

***Alan
Bartlett
Consulting***

Phone: 07 3277 5490

Fax: 07 3277 5287

e-mail: info@abconsulting.edu.au

Web: www.abconsulting.edu.au

Unit 10/121 Kerry Road
ARCHERFIELD Q 4108



Client Information Book

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Code of practice

Preamble

Alan Bartlett Consulting Pty Ltd is committed to the maintenance of high standards in the provision of Vocational and technical education and other client services.

Education Standards

Alan Bartlett Consulting Pty Ltd has policies and management practices that maintain high professional standards in the marketing and delivery of Vocational and technical education services, and that safeguard the interests and welfare of trainees.

We will maintain a learning environment that is conducive to the success of trainees. We have the capacity to deliver the programs for which we have current registration, provide adequate facilities and use appropriate methods and materials.

Marketing

Alan Bartlett Consulting Pty Ltd markets our Vocational and technical education products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other provider or course.

Student information

Alan Bartlett Consulting Pty Ltd provides accurate, relevant and up-to-date information to trainees prior to commencement. This includes, but is not limited to:

- our Code of Practice
- admissions procedures and criteria
- our refund policy
- total costs/fees to students
- certification to be issued to students on completion or partial completion of the course
- competencies to be achieved by trainees
- assessment procedures
- arrangements for the recognition of prior learning
- complaints/appeal procedure
- facilities and equipment
- trainee support services.

Recruitment

Recruitment of students is conducted at all times in an ethical and responsible manner and consistent with the requirements of the qualification. Alan Bartlett Consulting Pty Ltd ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies.

Access and Equity

Alan Bartlett Consulting Pty Ltd acknowledges and promotes the need to improve the opportunities for people with special needs to participate in Vocational and technical education programs. People who have previously been under-represented in Vocational and technical education include:

- Aboriginal and Torres Strait Islander people
- women
- people with limited social, literacy or numeracy skills
- people with disability
- people from different cultural backgrounds
- people from rural and isolated areas.

We will provide training to all students within the scope of our registration regardless of their employer. This is subject to the employer's having sufficient human and physical resources to support the on-the-job component of the training.

Refunds

Alan Bartlett Consulting Pty Ltd safeguards **fees paid in advance** for training and assessment, and will refund fees in the following circumstances:

- Cancellation of the program by Alan Bartlett Consulting
- Unconditionally, where the trainee who withdraws is indentured under a contract of training.
- Conditionally, where the trainee participates on a fee-for-service basis, and can show good cause.

This may include:

- Medical grounds
- Family bereavement
- Other extenuating circumstances
- At a Director's discretion.

The amount of refund will be determined as follows:

- Fees (for tuition and student support services) will be refunded in full when the trainee (whether subsidised or full fee-for-service) has not commenced at the time of the cancellation of enrolment
- Where the trainee withdraws after participation, fees will be refunded proportional to the level of service provided.

Student Complaints/Appeals

Alan Bartlett Consulting Pty Ltd has a fair and equitable process (see below) for dealing with trainee complaints/appeals. In the event that complaints cannot be resolved internally, we will advise trainees of the appropriate legal body where they can seek further assistance.

International Students

Alan Bartlett Consulting Pty Ltd will be bound to the Education Services for Overseas Students (Registration of Providers Financial Regulations) Act.

Sanctions

Alan Bartlett Consulting Pty Ltd will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a training provider withdrawn.

Entry

Pathways

There are three possible entry pathways to our training programs:

- **New Start Trainee** - employed **less than 3 months fulltime** by your current employer
 - through an indentured traineeship (Australian Apprenticeship) for employees who are new to the industry and hence eligible for government-funded training under the Apprenticeship and Traineeship Training Program. Please contact your nearest AAC (Australian Apprenticeship Centre) for further information regarding eligibility and incentives available.
- **Existing Worker Trainee** – employed **more than 3 and less than 12 months fulltime** by your current employer
 - through an indentured traineeship (Australian Apprenticeship) for existing workers without formal qualifications beyond Certificate II level and whose employers are hence eligible for Federal and/or State Government-funded incentives. Please contact your nearest AAC (Australian Apprenticeship Centre) for further information regarding eligibility and incentives available.

- **Existing Worker** – as specified under the **Productivity Places Program**
 - an Australian Citizen or a Permanent Resident of Australia living in the funded state or a Humanitarian refugee

And also must be,

- 15-19 years old and worked a minimum of 15 hours in the previous week; or
- over 19 years old and worked a minimum of 1 hour in the previous week
- **Fee-for-Service** trainee – available to anyone without conditions
 - where the student or employer pays the full cost of the training. There are no limitations on this arrangement and training can commence almost immediately as there is no requirement to contact an AAC (Australian Apprenticeship Centre). Please contact Alan Bartlett Consulting or visit our website for further information and enrolment forms.

Relevant Legislation

The following is information relating to relevant Commonwealth and State legislation that may affect our clients. The information provided below relates to:

- occupational health and safety (OHS)
- workplace harassment, victimisation and bullying
- anti-discrimination, including equal opportunity, racial vilification, and disability discrimination
- Vocational and technical education (VTE)
- traineeships

Our privacy policies and procedures are outlined under the heading of ***Privacy policy***.

Further information on relevant Commonwealth and State legislation may be accessed by referring to the websites listed in Appendix B.

