



**Smart Training**  
& consulting  
group

# Learner Handbook

*Your Path, Your Destiny, Your Choice!*

## 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

## Contents

Welcome.....	2
Version Control .....	5
OUR PURPOSE.....	6
OUR OBJECTIVES.....	6
RTO Information .....	7
Australian Skills Quality Authority (ASQA) .....	7
Where we are located .....	7
Parking.....	7
Transport .....	7
Food and Beverage Facilities .....	8
Our Services .....	8
Our Trainers .....	8
Learner Responsibilities .....	9
Learner Misconduct.....	9
Unique Learner Identifier.....	10
Your Safety.....	11
Electrical Equipment .....	11
Fire safety .....	12
First aid .....	12
Lifting.....	12
Work & study areas .....	12
Access and Equity .....	13
Bullying and Harassment .....	13
Your Privacy .....	13
National VET Data Provision Policy .....	14
Course Fees .....	14
Learner cancellation .....	15
Replacement of text & training workbooks .....	16
VET in Schools Census Dates (Only) .....	16
Refunds.....	16

Payment method .....	16
Substitutions .....	16
Transfers .....	17
Fee Protection .....	17
Statutory Cooling Off Period .....	17
Our Guarantee to Clients .....	17
Changes to Terms and Conditions .....	18
Protection under Australian Consumer Law .....	18
Accessing Your Records .....	18
Continuous Improvement .....	19
Learner Feedback.....	19
Assessment .....	19
Re-Assessment.....	20
Plagiarism .....	21
Issuing Qualifications and Statements of Attainment.....	22
Learner Support services .....	22
Language, Literacy and Numeracy Skills .....	23
Making Complaints and Appeals.....	24
Withdrawing from a Course.....	29
Learners who are not contactable or not responding.....	29
Recognition of Prior Learning .....	30
Credit Transfer .....	32
Work Placement .....	33
Supervisor Responsibilities .....	33
Legislative and Regulatory Responsibilities .....	35
SUPPORT SERVICES LIST .....	39

## VERSION CONTROL

<b>Document</b>	Learner Handbook	
<b>Version</b>	6.0	
<b>Next Review Date</b>	04/03/2021	
<b>Summary of Changes</b>		
<b>Date</b>	<b>Summary of modification made</b>	<b>Version</b>
25/07/2018	Developed Learner Handbook	1.0
24/08/2018	Updated fees information	2.0
04/12/2018	Addition of Census date for fees refunds for VET in Schools	3.0
29/08/2019	Reformatted, updated support services list and updated to current scope of registration	4.0
31/10/19	Updated Staff titles and email addresses	5.0
4/03/2020	Updated Credit Transfer options and updated complaints flow chart to reflect staff changes	6.0

## 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 everyway
- **Achievable** - We create opportunities for achievement that are accessible to all
- **Respectful** We respect each learner as an individual and endeavor 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 endeavor 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 is a nationally registered Training Organisation RTO ID 91785 – operating throughout Newcastle, Lake Macquarie and Hunter Regions. Smart Training is owned by Maroba Caring Communities which is a Christian organisation that provides respectful and tender care for the aged.

Smart Training and Consulting Group is registered with the Australian Skills Quality Authority (ASQA) and operates in the Vocational Education Training (VET Regulator) Act 2011.

## AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)

Smart Training and Consulting Group is registered through ASQA who is the National Regulator of the Vocational Education and Training (VET) industry. This allows us to deliver nationally recognised training package qualifications.

Our training is administered under the VET Quality Framework. This framework comprises of Standards for NVR Registered Training Organisations, THE AQF Australian Quality Framework and legislative requirements. To ensure continuous registration Smart training and Consulting Group must comply with the Standards for Registered Training Organisations 2015.

## WHERE WE ARE LOCATED - 1/44 Bulwer Street, Maitland NSW 2320

Phone: 02 4013 6145

Email: [reception@smartrainingandconsulting.com.au](mailto:reception@smartrainingandconsulting.com.au)



## PARKING

There are plenty of parking stations located in Maitland within a 2-minute walk of our Maitland Training site.

