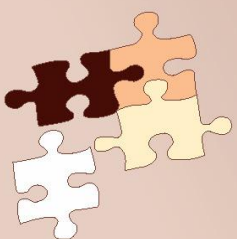


2012

Business Notice & Student Handbook



Practical Outcomes

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1 General Information

Thank you and congratulations on your decision to join Practical Outcomes to undertake your training.

Practical Outcomes is a Registered Training Organisation that is highly regarded for quality training, strong links with industry, flexible learning modes and nationally accredited training programs. Our programs are delivered by highly qualified staff with extensive industry and business experience. We are committed to building programs developed in close consultation with business and industry ensuring currency and relevance to today's workplace.

A Practical Outcomes qualification is highly regarded locally and nationally. Practical Outcomes has a fantastic support network and a solid commitment to assisting students to achieve their goals.

Highly qualified teaching staff, programs relevant to the workforce of today and tomorrow, and a support infrastructure second to none, provides an environment conducive to positive student outcomes. This is our commitment to you; all you need to bring is the 'can do' attitude.

All training courses have been designed by our team of qualified staff. Our training model allows students to learn and establish basic skills in all job roles prior to working towards developing more complex skills. This allows students to scaffold their skills throughout their courses. All courses aim to establish growth in skills and knowledge over time and in all facets of work.

Courses have been designed in relation to the types of duties undertaken by a staff member working at the level of the qualification the student is embarking upon.

This handbook will provide you with information relevant to your enrolment and includes a list of the support services available to you whilst training at Practical Outcomes.

We wish you all the best in your career pursuits and trust you enjoy your time with us.



Caren Watts
Director



Kellie Normington
Director

1.1 Qualifications

We offer the following accredited and nationally recognised courses:

- (CHC30708) Certificate III in Children's Services
- (CHC41208) Certificate IV in Children's Services (Outside School Hours Care)
- (CHC50908) Diploma of Children's Services (Early Childhood Education and Care)
- (CHC51008) Diploma of Children's Services (Outside School Hours Care)
- (CHC60208) Advanced Diploma of Children's Services
- (SIT20307) Certificate II in Hospitality (Kitchen Operations)
- (SIT31007) Certificate III in Hospitality (Catering Operations)
- (SIT30807) Certificate III in Hospitality (Commercial Cookery)
- First aid including
 - Perform CPR (HLTCPR201B)
 - Apply first aid (HLTFA301C)
- Food safety (Health and Hospitality units)
- (22099VIC) Course in First Aid Management of Anaphylaxis
- (21886VIC) Course in Emergency Asthma Management

1.2 Transition programs

As new courses are added to our registration throughout the year, they will be published on our web site. Students should refer to individual course brochures for more information on content and vocational outcomes for each course.

Once a training package has been revised, Practical Outcomes has a 12 month period immediately following the date the revised Training Package is published to transition from the superseded qualification to the new qualification. During the transition period, students may only be enrolled in the superseded qualification if the student can reasonably expect to complete the qualification before the end of the transition period.

Students who are currently completing the expired qualification will be provided with the opportunity to transition to the most current qualification.

1.3 Staff details

Name	Position	Enquiry
Caren Watts	Director	Client Liaison Marketing
Kellie Normington	Director	New business Quality assurance
Ollie Tabone	Manager client relations	Client Relations Marketing New business Community development liaison
Michael Stanley	Senior Health Consultant	First Aid bookings Health specific enquiries
Nicole Hageman	Finance officer	Instalment plan arrangements General account, fee and billing enquiries
Kristina Jerkic	Administration Manager	Enrolments Suspensions and withdrawals Apprenticeship sign up enquiries
Melissa Perry	Administration and Personal Assistant to Directors	Enrolments General administration
Carmel Zeidan	Resource and development officer	In-service training Non accredited courses Student resources
Gabriela Trandis	Best Practice Manager	Compliance Quality assurance

1.4 Office Hours

The administration office is open from 9.00am to 5.00pm Monday to Friday

2 Fees and Charges

2.1 Materials and supplies fee

A materials / supplies fee is charged for all Practical Outcomes courses. This fee covers all manuals and text books required for each course. The payment of this fee must be paid prior to commencement and is non refundable. GST is only payable on text books.

Compulsory text books and manuals

Please find outlined a list of text books and materials that you need for your course. You will be provided with these books at orientation.

Practical Outcomes purchase these text books for you at a discount rate, however if you would like to purchase these books from another supplier, please notify us at enrolment. ** Please note, if you purchase these materials from another supplier, you need to purchase the exact book and edition as outlined on the list.

Student training manuals are written and developed by Practical Outcomes and therefore cannot be purchased elsewhere. The cost of the student manual is \$100.00 and is non-refundable.