Occupational health and safety (OHS)

Your employer is responsible for your health and safety while you are in the workplace. However, under workplace health and safety legislation, you also have responsibilities, including:

- complying with health and safety instructions
- using the personal protective equipment provided by your employer
- not wilfully or recklessly interfering with or misusing health and safety provisions
- not wilfully placing at risk the health and safety of others
- not wilfully injuring yourself.

Your employer must:

- give you an introduction to the workplace which covers hazard identification and risk prevention
- provide you with training in safe work practices
- provide initial and ongoing supervision
- give you personal and protective equipment including instructions on how to properly use and wear equipment
- guard hazardous plant and machinery
- prevent and minimise the risk of exposure to hazardous substances and manual handling injuries

Every person associated with a workplace in any way, has an obligation to ensure their own workplace health and safety and the workplace health and safety of others.

For more information about safety at work, in Queensland, call the Department of Industrial Relations on 1300369915 or visit www.dir.qld.gov.au/workplace/index.htm. For all other states/territories, refer to the relevant website in Appendix B.

Workplace harassment, victimisation and bullying

Workplace bullying is repeated, unreasonable behaviour directed towards an employee or group of employees that creates a risk to their health and safety.

The most common forms of bullying in Australian workplaces are bossing people around, intimidating, threatening or keeping them under pressure.

Workers may also be harassed by clients, customers, contractors or others from outside the workplace, and bullying can happen between co-workers, but more workers are bullied by employers and managers than by fellow workers.

Responsibility of employers

Under OHS laws, employers must:

- consult with employees and OHS representatives
- provide adequate and appropriate information, training, instruction and supervision
- identify, assess and control hazards, including organisational structures and behaviours that may lead to bullying
- provide an appropriate physical and organisational environment

- provide healthy and safe workplaces and work systems, including a working environment where the risk of bullying is eliminated or minimised.

Some forms of bullying are outlawed by equal opportunity or anti-discrimination legislation.

Organising to prevent bullying

Workers should:

- meet to discuss causes, effects and possible solutions to bullying
- collectively determine how to achieve a healthy and safe workplace.

Resolving complaints in the workplace

When a complaint of workplace harassment is raised how it is responded to can influence how and when the issue is resolved.

The person responsible for human resources or industrial relations matters at your workplace should be able to advise you about complaint resolution policies and procedures.

Generally, complaints can be resolved either informally, or formally.

Before deciding on how to resolve the complaint the person raising the complaint should:

- clearly define their concerns and desired outcome
- assess the advantages and disadvantages of the informal versus formal process
- consider the complexity of the situation (a formal option may need careful consideration if the situation is very complex)
- be aware of support mechanisms available, for example counselling
- acknowledge the consequences of making malicious, frivolous or vexatious complaints (complaints that are deliberately harmful, spiteful, trivial or unworthy of serious attention or resources)

It is recommended that the opinion of an independent third party (for example, human resource manager, supervisor or workplace health and safety representative) be obtained to help validate experiences and make a well informed decision regarding the most appropriate resolution option.

If a workplace harassment prevention policy exists it should provide details of an appropriate person to raise workplace harassment complaints with who can help.

Anti-discrimination and unfair treatment

Discrimination occurs when someone is treated unfairly or badly in certain respects. Not all discrimination is against the law, even if it is unfair. The relevant Anti-Discrimination Act in your state determines what kind of discrimination is unlawful by identifying particular attributes and areas.

Discrimination happens because people have stereotypical or prejudiced ideas or beliefs about other people because they happen to belong to a particular group of people or because they have certain personal characteristics or attributes. This kind of *direct discrimination* is often the result of failing to treat each person as an individual regardless of their sex, age, race etc.

Discrimination can also happen in a more indirect way. In some cases treating everybody the same can be unfair because it disadvantages a whole group of people. For example, requiring all enrolment applicants for a hospitality course to meet minimum height requirements may disadvantage women or people of particular ethnic origin. Unless such a rule is necessary or reasonable in all the relevant circumstances it will be *indirect discrimination* and against the law.

Indirect discrimination is not usually intentional but is often the result of forgetting to think about the impact of rules and requirements on different people.

Generally, the Anti-Discrimination Acts in each state/territory prohibit discrimination on the basis of:

- sex
- marital status
- pregnancy
- parental status
- breastfeeding
- age
- race, colour or ethnic origin
- impairment or disability (past or present)
- religion
- political belief or activity
- trade union activity
- lawful sexual activity (ie. because you are gay)
- association with, or relation to, a person who has any of the above attributes.

Check the Anti-Discrimination Act in your particular state/territory by referring to the relevant website in Appendix B.

Your rights and responsibilities as a student

All students have the right to be free from discrimination, sexual harassment and vilification in an educational setting. While some cases of discrimination between students can be complex, if students believe that this behaviour is occurring, they have the right to make a complaint to the *Anti-Discrimination Commission Queensland* (or the relevant department in your particular state/territory) and seek a solution through conciliation.

Racial vilification

Vilification (inciting hatred, serious contempt or severe ridicule of others because of their race, religion, gender identity or sexuality) can take many forms, including hate-speech, graffiti, websites and the distribution of propaganda or other forms of offensive literature. Racial and religious vilification is generally behaviour that happens in a public place and incites others to hate, to have serious contempt of or to severely ridicule individuals or groups because of their race, religion, gender identity or sexuality.

It is also a criminal offence to incite racial and religious hatred of others by threatening physical harm or inciting others to threaten physical harm towards another or their property.