## TRANSPORT

Maitland Train station is within a 5-minute walking distance and there are buses that operate regularly with bus tops close by.

## FOOD AND BEVERAGE FACILITIES

Maitland is host to a variety of restaurants and cafes within a short walking distance to our training site.

## OUR SERVICES

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

Code	Qualification Name
FSK10213	Certificate I for Skills for Vocational Pathways
CHC33015	Certificate III in Individual Support
HLT33015	Certificate III in Allied Health Assistance
HLT33215	Certificate III in Health Support Services
SIT20316	Certificate II in Hospitality
SIT30616	Certificate III in Hospitality
BSB30115	Certificate III in Business
CHC43015	Certificate IV in Ageing Support
BSB42015	Certificate IV in Leadership and Management
BSB51915	Diploma of Leadership and Management

## 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.



## LEARNER RESPONSIBILITIES

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

## LEARNER MISCONDUCT

Smart Training and Consulting seeks to promote a positive learning environment for all learners.

### **What is behaviour misconduct?**

Behaviour misconduct is defined as actions that breach Smart Training and Consulting policies. This includes but is not limited to:

- Breaches of Commonwealth or State law which impact on RTO operations
- Behaviour that disrupts the freedom of other persons (learners) to pursue their studies and participate in the activities of the RTO
- Refusing or failing to identify themselves truthfully
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO
- Acting in a way that causes learners or staff or other persons within the RTO to fear for their personal safety

- Acting in a way that causes damage to RTO property
- Willfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Willfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol
- Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to learners
- Making a false representation as to a matter affecting learner status
- Possession of dangerous items or banned substances
- Abusive Behaviour

A learner must always maintain a high standard of behaviour while engaged in RTO activities either within the premises of the RTO or at another location.

## UNIQUE LEARNER IDENTIFIER

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Learner 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 [Learner Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Learners are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of Learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances <https://www.usi.gov.au/> Learners who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: [Click here](#)

## 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. We are aware under the Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 of our responsibilities to maintain a safe environment. 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 work place 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.

## LIFTING

- 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. 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 members (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 other learner who breach this policy. Suspected criminal behaviour will be reported to police authorities immediately. 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 should report this information to a staff member of Smart Training and Consulting that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. We apply complaint handling procedure 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 (effective from 12<sup>th</sup> March 2014).

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 our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) 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
- NCVET

Personal information that has been disclosed to NCVET may be used or disclosed by NCVET 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 NCVET 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.

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

## 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.

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. Certificates will not be issued to learners until all fees have been finalised.

## LEARNER CANCELLATION

Learners who cancel their enrolment must notify Smart Training and Consulting 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 suspend their enrolment and re-commencing in another scheduled training program.

## REPLACEMENT OF TEXT & TRAINING WORKBOOKS

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to Smart Training and Consulting schedule of fees and charges.

## VET IN SCHOOLS CENSUS DATES (ONLY)

A Census date is the last date that a learner can withdraw from a course without any financial liability. The Censuses 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.

## 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)
- Direct debit

## 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 and Consulting 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 and Consulting has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

## FEE PROTECTION

Smart Training and Consulting 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 \$1500.00 from each learner prior to the commencement of the course. The 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.

## STATUTORY COOLING OFF PERIOD

The Standards for Registered Training Organisations require Smart Training and Consulting 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 who have enrolled into a program. For refund option in other circumstances, Learners must refer to the above refund policy.

## OUR GUARANTEE TO CLIENTS

If Smart Training and Consulting cancels or ceases to provide training, Smart Training and Consulting 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](#).

