



ASPIRE
TRAINING & DEVELOPMENT

Student Handbook



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From the Managing Director

Welcome to Aspire Training & Development

The decision to undertake study is an important one. Whether you are seeking to update or upgrade your skills, or embarking on a new career, our team of friendly and dedicated staff is available to make your learning experience unique.

To guide you through your study, we have developed this Participant Handbook. It sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations.

As it forms part of our enrolment conditions, to help us maintain our high standards, please take the time to read this information prior to signing off and accepting our enrolment terms. You may wish to refer to the details in this Handbook during your training, so keep it in a safe place.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with Aspire Training & Development. , we look forward with working with you to achieve your qualification.

Regards

Jillian Howard
Managing Director



Aspire Training and Development Scope of Registration

Aspire training can offer training and assessment in the following qualifications

- BSB20115** Certificate II in Business
- BSB30415** Certificate III in Business Administration
- BSB40515** Certificate IV in Business Administration
- BSB41015** Certificate IV in Human Resources
- BSB42015** Certificate IV in Leadership and Management
- BSB51915** Diploma of Leadership and Management
- CHC33015** Certificate III in Individual Support
- HLT33115** Certificate III in Health Services Assistance
- HLT37515** Certificate III in Health Administration
- SIT20316** Certificate II in Hospitality
- SIT30616** Certificate III in Hospitality
- TLI21610** Certificate II in Warehousing Operations
- TLI31610** Certificate III in Warehousing Operations

Aspire Short Courses

- HLTAID003** – Provide First Aid
- SITHFAB002** – Provide Responsible Service of Alcohol
- SITHGAM001** – Provide Responsible Gambling Services
- TLILIC2001** – License to Operate a Forklift truck

Aspire offers these courses through

- NSW Smart and Skilled Traineeship and entitlement qualifications for eligible students (this training is subsidised by the NSW government)
- Fee for Service
- Other State funded training programs



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Introduction

About Aspire Training & Development

Aspire Training and Development is a Registered Training Organisation, registered with the Australian Skills Quality Authority (ASQA) and has been in operation since 2011 as a National Training Provider. Our RTO ID is 70237.

Aspire Training and Development is dedicated to the development of flexibility, adaptability and efficiency for organisations. Fundamental to this dedication is the appreciation that people are the most important resource of any organisation.

For the above reason we pride ourselves on delivering quality training to develop employable skills and knowledge in the learner. We aim to use only the best Trainers & Assessors with a wealth of knowledge in various trades and life experience.

This handbook will assist you to understand Aspire's and your own obligations and responsibilities whilst undertaking training with us.

Aspire's Responsibility and Obligations

Our responsibility as your RTO is to provide training and assessment for your enrolled qualification and to issue you with your qualification once all requirements have been met. We are here to provide assistance, support and motivation to help you achieve your qualification, in any way that we can.

Our obligations come from various areas, including State and Federal Legislation, the VET quality Framework (including the National Standards for NVR Registered Training Organisations 2015), the Australian Qualifications Framework and our own organisational Policies and Procedures and business ethics. The following information covers off many of these Responsibilities and Obligations for you.



Access and Equity

Aspire Training and Development prides itself on promoting equal opportunity in education, with all staff, clients and students expected to treat each other with respect and dignity at all times. Aspire's Access and Equity Policy is embedded within all enrolment, assessment, hiring and operational procedures.

All staff members are responsible for ensuring that the access to and delivery of training is available regardless of gender, socioeconomic background, disability, ethnic origin, age or race. Students should be aware of their rights and responsibilities upon enrolment and throughout the duration of their training.

Our policy and Access and Equity principals and processes are in accordance with the:

- Equal Opportunity Act 1994 www.eeo.nsw.gov.au
 - Racial Discrimination Act 1975
 - NSW Anti-Discrimination Act 1977
 - Sex Discrimination Act 1984
 - Disability Discrimination Act 1984
- } www.hreoc.gov.au

In the event of a situation that is considered by students to be a violation of Aspire Training and Developments Access and Equity policy, students are required to report the situation to management immediately.