If you believe that you are a victim of racial vilification, you could:

- deal with it yourself by talking to the person or people involved
- if the behaviour happened at work, ask your manager, union representative or contact officer what you might do. If your workplace has a process for dealing with complaints, you could lodge a complaint with your employer.
- contact the *Anti-Discrimination Commission Queensland* at www.adcq.qld.gov.au or on **1300 130 670** (for other states/territories, refer to the relevant website listed in Appendix B).

Disability discrimination

Impairment or disability discrimination is treating you unfairly or badly because of your impairment. Discrimination such as this may be unlawful depending on the circumstances.

Unlawful discrimination can also happen in a less obvious way. Sometimes a rule or policy seems to treat everyone the same, but in fact, some people end up being treated less favourably.

The law that prohibits discrimination on the basis of impairment in Queensland is the *Queensland Anti-Discrimination Act 1991* (similar laws in other states/territories – refer to Appendix B).

Discrimination on the basis of impairment can happen at work, school or college, in a public venue in a shop or a restaurant, looking for accommodation, buying property, applying for credit, insurance or a loan, or dealing with tradespeople, businesses or state or local government.

Because discrimination occurs most often in the workplace, employers should offer an equal opportunity to everyone for job interviews, promotion, transfer or training. In other words, employers need to consider you on what you can do, not on what they assume you cannot do.

Is your employer responsible for what happens in the workplace?

Your employer is responsible for what happens in your workplace. Likewise, the person or persons who discriminated against you, can be liable for what happened to you. This is called *vicarious liability*.

Employers need to take reasonable steps to ensure they protect their staff from discrimination and vilification, and make sure their workplaces are free of this type of behaviour.

This may include writing policy and making sure all employees, especially managers and supervisors are trained in how to reduce or prevent discrimination from happening. Employers should also introduce an effective process for dealing with complaints.

Employers or organisations can't avoid their legal responsibility by saying they were not aware of discrimination in their workplace.

If you feel you are being discriminated against, you could talk to the person or people involved. Tell them you object to what they are doing, and ask them to stop. Often, this is enough.

However, if the behaviour happened at work, ask your manager, union representative or contact officer what you might do. If your workplace has a process for dealing with complaints, you could lodge a complaint with your employer.

Alternatively, you could also contact the *Anti-Discrimination Commission Queensland* at **www.adcq.qld.gov.au** or on **1300 130 670** (or the relevant department in your particular state/territory).

Exemptions

Particular exemptions mean that not all forms of discrimination are against the law in all circumstances. The Act provides a range of exemptions that can be argued. Only certain exemptions apply in relation to education. It is also possible to apply to the Anti-Discrimination Tribunal for the granting of an exemption.

Exemptions recognise that in some circumstances discrimination can be acceptable provided it occurs for specific reasons or purposes. Whether a particular exemption will apply will usually be a question

of fact, which only the Tribunal can decide. However, any possible exemption should be raised with the Commission as this may assist in conciliating a resolution of a complaint.

Welfare and equal opportunity measures

'Special measures' provisions are designed to benefit or promote equal opportunity for a member of a disadvantaged group or a person with particular needs, eg. special tertiary education entry programs for Indigenous Australians recognise the severe disadvantage they experience compared to others in terms of access to education.

Educational institutions

Educational institutions catering for students of a particular sex, religion or general or specific impairment, can lawfully exclude students who are not of the particular sex or religion or who do not have a general or specific impairment.

Qualifying age

Students may be selected for educational programs on the basis of a minimum qualifying age. This may include setting aside places for mature age students.

Supplying special services or facilities

An exemption may apply where supplying special services or facilities for a person with an impairment would impose an unjustifiable hardship on the educational institution. Educational institutions must offer equal opportunity to everyone and make reasonable adjustments to meet the needs of people with impairments. Discrimination against people with impairments, for example by refusing them enrolment in a tertiary degree program, is only lawful if the institution can demonstrate that it would impose an unjustifiable hardship to make reasonable adjustments. Factors that are relevant include the nature of the special service or facility, cost of supplying it, the number of people to benefit, the financial circumstances of the organisation, the disruption that the supplying of those services or facilities might cause and the nature of any benefit or detriment to all people concerned.

Child Protection

From 1st January 2007 employers and businesses must have a written risk management strategy in place which complies with the Commission for Children and Young People Amendment Regulation (No.1) 2006.

Alan Bartlett is committed to the safety and wellbeing of all children and young people, both in the workplace and in the fields of Industry that we service. Staff will treat them with respect and

understanding at all times and will endeavour to ensure that children and young people are kept safe from harm in complying with this policy.

All team members:

- hold a current blue card
- adhere to the Alan Bartlett Consulting Child Protection Policy
- report and record disclosures of harm as outlined in the Child Protection Policy
- are aware of the consequences of breaching this policy

NOTE – this policy is included in Alan Bartlett Consulting Induction Process. Each team member has a copy of the Child Protection Policy and is bound by this policy at all times whilst employed by Alan Bartlett Consulting.

Vocational and Technical Education (VTE)

Vocational and Technical Education (VTE) is a term used internationally to describe education and training arrangements designed to prepare people for work or to improve the knowledge and skills of people already working.

The Australian Qualifications Framework is an integral part of the vocational and technical education (VTE) sector. The Australian Qualifications Framework ranges from the senior school certificate through to the doctoral degree. The vocational and technical education sector is the governing sector for certificate I to the vocational graduate diploma.