## 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. You can request this access using the Learner Records Request Form. Access to requested records during a work day will be arranged as soon as possible and within 24 hours. Learners should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Smart Training and Consulting reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Smart Training and Consulting. To obtain this you must complete the Learner Records Request Form and return this to the Office Manager. The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A Learner may also nominate another person to collect the certificate, however these persons must be notified to Smart Training and Consulting beforehand and the person must provide photo ID to validate their identity.

## CONTINUOUS IMPROVEMENT

Continuous improvement is about applying good business practices within our organisation to ensure the best outcomes for our clients, these are namely our learners, the industry we support and the community to whom we provide training.

This Continuous Improvement Strategy involves the collection of relevant information (or data), analysing that data and then applying corrective actions to improve the practices of the RTO. Relevant information is collected through actively engaging with key stakeholders, before, during and after training and assessment.

## LEARNER FEEDBACK

Learners will be given the opportunity to provide feedback midway through their course which will alert Smart Training and Consulting to address any issues early on.

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This 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 and Consulting assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Log Book, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The Learner is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.

- **Research Tasks:** The Learner is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the Learner will largely be specific to their workplace.
- **Case Study Response:** The Learner is required to provide a written response to a situation presented in a case study scenario. This will usually require the Learner to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Workplace Log book:** The Learner is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the Learner to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the Learner's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.
- **Workplace Observation:** The Learner will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the Learner performing tasks relevant to the units of competency being assessed. The Learner will be briefed on these observation activities in events and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

## RE-ASSESSMENT

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These Learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Smart Training and Consulting to provide three opportunities for additional training and re-assessment at no additional cost to the Learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Learners requiring additional learning support are to be brought to the attention of Smart Training and Consulting management, so the progress of the Learner can be monitored closely, and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where Learners repeatedly do not demonstrate competence following significant learning and assessment support, a Learner's enrolment can be determined through mutual agreement.

### *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) a certificate for the qualification cannot be issued, you will however receive a Transcript for all completed units.

This recognition is a *Statement of Attainment* and Transcript will identify the qualification name, units of competency and national identification number.

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

## PLAGIARISM

Plagiarism is the act of taking someone else's work or ideas and passing them off as one's own. 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.

## ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

Smart Training and Consulting will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete. Please note however that Smart Training and Consulting is not obliged to issue a certificate to a completed learner if:

- All agreed fees the learner owes to Smart Training and Consulting have been paid.
- The learner has provided a valid Unique Learner Identifier.

Learners should be aware that a:

- Qualification is the result of a learner achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a learner has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- Statement of Attainment is issued when the learner has achieved one or more units of competency as a result of completing a course which included units of competency only or where the learner achieved one or more units of competency as part of an enrolment in a qualification-based course, but the learner did not achieve all of the units of competency to receive the full qualification.

## LEARNER SUPPORT SERVICES

During your enrolment, Smart Training and Consulting will deliberately engage with you on a number of occasions. We do this through pre-enrolment information sessions, application processes, discussions over the phone, enrolment sessions and finally during your orientation. 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 Employer and Student Support 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.

## LANGUAGE, LITERACY AND NUMERACY SKILLS

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 support this approach 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; and
- Negotiate an extension of time to complete training programs if necessary.

## MAKING COMPLAINTS AND APPEALS

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

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our admin support staff at reception or from our website at [www.smarttrainingandconsulting.com.au](http://www.smarttrainingandconsulting.com.au)

Once you have completed the required form you are requested to submit this in person to:

### **Smart Training and Consulting Group**

**1/44 Bulwer Street, Maitland**

Or electronically to

[reception@smarttrainingandconsulting.com.au](mailto:reception@smarttrainingandconsulting.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 may be received by Smart Training and Consulting in any form and does not need to be formally documented by the complainant to be acted on. Complaints may be made by any person but are generally made by Learners and/or employers.

### *What is an appeal?*

An 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 **28 days** of the Learner being informed of the decision or finding.

