credit transfer to Smart Training and Consulting Group:

- Learners are encouraged to apply for Credit Transfer at the time of enrolment as this will reduce unnecessary training and assessment and provide a more efficient path to completing a course / program. However, Learners can apply for Credit Transfers at any time after enrolment.
- To apply for Credit Transfers, Learners must submit Acceptable Evidence to Smart Training with a completed *Credit Transfer Application 2.4.4* in accordance with the *Credit Transfer Procedure 2.2.2*.
- Learners will not incur any fees and do not need to demonstrate currency for Credit Transfer.
- Smart Training has a regulatory obligation to authenticate evidence of prior competency. Unless we are granted direct access to the Learners authenticated VET Transcript in the USI Organisation Portal, we must verify UoC outcomes directly with the RTO or education provider named on the AQF Certification Document.
- Credit Transfer will be granted against an enrolled UoC where the UoC already held by the Learner has the same code and name on the NRT Register, or it's mapped as equivalent to the current UoC if superseded.
- Smart Training is not obliged to assess a *Credit Transfer Application 2.4.4* if the applicant is not currently enrolled in a qualification or course with us.
- Smart Training will not issue a qualification or statement of attainment that is achieved entirely through Credit Transfer.
- Credit Transfer will not be granted for UoCs that do not meet the packaging rules required by the enrolled qualification (or qualification specialty).
- Credit Transfer is a recognition of equivalence of previous study and can only be granted for a whole UoC.

Speak with your Trainer or contact our office if you would like to apply for credit transfer.

Work Placement

There are two main types of Work Placement required:

- Mandatory Work Placement embedded in an AQF qualification and / or individual UoC/s, and
- Non-mandatory Work Placement that is not embedded in an AQF qualification or UoC but is included in a Training and Assessment Strategy as a key component to assist Learners to:
 - give Learners an opportunity to practice skills and apply knowledge gained in training in a workplace environment,
 - meet Assessment Conditions in a UoC where skills must be demonstrated in a live workplace i.e., simulation is not a valid form of assessment, and / or
 - provide experience in the workplace where beneficial and to assist with employment opportunities on completion.

Work Placement requirements will be included in pre-enrolment information (including marketing material) communicated and issued to prospective Learners prior to / on enrolment.

AFP National Police Check and Working with Children Check

Prior to employment, all Smart Training staff are required to undergo a Police record check and Working with Children Check.

Several industries require learners and staff to complete a National Police Check and/or a Working with children Check before the learners can commence Work Placement, these include Aged Care, Disabilities, Health and Children's Services Industries. To meet the requirements of these industries, Smart Training will inform learners if they need to undertake Police Record Checks or Working with children Checks prior to enrolment. Please refer to the following website for details: <http://www.afp.gov.au/what-we-do/police-checks/national-police-checks.aspx>

Applications can be completed online through the following portals:

<https://afpnationalpolicechecks.converga.com.au/working-with-children-check-application>

Supervisor Responsibilities

If an employer agrees to take on a learner for work placement, the employer is responsible for providing the appropriate facilities and a qualified person to support the training and supervision of the learner in the workplace. Where applicable the supervisor should hold a current qualification for their role and/or skills and knowledge as deemed appropriate for their industry.

Smart Training will ensure all employers hosting Learners for Work Placement (including employers of paid workers):

- are aware of their responsibilities and obligations in the training and assessment process,
- have all required equipment and resources available to the Learner that are needed to meet UoC Assessment Conditions,
- have suitable supervision arrangements in place to facilitate the successful achievement of the relevant competency,

- have policies and procedures in place that aim to ensure the safety and wellbeing of workers,

For insurance and liability purposes and to ensure hosts understands their role in monitoring the Learners performance against the UoC requirements, all unpaid Work Placement specifically arranged by Smart Training for the purpose of training and assessment must be documented using a *Work Placement Agreement 4.4.23*.

Supervision Arrangements for Traineeships or Work Placement

1. An employer must provide the appropriate facilities and qualified person/s to support the training and supervision of trainees in the workplace. Where applicable the supervisor should hold a current occupational licence and /or skills and knowledge as deemed appropriate for their industry.
2. The level of supervision provided should be aimed at facilitating the successful achievement of the relevant competencies for each individual. It should be reassessed on a regular basis by considering the stage of the trainee and the knowledge and previous experience and training the trainee has received in a task.
3. The Workplace Supervisor will provide opportunities for the trainee to develop skills and knowledge and may be involved in coaching or mentoring of the trainee but does NOT assess the trainee.
4. The Supervisor will be required to complete a third-party report in consultation with the Assessor. The third-party report provides information on what the trainee does on the job to demonstrate the required skills and knowledge for the qualification that the trainee is undertaking as well as following / providing feedback on relevant policies and procedures of the workplace.
5. Supervisors are required to ensure that learners have been informed and aware of workplace policies and procedures. Depending on the qualification being undertaken policies and procedures include:
 - WHS policies and procedures
 - Operation of relevant equipment used in the workplace
 - Participating in workplace meetings
 - Grievance procedure
 - Confidentiality and Privacy
 - Respecting others
 - Property and resources
 - Reporting procedures