Qualifications are delivered and issued by registered training organisations. Some schools and universities seek additional registration so they are able to deliver vocational and technical education sector qualifications. For example, many schools now offer students the opportunity to complete a certificate I or certificate II as part of their secondary school education.

The Australian vocational and technical education system is recognised to be among the most sophisticated in the world because it is:

- **industry led** – employers and industry representatives define what outcome is required from the training
- **national** – the system is jointly managed by state, territory and Australian governments
- **client focused** – it is flexible, relevant and responsive to client needs.

The Vocational and technical education sector is managed by a national training framework which includes:

- **training packages** – an integrated set of nationally endorsed competency standards, assessment guidelines and qualifications for specific industries, industry sectors or enterprises
- **Australian Qualifications Framework** – the national framework that defines all qualifications recognised in Australia in secondary school, the Vocational and technical education sector and university.

Traineeships

Traineeships consist of structured training and paid employment arrangement which involves a contract between the employer and the trainee. Trainees complete a qualification, learning skills at work and under the guidance of a training provider.

Traineeships can be full-time, part-time or school-based where some of the training is undertaken while the trainee is at high school.

The training undertaken is most effective when it is designed to suit the needs of the specific traineeship, the needs of the employer, and the needs and learning styles of the trainee.

Training can be delivered using one or more of the following options:

- in an appropriate environment, such as an employer's premises, TAFE institute or private college where training is delivered by the supervising registered training organisation
- using flexible delivery methods, such as video link, teleconferencing, correspondence, work books, online self-paced learning, or an internet classroom link, where training is delivered by the supervising registered training organisation
- in the workplace, where training is delivered by the employer.

The Training and Employment Recognition Council has determined the requirement that for all modes of training delivery, traineeships require the withdrawal of trainees from routine / productive work practices for the purpose of undertaking structured training and assessment. This principle applies to all training contracts irrespective of how the training is funded.

A schedule must also be negotiated that outlines when the trainee will be withdrawn from routine or productive work for structured training.

All structured training is delivered and undertaken in paid work time, unless the trainee is undertaking a school-based program.

The training options must be negotiated and outlined in the training plan.

Fees

Indentured trainees funded under the 2010-2015 User Choice Contract (Queensland only)*

**** All User Choice funding in Queensland is sourced from the Department of Education Training and Training***

1. **Student Contribution fees**

- (a) Student Contribution fees are a Participant's contribution to the cost of tuition.
- (b) The RTO must detail its fees and charges policy, including full costs, method of collection, refunds, and exemptions prior to enrolment and provide access to this written policy to Participants.
- (c) The RTO must retain evidence of student contribution fees collected as well as evidence of Participants who have been deemed as totally or partially exempt from the payment of student contribution fees.
- (d) Where a Participant does not commence a Unit of Competency/Module, then the Supplier must reimburse the Participant for all student contribution fees collected in relation to that Unit of Competency/Module.
- (e) Where a Participant withdraws from a Unit of Competency/Module after participating in learning activity, then a proportionate payment of the tuition fee must be reimbursed.
- (f) The student contribution fee is calculated at **\$1.50** per nominal hour for each Unit of Competency/Module delivered.
- (g) The Supplier must not charge Participants more than the student contribution fee amounts contained in this Information Book except as required by the Department from time to time.
- (h) If the supplier is contracted as an ESRTO, then the ESRTO is not required to charge tuition fees.

2. **Partial exemption – student contribution fees**

The Supplier must not charge more than 40 per cent of the student contribution fee where the Participant falls into one or more of the following exemption categories:

- (a) the participant was or will be under 17 at the end of February in the year in which the Supplier provides training, and the Participant has not completed year 12;
- (b) the Participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;

- (c) the Participant issues the Supplier with an official form under Commonwealth law confirming that the Participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- (d) the Participant is an Aboriginal or Torres Strait Islander person.

3. Student support services fees for Participants

- (a) Student support services include:
 - i) student counselling or job placement service;
 - ii) library service;
 - iii) course information service;
 - iv) disability support service.
- (b) The Supplier must not charge the Participant a student services fee except as authorised by the Department from time to time.

4. Fee exemption on grounds of extreme hardship or other special circumstances

- (a) Where payment of the student contribution fee would cause the Participant extreme financial hardship, then the Supplier may exempt the Participant from these fees.
- (b) The exemption process should be in place at the time of the Participant's enrolment.
- (c) For 4(a) above, the Supplier must have a reasonable internal process to manage an appeal from a Participant about the outcome of the Participant's application under financial hardship.
- (d) Where the Participant is a School Based Apprentice or Trainee.

5. When should student contribution fees be charged?

Fees will be charged in accordance with this Information Book, which are based on the Department of Education, Training and the Arts requirements under their 2009-2010 User Choice Program Agreement. Tuition fees will also be charged for Recognition of Prior Learning, but will not be charged for Credit Transfer.

6. Changes to the amount of fees chargeable

The Department of Education, Training and the Arts may amend the amount of fees chargeable on an annual basis, based on the increase to the consumer price index.

7. Refund policy

Refer to our Refunds policy under the section Code of Practice.

8. Additional charges

- (a) The Supplier may apply additional charges beyond those listed above only if those additional charges (excluding student contribution fees) are listed in the *Vocational Education, Training and Employment Regulation 2000*.
- (b) The additional charges must be applied in accordance with the *Vocational Education, Training and Employment Regulation 2000*.
- (c) The additional charges must be listed in the Supplier's fees and charges policy and shown to the Participants at enrolment.