### *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.



## Complaint and appeals handling

Smart Training and Consulting applies the following principles to its complaints and appeals handling:

**Step 1:** In the first instant, Learners are encouraged to raise their complaint with their trainer who can assist to work toward a resolution. If the learner does not feel comfortable broaching the complaint with the trainer, the following steps will apply.

**Step 2:** A complaint or appeal will need to be received in writing. Persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the Smart Training and Consulting website or from Smart Training Admins support staff.

- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 7 days and explain the complaint/appeal handling process and the person's rights and obligations.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / appeals are to be kept by Smart Training and Consulting including all details of lodgement, response and resolution. Smart Training and Consulting will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about or involves allegations about another person, Smart Training and Consulting is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. Smart Training and Consulting will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

- The handling of a complaint / appeal is to commence within **seven (7) working days** of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within **fourteen (14) days** of the lodgement of the complaint / appeal.
- Complaints / appeals must be resolved to a final outcome **within sixty (60) days** of the complaint / appeal being initially received. Where Smart Training and Consulting RTO Operations Manager considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the RTO Operations Manager must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, Smart Training and Consulting will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of Smart Training and Consulting and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.
- Smart Training and Consulting shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints / appeals are to be handled in the strictest of confidence. No Smart Training and Consulting representative will disclose information to any person without the permission of Smart Training and Consulting Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

## Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Smart Training and Consulting to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Smart Training and Consulting as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Smart Training and Consulting also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Smart Training and Consulting.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Smart Training and Consulting to investigate the matter, then in these circumstances Smart Training and Consulting reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

## Review by an independent third party

Smart Training and Consulting provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow Smart Training and Consulting to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Compliance Officer of their request who will initiate the process with the RTO Operations Manager

In these circumstances the Smart Training and Consulting RTO Operations Manager will advise of an appropriate party independent of Smart Training and Consulting to review the complaint (and its subsequent handling) and provide advice to Smart Training and Consulting in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the Smart Training and Consulting appoints or engages an appropriate independent person to review a complaint / appeal, the Smart Training and Consulting will meet the full cost to facilitate the independent review.

Following an independent review, advice received from the independent person is to be accepted by Smart Training and Consulting as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by Smart Training and Consulting and the RTO Operations Manager feels that they may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

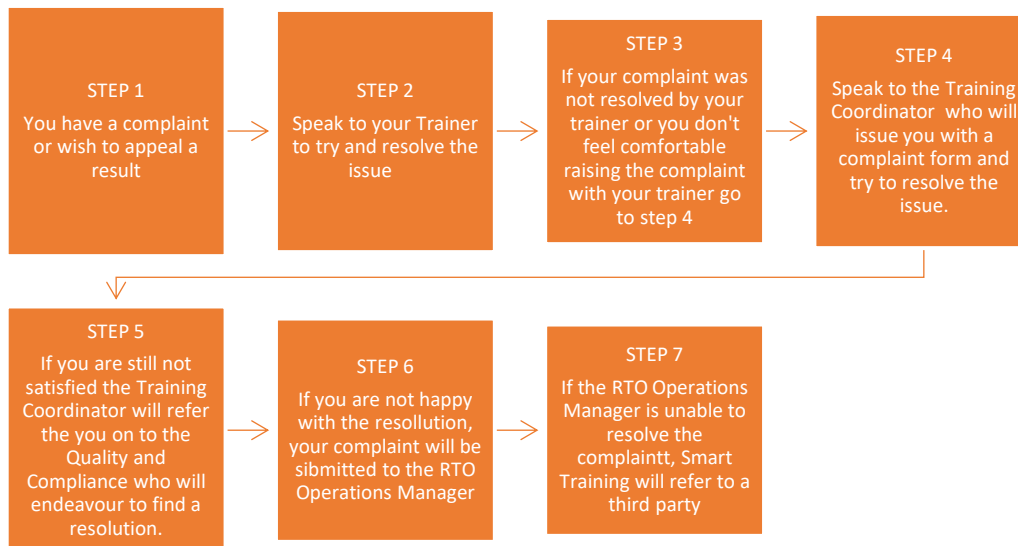
### Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by Smart Training and Consulting, they have the opportunity for a body that is external to Smart Training and Consulting to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Learners who are not satisfied with the process applied by Smart Training and Consulting may refer their matter to the following external agencies:

- In relation to consumer related issues, you may refer their complaint to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, you may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au>

In relation to matters relating to privacy, you may refer their complaint to the **Office of the Australian Information Commissioner** via the following details: <https://www.oaic.gov.au> or call on 1300 363 992



## 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 the form Application for Course Deferment / Transfer / Withdrawal. 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 recommence their training and receive a credit transfer for any completed units of competency. The Chief Executive Officer will review these applications, where possible is to interview the Learner to understand their circumstances and is to record their decision using the section provided on the application. Learners are to be informed of this decision in writing.

## 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, the Learner's enrolment may be terminated in absentia. This action may only be taken where the Smart Training and Consulting 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 Application for Course Deferment / Transfer / Withdrawal. 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 (two weeks apart) must be made using the last known contact details (email, phone and mail) to contact the Learner and issue the Learner with a warning letter notifying them of the intent to terminate the enrolment.
- Where the Learner fails to respond, the Learner’s enrolment is to be terminated and the Learners record within the learner management system is to update with the outcome of “withdrawn” entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the Learner is entitled is to be sent registered mail to the Learner’s last known mailing address. This should also be noted in the Learners enrolment record and a photocopy of the certificate retained on the Learner’s record.
- The Learner’s record is to be archived in accordance with the Records Retention and Management Policy.

Applicable trainers are to be informed of the Learners enrolment termination and advised to inform the Office Manager if the Learner makes contact.

## RECOGNITION OF PRIOR LEARNING

In accordance with the requirements of the Standards for Registered Training Organisations, Smart Training and Consulting provides the opportunity for Learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### *What is recognition?*

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

### 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 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

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

### Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Smart Training and Consulting reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

## CREDIT TRANSFER

Credit Transfer is the recognition of learning achieved through formal education and training. Units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a Learner to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

### Evidence requirements

If you are seeking credit transfer, a student can add Smart Training and Consulting Group RTO number 91785 to your USI "Provide your USI" tab to give access to your VET records and give quick confirmation of previous VET studies. Alternatively, you are required to present your statement of attainment or qualification with a record of results for examination to Smart Training and Consulting.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

**Credit transfer guidelines** the following guidelines apply to applications for credit transfer to Smart Training and Consulting:

- National recognition is the recognition of learning achieved through formal education and training. Qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs.
- Any learner is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for national recognition for units of competence or qualification which are not included in Smart Training and Consulting scope of registration.
- Whilst learners may apply for national recognition at any time, they are encouraged to apply before commencing a training program.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- The learner does not incur any fees for credit transfer and Smart Training and Consulting does not receive any funding when credit transfer is granted.
- Credit transfer will only be issued when the learner's enrolment includes at least one other unit of competence for which the learner is participating in training or is seeking recognition. Learner may not enroll only for national recognition.
- To apply for national recognition, the applicant must complete and submit the following documentation to Smart Training and Consulting:
  - Credit transfer Application Form – available on request at information sessions



- Certified copy of the qualification or Statement of Attainment
- Learner Enrolment Form

## WORK PLACEMENT

There are two main types of Work Placement requirements,

- Compulsory Work Placement will be determined by the qualification you are studying. Learners will be required to undertake a set number of work placement hours which are determined by the Training Package rules.
- Smart Training and Consulting request the learner to undertake work placement as a key component of their training to assist them to gain employment upon completion or to provide a simulated workplace environment.

All learners will be advised of their work placement requirements prior to 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.

The level of supervision provided should be aimed at facilitating the successful achievement of the relevant competencies for each learner. This level of supervision should be reassessed on a regular basis, by considering the stage of the learner and the knowledge, previous experience and training the learner has received in an area.