Legislative and Regulatory Responsibilities

Smart Training and Consulting Group is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Smart Training and Consulting Group has recognised it has compliance responsibilities to. They also represent obligations to you as a Learner whilst training with Smart Training and Consulting Group.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience Learners, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;

- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and

- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
- removing barriers to older people participating in society, particularly in the workforce; and
- changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator
- and their right to privacy and confidentiality

Support Services List

Name of Organisation	Website	Phone No	Email	Client Needs Addressed
AA - Alcoholics Anonymous	www.aa.org.au	(02) 4964 1555	Available on website	Clients who are/or have been affected by alcoholism
Adult Migrant English Program	https://www.education.gov.au/adult-migrant-english-program-0	1300 566 046	AMEPInfo@industry.gov.au	Assisting clients who have migrated to Australia and require assistance with LLN
Beyond Blue	www.beyondblue.org.au	1300 224 636	Available on website	For clients who are experiencing anxiety and/or depression
Black Dog Institute (Anxiety Centre)	www.blackdoginstitute.org.au	(02) 9382 2991	blackdog@blackdog.org.au	For clients who are experiencing depression, anxiety or any other mental illness.
Domestic Violence Help line	https://www.facs.nsw.gov.au/domestic-violence/helpline	1800 656 463	Available on website	For clients who are experiencing difficulties in the home.
CEDD- Eating Disorder Help Centre	www.cedd.org.au	(02) 8627 5690	info@cedd.org.au	To assist clients who are experiencing issues with eating disorders
Kids Helpline	www.kidshelp.com.au	1800 55 1800	admin@boystown.com.au	Services for assisting children or people who are concerned about a child

Name of Organisation	Website	Phone No	Email	Client Needs Addressed
Just Ask Us! (Post-Traumatic Stress Disorder)	www.justaskus.org.au	1800 422 599	Available on website	For clients who are suffering from post-traumatic stress following an event that has affected their lives
Lifeline Australia	www.lifeline.org.au	13 11 14	Available on website	Clients who are dealing with hardship or require assistance with personal issues
The Reading Writing Hotline	https://www.readingwritinghotline.edu.au/	1300 655 506	info@literacyline.edu.au	If a client is having difficulty with reading, writing and numeracy who require training to assist them.
NA- Narcotics Anonymous	https://www.na.org.au/multi/	1300 652 820	Info@na.org.au	Clients who are/or have been affected by drugs
NSW Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017	Available on website	To assist clients who have been raped
Men's Helpline Australia	https://mensline.org.au/	1300 78 99 78	talkitover@mensline.org.au	For male clients who have male related health issues
Wesley Mission Aust. (Poverty Helpline)	www.wesleymission.org.au	(02) 9263 5555	Available on website	For clients affected by poverty or financial issues
National Council for Single Mothers and their children	http://www.ncsmc.org.au/	1800 758 150	ncsmc@ncsmc.org.au	Single mothers who need assistance

Name of Organisation	Website	Phone No	Email	Client Needs Addressed
Physical disability Australia	http://www.pda.org.au/	1800 732 674	Available on website	For clients who require assistance with their physical disability
Deaf Australia Translating and Interpreting Service	http://deafnsw.org.au/		info@deafnsw.org.au	For assisting the trainer who might require an interpreter for clients who are deaf or have hearing impairments
Salvo care line	http://salvos.org.au/	1300 36 36 22	Available on website	For clients who require financial assistance or emergency care
Disability Advocacy Network Aust.	http://www.dana.org.au/		Available on website	For clients who may require assistance with their disability
National Disability Service	http://www.nds.org.au/	(02) 9256 3111	ndsnsw@nds.org.au	For clients who may require assistance with their disability
Vision Australia	http://www.visionaustralia.org/	1300 84 74 66	info@visionaustralia.org	For clients who require assistance due to vision impairment
Community migrant resource centre	http://www.cmrc.com.au/	(02) 9687 9901	Available on website	For clients who may need assistance for Migration support services
Straker translation services (NAATI certified)	www.Straker.com.au	02) 8015 2744	Available on website	For clients who require a range of translation services

Name of Organisation	Website	Phone No	Email	Client Needs Addressed
Opal Translation (NAATI certified)	www.opaltranslation.com.au	1300727441	Enquiry form available on website	For clients who require a range of translation services
Anits Newcastle (NAATI Certified)	www.anits.com.au	1300500200	info@anits.com.au	For clients who require a range of translation and interpreting services
Family and Community Services Ageing, Disability and Home Care	http://www.adhc.nsw.gov.au/	1300 205 268	servicembx@facs.nsw.gov.au	Support for family, ageing, disability or home care
Department of health/Mental health	www.health.gov.au	(02) 6289 1555	Available on website	Support for learners who are affected by health or mental health issues
Forest for the Trees Perinatal Psychology	www.forestpsychology.com.au	0474 251 669	admin@forestpsychology.com.au	For client's experiencing loss and grief due to the death of a child, miscarriage, stillbirth and those who are having fertility problems



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