9. No charges

The supplier must not charge Participants or their employer for:

- (a) The provision of materials essential to achieving competence;
- (b) The development and supply of a Training Plan; and
- (c) The development and supply of the initial Training Record.

The exceptions where the Supplier can negotiate additional fees with the Employer are the following circumstances:

- (d) Training and Assessment in Units of Competency/Modules, which is over and above that which is essential to the Qualification outcome for the Participant; or
- (e) Where the Supplier has negotiated a Training Plan with an Employer and Participant that has been tailored to the specific needs of the workplace, and results in additional costs of delivery due to workplace customisation or deluxe material changes.

10. No claim against the Department

The supplier must not claim and will not be paid by the Department in respect of the fees and charges in this Information Book.

Fee for service

For a client who enters a fee-for-service arrangement, the agreed contract sum is all-inclusive. The cost is negotiated between Alan Bartlett Consulting and the client. The actual cost will depend on several factors, including:

- the existing competencies of the proposed student/s
- the number of students involved
- the level of resources made available by the client
- the geographic location of the students.

Fee-for-service payments are negotiated with the participant or employer and may be either full payment in advance, or a progressive payment upon the commencement of each unit.

Privacy policy

Privacy Protection

Alan Bartlett Consulting Pty Ltd collects personal information in its capacity to provide Vocational and technical education. As part of our commitment to service, we are committed to protecting your privacy.

The personal information collected includes your name; date of birth; home address and telephone number; work telephone and fax numbers; email address; the status of your employment; academic qualifications; place of birth; languages spoken; and any medical conditions or disabilities.

The collection, maintenance and disclosure of this information is governed by the National Privacy Principles contained in the Privacy Act 1988.

We are also required to assure the integrity, accuracy and currency of personal information in accordance with Australian Quality Training Framework 2007 (Conditions of Registration, Compliance with legislation).

Permission to Publish

During the enrolment process a representative of Alan Bartlett Consulting Pty Ltd will require you to complete a form stating that during your training we will be required to collate evidence that may or may not include photos of you and your workplace for the sole purpose of evidence retention. This form will ask both yourself and your employer whether or not this is permitted. Along with this request is a statement that this information may be used for publishing on a website or trade display specifically for the purposes stated. Should you wish to reject this request please indicate accordingly on the provided form. Should your employer object to this request they may do so accordingly on the appropriate form.

Use and Disclosure of Information

Any personal information we collect is available to the staff of Alan Bartlett Consulting, and is used for the purposes of:

- providing workplace training and vocational education
- providing appropriate training resources
- identifying recipients of training qualifications
- accessing public funding
- seeking feedback from you on ways to improve our services
- administering and managing our training services including charging, billing and collecting debts.

We only disclose personal information to the relevant local state or territory government department (in Queensland, the Department of Education and Training (DET)) as a requirement for accessing public funding.

Access and Updating of Information

Alan Bartlett Consulting takes all reasonable precautions to ensure that the personal information we collect is accurate, complete and up-to-date. The accuracy of the information is, however, predominantly dependent on the information which you provide.

Under the Privacy Act, you have the right to access your personal information and request that it be amended if it is inaccurate, incomplete or out of date. To amend personal information that Alan Bartlett Consulting holds about you, please contact us.

You also have the right to complain if you think that your personal information is not being handled in an appropriate manner. Please refer to our complaints procedure outlined in this document.

Copyright

Alan Bartlett Consulting complies with the Copyright Act 1968, Copyright protection is provided to all original works. This includes text, audio, video, graphic and both hard copy and digital. Alan Bartlett Consulting is required to abide by the copyright act and the guidelines associated with this act.

Our training

Enrolment

There are no fixed enrolment dates. Training is self-paced using print-based learning resources supported by one-to-one or small-group tuition as required, so that training can start soon after enrolment.

Our access and equity policy (page 4) encourages participation by all, including those who have traditionally been under-represented in this type of training.

We will assess all entrants to the programme to determine their capacity to benefit from the training, and to identify any particular learning needs so that these can be addressed appropriately.

Competency based training

Competency Based Training (CBT) identifies what employees must know and do to successfully perform on the job, and helps them to gain these skills. CBT is success-oriented. This approach holds that almost anyone, given quality instruction and sufficient time, can complete almost any task.

Each instructional unit of CBT contains specific objectives and standards for successful performance. Learners must demonstrate that all skills and knowledge have been mastered. Learning materials used in this process should identify, verify, and publish in advance of instruction the tasks (competencies) the student is to learn and perform, the criteria by which the student will be assessed, and the conditions under which assessment will occur.

Since individuals learn at varying rates, many of the training activities are learner-oriented and self-paced whenever possible. An integral part of this instruction is feedback throughout the learning process with opportunities for learners to correct their performance as they proceed.

Competencies should be gained in small, learnable steps until the learner becomes competent in the total concept. The learner is provided with enough time (within reason) to complete one task before moving on to the next.

Assessment under CBT is criteria-based where a predetermined (industry) standard has to be achieved. The trainee's performance is measured against the standard rather than against a predetermined percentage pass mark or the results of other trainees. Under CBT, the trainee is not deemed competent until they have demonstrated competence in a work-based context. The result of assessment is either competent or not yet competent.