Workplace Health and Safety (WHS)

Aspire Training and Development have your safety as their number one priority and they strongly believe in providing all staff and students a safe learning and working environment.

During your orientation, your Trainer and Assessor will explain the WHS requirements within the training environment and the procedures to undertake when reporting any accidents or risks.

All staff and students have the responsibility to report and record any accidents to their Trainer or Workplace Supervisor immediately. In addition, you are also required to report and record any safety risks or hazards that you identify during your training immediately to your trainer.



Enrolment

When you enrol in a training course with Aspire you will -

- be required to provide current identification (for example a current driver's license)
- be required to provide your USI number(see below)
- be required to complete an LLN (language, Literacy and Numeracy assessment)
- We will ensure that you have access to all learning and training opportunities to assist you in developing and achieving your desired outcome.

Unique Student Identifier

A Unique Student Identifier (USI) is an individual reference number made up of numbers and letters that provides individuals with access to their USI account. A USI allows an individual's USI account to be linked to the National Vocational Education and Training (VET) Data collection, which allows an individual to see all of their training results from all nationally recognised training that they have successfully completed.

The USI is available online and at no cost to the participant at www.usi.gov.au

- No certificate or Statement of Attainments can be printed until a USI is validated

Literacy and Numeracy

Aspire Training and Development recognises the individuality of each student's learning ability.

In allowing us to tailor a program that best suits your needs, you are required to complete a Language, Literacy and Numeracy Evaluation prior to commencement.

Our Trainers and Assessors must be flexible in their delivery and training to ensure individual requirements and needs are addressed for each student. Every effort is made to ensure that students are adequately supported to enable them to complete their training. We encourage you to discuss any Learning support you may require at any time throughout your training.



Orientation

At the beginning of any training, all students will complete an Orientation process. This process introduces you to the type of training and units you will undertake throughout your course and also ensures you are aware of your rights and responsibilities as a student.

On your initial contact with your Trainer and Assessor, you will be provided with further documentation and more detailed information including course timetable/training plans, method of delivery and assessment timing and outcomes associated with your chosen training. You are encouraged from the first meeting to ask questions and provide input to your training so together we can get you the best outcomes.

Flexible Learning Strategies & Assessment Procedures

Delivery Options

- Classroom – Face to Face
- Work based – Traineeship
- Self Paced/Distance
- Blended

We customise our training and assessment to meet your specific needs. We can offer flexibility in our delivery of training should you be having difficulty. Your Trainer and Assessor can discuss with you the different options available which can include, on or off-the-job assignments or projects, or alternative learning/assessment strategies.

What are the possible outcomes for Competency Based assessment?

The outcome for accredited training is either **Competent(C)** or **Not Yet Competent (NYC)**.

Competent indicates that you have met all requirements for that unit.

Not Yet Competent indicates some gaps in your learning which your assessor will discuss with you. You will have the opportunity to be re-assessed at a later time.

All evidence you provide must demonstrate beyond reasonable doubt that you have met the requirements of the unit.

Plagiarism is unacceptable and will result in a Not Yet Competent being awarded.



Assessment

All Assessments should be submitted

- On or prior to the due date
- submitted with a completed assessment cover sheet
- Have your name and unit number on each individual page (if not part of an assessment booklet)
- Have questions Be completed in blue or black pen
- Be word processed where indicated

Assessment Appeals

If you are unhappy with the result of an assessment, a re-evaluation of assessment can be requested within 4 weeks of your result date. A second assessor will re-assess your evidence and determine an independent outcome.

Please note: that all original reports and assessments which you submit are kept in your student file and are not returned unless additional work is required. It is advisable that you keep copies of any work submitted for future reference.

Recognition of Prior Learning (RPL)

Aspire Training and Development recognises Vocational Education and Training (VET) qualifications achieved by students from any Australian Registered Training Organisation. Recognition or RPL is available for all subjects and units of competency within our scope of registration

The RPL process allows students to apply for credit for previous study, work life and educational experience that match learning outcomes of specific modules within their course. .