The Workplace Supervisor is required to provide opportunities for the learner to develop their skills and knowledge and may be involved in coaching or mentoring of the learner but does NOT assess the learner.

The Supervisor will be required to sign off on learner log book of hours.

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 may 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

The Supervisor is provided with a Workplace manual which outline of their responsibilities as a host employer. This manual will also outline the responsibilities of the learner and Smart Training and Consulting. The Employer, the learner and Smart Training are all required to sign a workplace agreement acknowledging each parties' roles and responsibilities in the work placement phase. Included in the agreement are the relevant units that will be required to be completed in the workplace, including the responsibility of the Supervisor for monitoring the learner's competency against these units. This will be completed under the supervision of the Assessor from the RTO.

The Learner is responsible for following the instructions of the supervisor, as well as demonstrate to their supervisor that they are competent in each of the tasks they are required to complete as part of their Work Placement requirements.

If a Supervisor requires assistance with their role as a Supervisor, they should contact the RTO Manager or Assessor, who can provide you with further assistance.

### Monitoring Traineeship Supervision

The State Training Services 'guide 'supervising your apprentice or trainee' is provided at induction for trainees; this guide is used to explain to supervisors their role as a workplace supervisor and tips on coaching and mentoring in the workplace.

### 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. 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 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 has recognised it has compliance responsibilities to. They also represent obligations to you as a Learner whilst training with Smart Training and Consulting.

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](http://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 12<sup>th</sup> 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	<a href="http://www.aa.org.au">www.aa.org.au</a>	(02) 4964 1555	Available on website	Clients who are/or have been affected by alcoholism
Adult Migrant English Program	<a href="https://www.education.gov.au/adult-migrant-english-program-0">https://www.education.gov.au/adult-migrant-english-program-0</a>	1300 566 046	AMEPInfo@industry.gov.au	Assisting clients who have migrated to Australia and require assistance with LLN
Beyond Blue	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 224 636	Available on website	For clients who are experiencing anxiety and/or depression
Black Dog Institute (Anxiety Centre)	<a href="http://www.blackdoginstitute.org.au">www.blackdoginstitute.org.au</a>	(02) 9382 2991	<a href="mailto:blackdog@blackdog.org.au">blackdog@blackdog.org.au</a>	For clients who are experiencing depression, anxiety or any other mental illness.
Domestic Violence Help line	<a href="https://www.facs.nsw.gov.au/domestic-violence/helpline">https://www.facs.nsw.gov.au/domestic-violence/helpline</a>	1800 656 463	Available on website	For clients who are experiencing difficulties in the home.
CEDD- Eating Disorder Help Centre	<a href="http://www.cedd.org.au">www.cedd.org.au</a>	(02) 8627 5690	<a href="mailto:info@cedd.org.au">info@cedd.org.au</a>	To assist clients who are experiencing issues with eating disorders
Kids Helpline	<a href="http://www.kidshelp.com.au">www.kidshelp.com.au</a>	1800 55 1800	<a href="mailto:admin@boystown.com.au">admin@boystown.com.au</a>	Services for assisting children or people who are concerned about a child
Just Ask Us! (Post-Traumatic Stress Disorder)	<a href="http://www.justaskus.org.au">www.justaskus.org.au</a>	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	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	13 11 14	Available on website	Clients who are dealing with hardship or require