Recognition of prior learning

Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) enables you to gain recognition and credit for what you already know and can do. Note that you can receive credit for what you have learnt from your experience, not from the experience itself. The term RPL refers to a combination of flexible ways of evaluating people's lifelong learning - formal and informal - against a set of established standards.

This learning may have been obtained in a number of ways, eg.

- formal and informal training
- work experience
- life experience.

Through the process of RPL, you can gain formal qualifications and recognition.

Procedure

To apply for RPL, you will need to:

- Examine the criteria that will be used to establish your competency. Your training adviser will help you to access this information.
- Prepare a portfolio of evidence to support your application. Evidence could include certificates of completed studies including short courses, examples of completed work, employers' testimonials, and any other materials relevant to your application. Refer to Appendix .
- Complete and submit form ABCSF15 Application for Recognition of Prior Learning. A copy is included in Appendix B.

When your application is considered, you may be required to provide further evidence that could include a practical demonstration of your skills and/or answering written or oral questions.

Following assessment, you will be advised whether you have been deemed competent or whether you need to undergo additional training to meet any deficiencies in your knowledge or skills.

For more information or assistance in making application, please contact our office.

Credit transfer

Credit transfer specifically recognises previous formal study or training, and is based on documented evidence of achievement. Credit transfer is available automatically to those who have documented evidence of achievement in the relevant training products.

There is no charge for the credit transfer process and Alan Bartlett Consulting will acknowledge and recognise any qualifications and statements of attainment issued by another RTO under the Australian Qualifications Framework.

Requirements for completing a qualification

You must demonstrate competence in all standard competency units specified in the training plan. These competencies will be verified by your supervisor and verified by your training adviser from Alan Bartlett Consulting. The results of the competencies achieved will be recorded in your Training Folder.

The training is completed you are assessed as competent in all of the specified units of competency. There is no specified minimum duration for the course.

Students can gain the qualification totally through the RPL process provided they demonstrate having all the specified competencies.

Assessment procedures

In collecting evidence of competence the training adviser will use one or more of the following techniques, as appropriate:

- the supervisor signing off the tasks listed on the task plan for each unit
- inspection of completed work
- oral questioning
- observation of work being performed
- observation of simulated tasks.

Certification on completion

Upon successful completion of the qualification, Alan Bartlett Consulting will issue the credentials available for the course of training. This will also list competencies achieved by the student.

If you are issued with a Training Package qualification, you should be aware that the Employability Skills Summaries for Training Package qualifications can be downloaded from

<http://employabilityskills.training.com.au>.

Where the student does not complete all of the competencies required for issuance of the full qualification, Alan Bartlett Consulting will issue a Statement of Attainment showing the competencies that have been achieved.

Re-issuing of documentation

Replacement awards can be obtained to:

- recognise a name change
- replace a damaged award
- replace a lost award.

You must officially apply for replacement award(s). You will need to include the original award with your application or a witnessed Statutory Declaration, declaring the circumstances if the original has been lost or destroyed. You will need to include a certified copy of evidence of name change if necessary. Depending on the circumstances, charges may apply.

Please Note: Alan Bartlett Consulting will retain learner' records of attainment of units of competence and qualifications for a period of 30 years.

Accessing your records

You can apply to Alan Bartlett Consulting to receive your academic history. Your academic history will list all training you have successfully completed with Alan Bartlett Consulting. Please contact our administration staff to assist you with your request.

Please Note: Alan Bartlett Consulting will retain learner' records of attainment of units of competence and qualifications for a period of 30 years.

Complaints and appeals procedure

Policy

Alan Bartlett Consulting will address any complaint or appeal raised by a student or employer promptly and equitably to ensure the client's concerns are properly addressed in line with our commitment to quality.

Every attempt will be made to resolve complaints and appeals through consultation, cooperation, and discussion.

Procedure

Stage 1 If the complaint or appeal cannot be resolved immediately, the details will be recorded on the complaint report form (Form ABCSF13 *Complaint Report*.) A copy is available on application to our office.

Stage 2 In the event of a client having a complaint or appeal, the company representative concerned will try to reach resolution equitably for all parties.

Stage 3 If the representative cannot resolve the problem, the matter will be referred to a Director of Alan Bartlett Consulting Pty Ltd, who will consult with the aggrieved party or parties.

Stage 4 If the Director cannot find a resolution, the matter will be referred to a complaint and appeal panel consisting of:

- The company representative.
- A Director of Alan Bartlett Consulting Pty Ltd.
- The complainant (and legal guardian if relevant.)
- An adviser for the aggrieved party.

Stage 5 If this process fails to achieve resolution, the department responsible for Vocational and technical education in the student's state of residence will be consulted and asked to mediate.

Note: The complainant party will be kept informed of the progress of the issue, and notified of the outcome in writing within 5 days of its resolution.

Time Frame

The procedure is to be completed within the following time frame unless both parties agree to a satisfactory alternative.

Stage 1 Within 1 day

Stage 2 Within 2 days

Stage 3 Within 3 days

Stage 4 Within 7 days

Stage 5 Depends on outside agency response time. (Check with department responsible for Vocational and technical education.)

Academic Misconduct

Description of the Policy:

This policy states Alan Bartlett Consulting's expectations of how students should conduct themselves in their academic studies and identifies conduct that is contrary to these standards, such as cheating and plagiarism, as "academic misconduct".