To support your RPL application, you are required to supply documentation – this may include, qualifications issued by other training organisations, support letters from employers and credentials you may have received from your employment. Students must provide original or verified copies of their qualifications or statements of attainments.

All evidence provided in your RPL application are reviewed by a qualified trainer/assessor who will discuss with you the application, need for additional information and the outcome. Should you be unhappy with the final outcome, you have the right to appeal this decision via Aspire Training and Development’s Complaints and Appeals form (*available from our administration department*).



Privacy

Aspire Training and Development collects and stores student's personal details for training purposes only. We utilise this information to record your course progress and meet compliance requirements.

Where State and Commonwealth funding supports training, we may be obliged to submit your personal and progress details for research, statistical analysis, program evaluation, post completion survey and management purposes.

We **DO NOT** share, rent or sell personal information you provide us. The confidentiality of the information we collect from you is in accordance with the Standards for NVR Registered Training Organisations and is protected under the NSW Privacy Act 1988. If we are required to disclose information about any of our student's to a third party, we will acquire written consent from the student first (i.e. editorial, photos for advertising purposes, training outcomes etc).

You have the right to see and review your personal training file at any time. It is advisable that you discuss this with the Trainer and fill in a Request for Information form, (*available from our administration department*) and you will need to give two days' notice for this information to be made available.

Complaints and Appeals/ Consumer Protection

Aspire Training and Development recognises that differences and grievances can arise from time to time. If there are concerns relating to your training, you are encouraged to discuss these with your trainer. Complaints about Aspire Training and Development can be directed to the Managing Director. The quick settlement of these matters is in the best interest of all parties concerned and following are the steps implemented to ensure this happens:

- Inform Aspire Training and Development if you are dissatisfied or have any concerns about our products, services, processes or policies. This can be done by completing a complaints and appeals form available from administration.
- If you are not satisfied with the outcome or you wish to go directly to the RTO manager inform Aspire Training and Development's RTO Manager in writing clearly documenting the issue and any interactions. This can be recorded on an appeals form or by emailing jdearing@aspire-training.com.au directly.
- If you still are not satisfied with the resolution, Aspire Training and Development will refer the matter to an independent mediator.
- You have the right to if you are not satisfied to approach the NSW Department of Industry (smartandskilled.nsw.gov.au or 1300 772 104) or Australian Skills Quality Authority. www.asqa.gov.au
- If all parties cannot reach a satisfactory solution, you have the right to seek representation and appeal under the relevant State or Federal Law.



Disciplinary Action

All students training with Aspire are expected to behave in a manner that is responsible and respectful towards others. Any behaviour seen as discriminatory, harassing, bullying, or obscene (including foul language) will not be tolerated. Behaviour that affects the safety or yourself or others including the use of alcohol and drugs during training will also be met with zero tolerance. To ensure a positive experience is had by all learners, trainers and clients such behaviour may result in training being suspended or cancelled at the discretion of the RTO director.

When behaviour is of a consistent inappropriate nature the following actions will be taken

1. Minor Infringements – Informal Counselling
2. Serious Instances – Formal Counselling and in extreme circumstances enrolment may be terminated without warning.

Instant terminations occur at the sole discretion of the RTO director, a letter explaining the reason for the termination will be issued to the student and employer (if applicable)

Please note criminal and illegal behaviour will result in instant dismissal

Aspire Training Fees

All Fee for Service enrolment, Traineeships, Workshops, RPL and Short Courses attract fees which are payable on enrolment. Most Fees are course specific and will be confirmed with you prior to enrolment.

Training delivered under Smart and Skilled attract a course fee based on an individual’s eligibility which is assessed prior to enrolment. For traineeships this fee is fixed at \$1000 and can be paid by either the employee or the employer on approval of the training contract. For entitlement funded courses and fee for service full qualifications, a deposit of \$500 must be paid prior to the commencement of training. The remainder of the fee can be paid once training has commenced or a payment plan can be installed whereby the remainder of the training fee is paid in three instalments as training and assessment progresses. All short courses must be paid in full 48 hours prior to the training day.