Name of Organisation	Website	Phone No	Email	Client Needs Addressed
				assistance with personal issues
The Reading Writing Hotline	<a href="https://www.readingwritinghotline.edu.au/">https://www.readingwritinghotline.edu.au/</a>	1300 655 506	<a href="mailto:info@literacyline.edu.au">info@literacyline.edu.au</a>	If a client is having difficulty with reading, writing and numeracy who require training to assist them.
NA- Narcotics Anonymous	<a href="https://www.na.org.au/multi/">https://www.na.org.au/multi/</a>	1300 652 820	<a href="mailto:Info@na.org.au">Info@na.org.au</a>	Clients who are/or have been affected by drugs
NSW Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au">www.nswrapecrisis.com.au</a>	1800 424 017	Available on website	To assist clients who have been raped
Men's Helpline Australia	<a href="https://mensline.org.au/">https://mensline.org.au/</a>	1300 78 99 78	<a href="mailto:talkitover@mensline.org.au">talkitover@mensline.org.au</a>	For male clients who have male related health issues
Wesley Mission Aust. (Poverty Helpline)	<a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>	(02) 9263 5555	Available on website	For clients affected by poverty or financial issues
National Council for Single Mothers and their children	<a href="http://www.ncsmc.org.au/">http://www.ncsmc.org.au/</a>	1800 758 150	<a href="mailto:ncsmc@ncsmc.org.au">ncsmc@ncsmc.org.au</a>	Single mothers who need assistance
Physical disability Australia	<a href="http://www.pda.org.au/">http://www.pda.org.au/</a>	1800 732 674	Available on website	For clients who require assistance with their physical disability
Deaf Australia Translating and Interpreting Service	<a href="http://deafnsw.org.au/">http://deafnsw.org.au/</a>		<a href="mailto:info@deafnsw.org.au">info@deafnsw.org.au</a>	For assisting the trainer who might require an interpreter for clients who are deaf or have hearing impairments
Salvo care line	<a href="http://salvos.org.au/">http://salvos.org.au/</a>	1300 36 36 22	Available on website	For clients who require financial assistance or emergency care
Disability Advocacy Network Aust.	<a href="http://www.dana.org.au/">http://www.dana.org.au/</a>		Available on website	For clients who may require assistance with their disability



Name of Organisation	Website	Phone No	Email	Client Needs Addressed
National Disability Service	<a href="http://www.nds.org.au/">http://www.nds.org.au/</a>	(02) 9256 3111	<a href="mailto:ndsnsw@nds.org.au">ndsnsw@nds.org.au</a>	For clients who may require assistance with their disability
Vision Australia	<a href="http://www.visionaustralia.org/">http://www.visionaustralia.org/</a>	1300 84 74 66	<a href="mailto:info@visionaustralia.org">info@visionaustralia.org</a>	For clients who require assistance due to vision impairment
Community migrant resource centre	<a href="http://www.cmrc.com.au/">http://www.cmrc.com.au/</a>	(02) 9687 9901	Available on website	For clients who may need assistance for Migration support services
Straker translation services (NAATI certified)	<a href="http://www.Straker.com.au">www.Straker.com.au</a>	02) 8015 2744	Available on website	For clients who require a range of translation services
Opal Translation (NAATI certified)	<a href="http://www.opaltranslation.com.au">www.opaltranslation.com.au</a>	1300727441	Enquiry form available on website	For clients who require a range of translation services
Anits Newcastle (NAATI Certified)	<a href="http://www.anits.com.au">www.anits.com.au</a>	1300500200	<a href="mailto:info@anits.com.au">info@anits.com.au</a>	For clients who require a range of translation and interpreting services
Family and Community Services Ageing, Disability and Home Care	<a href="http://www.adhc.nsw.gov.au/">http://www.adhc.nsw.gov.au/</a>	1300 205 268	<a href="mailto:servicembx@facsnsw.gov.au">servicembx@facsnsw.gov.au</a>	Support for family, ageing, disability or home care
Department of health/Mental health	<a href="http://www.health.gov.au">www.health.gov.au</a>	(02) 6289 1555	Available on website	Support for learners who are affected by health or mental health issues
Forest for the Trees Perinatal Psychology	<a href="http://www.forestpsychology.com.au">www.forestpsychology.com.au</a>	0474 251 669	<a href="mailto:admin@forestpsychology.com.au">admin@forestpsychology.com.au</a>	For client's experiencing loss and grief due to the death of a child, miscarriage, stillbirth and those who are having fertility problems