Introduction

Students must conduct their studies honestly, ethically and in accordance with accepted standards of academic conduct. Any form of academic conduct which is contrary to these standards is academic misconduct, for which Alan Bartlett Consulting may penalise a student. Specifically it is academic misconduct for a student to:

- present copied, falsified or improperly obtained data as your own work;
- include in the student's individual work material which is the result of significant assistance from another person if that assistance was unacceptable according to the instructions or guidelines for that work;
- assist another student in the presentation of that student's individual work in a way that is unacceptable according to the instructions or guidelines for that work;
- cheat; (Cheating is dishonest conduct in assessment);
- plagiarise (Plagiarism is knowingly presenting the work or property of another person as if it were one's own.)

Dealing with a Complaint of Academic Misconduct

On receiving a complaint of academic misconduct against a student, workplace assessors may seek evidence concerning the matter from other sources. The workplace assessor will advise the student of the complaint, including a description of the grounds for it and a copy of all the evidence relevant to the matter.

Before determining the action to be taken concerning a complaint of academic misconduct, the workplace assessor must provide the student with the opportunity to respond to the complaint of academic misconduct. The response must be in writing and must be received within fourteen days of the receipt of notification of the complaint.

Having considered the complaint of academic misconduct in the light of the evidence and the student's response, the management of Alan Bartlett Consulting may take one of the following actions:

- dismiss the complaint of academic misconduct. In this case no documentation concerning the complaint shall be placed on file;
- provide the student with a warning together with advice about what is acceptable academic conduct;
- where satisfied that academic misconduct has occurred, management of Alan Bartlett Consulting may impose a penalty
- where further investigation is needed to establish the facts of the case, the workplace assessor may refer the matter to the management of Alan Bartlett Consulting for an outcome.
- In each case, the student shall be informed in writing of the decision of the management of Alan Bartlett Consulting, including the reasons for the decision.

Penalties

On determination that academic misconduct has taken place, the result will be withheld for the assessment item affected by the academic misconduct, the student will be asked to re-submit their assessment and their supervisors will be notified where appropriate. Students will be provided an opportunity to appeal the decision as per the conditions of complaints and appeals procedures.

Where a student has been found guilty of academic misconduct on more than one occasion and has previously been penalised the resultant penalty shall normally be exclusion from the program unless under the conditions of complaints and appeals procedures a convened hearing, determines that there are mitigating circumstances.

Assessment appeals

If you believe that you have been unjustly treated during assessment, you can appeal against the result. You must lodge an application within two months of the assessment.

Procedure

- If you are dissatisfied with the result of an assessment, you should discuss your concerns with your training adviser.
- If you cannot resolve the matter, you should make a formal application for consideration.
- Your application must be submitted on the form ABCSF14 *Assessment Appeal*. A copy is available on request from our office.
- Your appeal will be considered by an independent adviser selected by Alan Bartlett Consulting. Their decision will be deemed final by Alan Bartlett Consulting.
- If you feel that the issue is still unresolved, you will be informed of the appropriate Government Authority to contact.
- You will be kept informed of the progress of the appeal, and notified of the outcome in writing within 5 days of its resolution.

Travel and accommodation assistance

Trainees may be eligible for State Government Travel and Accommodation assistance to attend their training at Alan Bartlett Consulting. The allowance is paid to the trainee after each period of course instruction.

If you live more than 50 kilometres one-way from where we will be providing the training, you may be eligible for an allowance. The distance is measured from your usual place of living. This may not be a home address if you usually live away from home to attend work.

You can phone Alan Bartlett Consulting to request current guidelines and application forms for this assistance. You can also contact the Department of Education and Training (DET) support officers on 1300 369 935 for more information.

Student support services

Alan Bartlett Consulting will provide the following support services to our students as part of our commitment to providing quality training:

Counselling services

If you have difficulties with any aspect of your training, counselling is available at no cost. Please contact your training adviser who will arrange for you to meet with a counsellor. All matters you discuss with the counsellor will remain confidential.

Literacy/Numeracy Support

If required, Alan Bartlett Consulting can arrange for assistance with literacy and numeracy difficulties at no cost to you. Ask your training adviser or contact our office.

Resource materials

Upon commencement of training we will provide you with a training folder containing your name and employer on the front cover. The folder will contain a set of self-paced materials aligned with the competency units depicted in your training plan (the units selected for your training during the induction process).

During your traineeship, your employer and your training adviser will help you to complete the assessment tasks. An ongoing monitoring of your training will insure that as you successfully complete units you will be assessed and issued with the next units from your training plan. The training management program includes scheduled contact to assist you and your employer to complete the traineeship.

If you require help outside of the scheduled visits to your workplace during the training program, please contact our office and your training adviser will arrange to help you.

Help Desk

If you require any help during your training programme, please ask your training adviser or contact our office and we will make arrangements to help you.

To contact our office:

Telephone (07) 3277 5490

(07) 3117 0986 (Engin)

Fax (07) 3277 5287

Email enquiries@abconsulting.edu.au

admin@abconsulting.edu.au

Web <http://abconsulting.edu.au>

Mail Unit 10/121 Kerry Road, Archerfield, Qld, 4108

We are usually available to take calls between 8 am and 4.30pm most days, otherwise leave a message and we will respond as soon as possible.

Guarantee

Alan Bartlett Consulting guarantees to honour the commitments made in our Code of Practice. This guarantee pledges Alan Bartlett Consulting to practices and policies that will deliver quality Vocational and technical education.