Qualification	Text	RRP	Practical Outcomes Price
CHC30708 Certificate III in Children Services	Birth To Big School. Author: Kearns & Austin	\$62.95	\$75.00
	The Big Picture. Author: Kearns & Austin	\$56.95	
CHC41208 Certificate IV in Children Services (Outside school hours care)	A Practical Guide with Working with Children Author: Caron Egle	\$49.95	\$75.00
	Under 8's in OOSH Author: Network of Community Activities	\$12.00	
	Hi-OOSH Harmony in OOSH Author: Rita Baira	\$12.00	
CHC50908 Diploma of Children Services (Early childhood education and care)	Birth To Big School Author: Kearns & Austin	\$62.95	\$75.00
	Frameworks for Learning and Development Author: Kearns & Austin	\$73.95	
	Childhood: growth and development in the first three years Author: Joan Faragher	\$10.00	
CHC51008 Diploma of Children Services (Outside school hours care)	Extending: Child Development from Five to Twelve Years Author: Dianne Nixon & Katy Gould	\$54.95	\$75.00
	Eco-OOSH in Action: Author: Network of Community Activities	\$22.00	
	Our Place: Creating a child-friendly OSHC Environment Author: Carrie Kelly	\$10.00	

Qualification	Text	RRP	Practical Outcomes Price
CHC60208 Advanced Diploma of Children Services	The Supervisor's Survival Guide Author: Kris Cole	\$39.95	\$75.00
	Leadership in Early Childhood Author: Jillian Rodd	\$39.95	

2.2 Tuition fees for government funded courses – 2012

Tuition fees are subject to indexation and can be changed by the Victorian State Government each year.

For 2012, Practical Outcomes have chosen to continue to charge a minimum fee for all courses, based on the 2011 State Government fees policy. Concession fees are not available for Diploma and above courses, unless funded as a State Government funded trainee.

Children's Services

These fees apply for training delivered with Victorian Government funding. Eligibility criteria apply.

Course	Materials fee	Tuition Fee	Total fees
CHC30708 Certificate III in Children's Services	\$175.00	\$187.50	\$362.50
CHC50908 Diploma of Children's Services (Early childhood education and care)	\$175.00	\$375.00	\$550.00
• Student on a Traineeship contract	\$175.00	\$187.50	\$362.50
CHC60208 Advanced Diploma of Children's Services	\$175.00	\$375.00	\$550.00
• Student on a Traineeship contract	\$175.00	\$187.50	\$362.50

Out of School Hours Care

These fees apply for training delivered with Victorian Government funding. Eligibility criteria apply.

Course	Materials fee	Tuition Fee	Total fees
CHC41208 Certificate IV in Children's Services (Outside school hours care)	\$175.00	\$187.50	\$362.50
CHC51008 Diploma of Children's Services (Outside school hours care)	\$175.00	\$375.00	\$550.00
• Student on a Traineeship contract	\$175.00	\$187.50	\$362.50
CHC60208 Advanced Diploma of Children's Services	\$175.00	\$375.00	\$550.00
• Student on a Traineeship contract	\$175.00	\$187.50	\$362.50

Hospitality

These fees apply for training delivered with Victorian Government funding. Eligibility criteria apply.

Course <i>A uniform and knives are supplied for the following courses</i>	Materials fee	Supplies fee	Tuition Fee	Total fees
SIT20307 Certificate II in Hospitality (Kitchen Operations)	\$175.00	\$165.00	\$105.00	\$445.00
SIT31007 Certificate III in Hospitality (Catering Operations)	\$310.00	\$165.00	\$187.50	\$662.50
SIT30807 Certificate III in Hospitality (Commercial Cookery)	\$610.00	\$190.00	\$58.00	\$858.00

2.3 Tuition fees for self funded courses – 2012

Concession fees are not available for self funded courses. These fees apply to students who are not eligible for a government subsidised training place.

Children's Services

Course	Enrolment Fee	Tuition Fee	Total Fees
CHC30708 Certificate III in Children's Services	\$500	\$3200 or 10 Instalments of \$ 320	\$3700
CHC50908 Diploma of Children's Services (Early childhood education and care)	\$500	\$3400 or 10 Instalments of \$340	\$3900
CHC60208 Advanced Diploma of Children's Services	\$500	\$3400 or 10 Instalments of \$340	\$3900

Out of School Hours Care

Course	Enrolment Fees	Tuition Fee	Total Fees
CHC41208 Certificate IV in Children's Services (Outside school hours care)	\$500	\$3400 or 10 Instalments of \$340	\$3900
CHC51008 Diploma of Children's Services (Outside school hours care)	\$500	\$3400 or 10 Instalments of \$340	\$3900
CHC60208 Advanced Diploma of Children's Services	\$500	\$3400 or 10 Instalments of \$340	\$3900

Hospitality

Course	Materials fee	Supplies fee	Tuition Fee	Total fees
SIT20307 Certificate II in Hospitality (Kitchen Operations)	\$175	\$165	\$1210 or 5 instalments of \$242	\$1550
SIT31007 Certificate III in Hospitality (Catering Operations)	\$310	\$165	\$3325 or 10 instalments of \$332.50	\$3800
SIT30807 Certificate III in Hospitality (Commercial cookery)	\$610	\$190	\$4200 or 10 instalments of \$420 Or \$200 per unit as required	\$5000

Practical Outcomes can tailor a program to suit your individual needs. Please contact our finance manager if you would like to talk about a self funded payment plan.