Fee for Service	Smart and Skilled Entitlement Funding	Smart and Skilled Traineeship
Set Course Fee based on Qualification	Smart and Skilled Student fee calculated based on eligibility.	\$1000 course fee for students not applying for concession or exemption (see next page)



Concession Fees and (SMART AND SKILLED Funded Programs ONLY) – Students who receive one or more eligible Commonwealth benefits or allowances at the time of their enrolment may be eligible to pay a concession fee. Please see eligibility and evidence requirements to apply for a concession or exemption.

Fee Exemptions – may be available for individuals with a disability or for those who come from an Aboriginal or Torres Strait Island background. Exemptions are assessed based on eligibility for **SMART AND SKILLED Funded Programs ONLY**.

Additional Fees - Due to the nature of some course additional personal fees may be attracted (e.g. Aged care vaccination fees). Any additional fees will be discussed prior to enrolment of each course at an information session or personally with each candidate.

Please note that no Certificates or Statements of Attainment will be issued until all fees are paid in full.

Refund Policy

If a cancellation of a NSW traineeship, Smart and Skilled, or fee for service enrolment occurs the following charges apply

Qualification	Cancellation Fee
Cancellation of traineeship prior to NSW DET contract approval	No fee will apply
Traineeship Cancellation after NSW DET approval of contract and after training has commenced and resources have been issued and training commenced	No refund will apply
Withdrawal from Smart and Skilled program prior to training commencement (written notice of withdrawal must be provided)	No fee will be apply provided written notice of withdrawal is provided
Withdrawal from Smart and Skilled program after commencement of training and issuing of resources	No refund will apply
Fee for Service Qualifications	As per SNR 22.3 for Registered Training Organisations, Aspire will not collect more than \$1000 prior to commencement of any training program. Once training has commenced and all resources have been issued

Other Refunds may be granted for appropriate circumstances such as severe illness etc (this will occur at the sole discretion of the RTO Director). A request for such a refund should be provided in writing stating the reason the refund is being requested.



Short Course Refunds

- No refunds will be issued once enrolment is processed unless a course is cancelled or withdrawn in which case a full refund will be given
- A credit to the value of the enrolled training may be provided for anyone who gives formal written notice within 48 hours prior to commencement of training, where no resources have been provided
- Refunds may be given for extreme individual circumstances such as illness at the discretion of the director and on the provision that a medical certificate is supplied
- Non attendance and no prior notification of absence will result in zero refund and full course enrolment fee will apply
- Aspire will not be held responsible for any personal expenses incurred for attending or enrolling in one of their training courses.
- Please see Forklift Enrolment Terms and Conditions for refund information and additional charges for **License to Operate a Forklift**

Feedback and Continuous Improvement

Aspire Training and Development values and respects feedback from staff, student, employers and industry. Aspire regularly undertakes evaluations for all courses and training to achieve continuous improvement and monitor student and stakeholder satisfaction.

Any Opportunity for Improvement identified is presented at RTO meetings to ensure appropriate follow up action is taken.

We appreciate the time taken to complete our evaluation survey forms. We don't consider there is such a thing as bad feedback. Any feedback provides us opportunities to improve our service. You will be provided an evaluation at the conclusion of your training with Aspire however feedback is encouraged throughout your training both formally and informally and can be submitted in writing to admin@aspire-training.com.au



Client Support Services

The training and administrative staff of Aspire Training and Development are available to provide general advice and assistance with matters such as studying, homework, accommodation, language and literacy problems and counselling.

Support requirements and needs will be discussed and evaluated at your orientation but can be requested at any time throughout the training. Students requiring special or intensive assistance will be referred to an appropriate external service (*any costs associated with an external service will be at the student's own expense*).

External Services

Name	Phone	Website
Lifeline	131114	www.lifeline.org.au
Counselling Online	NA	www.counsellingonline.org.au
Beyond Blue	1300 224 636	www.beyondblue.org.au
Kids Helpline	1800 551 800	www.kidshelp.com.au