Signed at Brisbane this 2nd day of January 2010.



Alan Bartlett

Managing Director

Appendix A – What can you use to support your claim for recognition of prior learning and current competencies?

Here are some suggested types of evidence that you can collect in support of your claim.

Evidence	Verification
<ul style="list-style-type: none"> your self-assessment against the unit requirements 	Workplace supervisor assessment of the candidate against the unit requirements
<ul style="list-style-type: none"> copies of certificates (assessed courses), together with course results and course notes/syllabus or samples of course work 	Signature of legal or professional practitioner or workplace supervisor or manager to show that the original documents have been sighted.
<ul style="list-style-type: none"> copies of certificates (non- assessed courses) together with course notes/syllabus or sample of course work 	Signature of legal or professional practitioner or workplace supervisor or manager to show that the original documents have been sighted.
<ul style="list-style-type: none"> statements from employers describing your work- roles, responsibilities and/or tasks performed job position description 	Name, title and signature of the supervisor or manager, plus a letter from the employer on official business letterhead stating that the information, to the best of their knowledge is true and accurate.
<ul style="list-style-type: none"> samples of work prepared by you such as reports, work documents, results of tasks, meeting agenda, calculations, analysis of data 	Name; position and signature of the supervisor or manager plus a letter from the employer on official business letterhead stating that the information, to the best of their knowledge, is true and accurate.
<ul style="list-style-type: none"> statements from workplace clients (or industry groups) describing your work, roles responsibilities and/or tasks performed 	Name, position and signature of the client plus a letter from the client on official business letterhead stating that the information, to the best of their knowledge, is true and accurate
<ul style="list-style-type: none"> interview with assessor 	Signed record of interview.
<ul style="list-style-type: none"> practical observation with assessor 	Signed record of observation
<ul style="list-style-type: none"> letter from NATA or other accrediting body showing your signatory status 	Signature of legal or professional practitioner or workplace supervisor or manager to show that the original documents have been sighted.

Notes

You do not need all of these items of evidence for a successful claim.

Recent relevant coursework, together with a statement of results or certificate would usually be acceptable, provided that the course content can be verified.

A statement from your employer (or workplace client/supervisor) describing your duties and experience, or samples of work, or an arranged demonstration of work skills together with a short interview with the assessor is a common way to obtain RCC where no formal qualifications have previously been obtained.

Different candidates will have different levels of prior learning and work experience. Your assessor will help you to decide what evidence you may need to support your particular claim.

Appendix B – Commonwealth and State Legislation

Occupational Health and Safety:

All States - www.ascc.gov.au

Queensland - <http://www.deir.qld.gov.au/workplace>

Australian Capital Territory - <http://www.workcover.act.gov.au>

New South Wales - www.workcover.nsw.gov.au

Northern Territory - www.worksafe.nt.gov.au

Victoria - www.workcover.vic.gov.au

Western Australia - www.worksafe.wa.gov.au

Tasmania - www.workcover.tas.gov.au

South Australia - www.workcover.com

Workplace Harassment-Bullying

New South Wales -

<http://www.industrialrelations.nsw.gov.au/workplace/discrim/index.html>

Anti-Discrimination/Workplace Harassment

Australian Capital Territory - <http://www.hrc.act.gov.au> (Human Rights Commission)

http://www.eowa.gov.au/about/Equal_opportunity.asp

(Equal Employment Opportunity Info Sheet)

New South Wales - <http://www.lawlink.nsw.gov.au/adb> (Anti-Discrimination Board of NSW)

Northern Territory - <http://www.nt.gov.au/justice/adc/index800.html> (NT Anti-Discrimination Commission)

Queensland - <http://www.adcq.qld.gov.au> (Anti-Discrimination Commission Qld)

South Australia - <http://www.eoc.sa.gov.au/site/home.jsp> (Equal Opportunity Commission of South Australia)

Tasmania - <http://www.antidiscrimination.tas.gov.au/publications>

(Office of the Anti-Discrimination Commission)

Victoria - <http://www.humanrightscommission.vic.gov.au/home.asp> (*Equal Opportunity Commission*)

Western Australia - <http://www.equalopportunity.wa.gov.au> (*Equal Opportunity Commission of WA*)

Australia Wide - <http://www.humanrights.gov.au> (*Australian Human Rights and Equal Opportunity Commission*)

Apprenticeships/Traineeships Sites

Queensland - www.trainandemploy.qld.gov.au

Australian Capital Territory - <http://www.det.act.gov.au/vhe>

New South Wales - <http://www.det.nsw.edu.au>

Northern Territory - <http://www.deet.nt.gov.au>

Tasmania - <http://www.education.tas.gov.au>

Victoria - <http://www.education.vic.gov.au>

Western Australia - <http://www.det.wa.edu.au>

South Australia - <http://www.training.sa.gov.au>

Equal Employment Opportunity and Anti-Discrimination in your State or Territory -

<http://www.business.gov.au/business+entry+point/business+topics/employing+people/hiring+people/equal+employment+opportunity+anti-discrimination+in+your+state+or+territory.htm>

(for all states and territories)

Prohibited Employment

<http://www.ccypcg.qld.gov.au/employment/index.html>

<http://www.legislation.qld.gov.au/legisltn/acts/2004/04ac049.pdf>

Privacy Legislation

All states - http://www.privacy.gov.au/privacy_rights/Index.html