Victorian Training Guarantee

Under changes to the Victorian training system, there are now an unlimited number of Government subsidised training places available for people who meet the eligibility criteria.

A government subsidised training place is one where the tuition fees you are charged by a training provider are regulated by the government. Students are eligible for a government-subsidised training place if they are a citizen, permanent resident of Australia or other specific visa category holder.

In addition students need to meet only one of the following criteria:

- under 20 years of age (students under 20 years of age can complete any course at any qualification level)
- doing a Foundation Level course (preparation for work, literacy and numeracy courses)
- undertaking an accredited course that is higher than any they have completed in the past. (Accredited courses are nationally recognised and students receive an official certificate of completion to show completion.

Further information on eligibility criteria can be obtained by contacting the administration office or by viewing the Skills Victoria website. <http://www.skills.vic.gov.au/get-training/get-funding>.

State Government Funded Traineeship – new worker

A State Government Traineeship may be available to eligible applicants who work a minimum of 13 hours per week and have been employed less than 3 months full time or less than 12 months part/time. Funding for this course is provided by the State Government and is paid directly to the training provider.

In addition, employers may receive Commonwealth Incentives. Many employers choose to use this incentive to pay student fees.

Employer Funded Traineeship – existing worker

Employers may be eligible for a Commonwealth Government incentive for applicants who work a minimum of 13 hours per week and have been employed more than 3 months full time or more than 12 months part-time. Many employers choose to use this incentive to pay student fees.

Please note: Some services where staff are employed by the Victorian Education Department may not be eligible for some funding.

2.4 Other fees and levies

A \$20.00 fee is charged for the re-issuing of lost or damaged certificates.

Replacement fees are charged for lost or damaged training manuals or text books. Prices can be found on the Practical Outcomes website www.practicaloutcomes.com.au and follow the link to 'The Bookshop'.

3 Invoicing and Payment of Fees

3.1 Invoicing details

Practical Outcomes requires that all student accounts should be in the name of the student or employer. These details are to be provided at enrolment.

Students are required to immediately inform the Finance Manager of any change in billing details e.g. change of name or address

3.2 Payment methods

Students can choose one of the following arrangements to pay their tuition fees during 2012:

Preferred Payment Arrangement	Available Payment Methods
Materials/supplies and Course fees Self funded fees	a) Cheque b) BPay over the internet c) BPay at POST Office d) Credit Card (VISA or MASTERCARD only)

*Note ** for financial hardship, please see 'special circumstances'*

3.4 Debt collection policy

Practical Outcomes finance officer will take any necessary steps to recover outstanding fees.

The finance officer will take the following course of action in the event that fees are not paid by the due date or instalment payments are not made by the required date.

Special circumstances

In special circumstances Practical Outcomes will consider requests from students who are unable to pay the fees in accordance with the Fees and Charges schedule (section 2 of this business notice) due to medical, financial or domestic circumstances that may require compassionate consideration.

Under these circumstances, Practical Outcomes may agree to enter into a formal financial agreement where the repayment of fees can be differed or an alternative payment schedule can be arranged.

To apply for special circumstances:

1. Students must apply for financial arrangements in writing to the Director.
2. Financial Arrangements are entirely at the discretion of the Director.

3. Further debt collection action will cease, if formal financial arrangements are agreed to by both the student and the Director.
4. The agreed financial arrangement will be confirmed in writing by the Financial Manager and student will be required to agree to the terms of the agreement before it is formally accepted by Practical Outcomes.
5. Any approved financial arrangements not strictly adhered to will be withdrawn immediately upon default and recovery action on the outstanding debt will commence.
6. Any financial arrangement will involve a minimum repayment, the equivalent of 5% of the outstanding balance, as a sign of good faith by the student.
7. The length of the agreement period will be for a maximum period of 12 months or by the completion date of the student course (whichever is sooner) by which time all fees must be paid.
8. All Financial arrangements will be reviewed at the commencement of each calendar year.

Administration fee

Practical Outcomes reserves the right to charge an administration fee to student / employers for overdue accounts or for breaches of an approved instalment agreement. These fees are applied as follows:

Timing	Action	Admin Fee
When fees are not paid within 7 days of the due date	The Finance officer will send a first reminder	Nil
When fees are not paid within 14 days of the due date	The Finance officer will send a second reminder	\$20
When fees are not paid within 21 days of the due date	The Finance Manager will send a third reminder	\$50
When fees are not paid within 28 days of the due date	The Finance officer will send a forth reminder	\$100
When fees are not paid within 35 days of the due date	Letter from Directors	-
When fees are not paid within 42 days of the due date	Legal action will be taken	Sent to Dept Recovery

Non payment of the administrative fees will be considered non payment of fees for the purposes of the operation of the Debt Collection Policy.

Persistent / deliberate default of tuition fees

If in the Director's opinion a student **is a persistent or deliberate default payer**, the Director can choose to suspend a student's place until such time that the fees have been paid or remove the student from the course permanently.

Students who have outstanding debts will be refused enrolment into any future course.

3.5 Refunds

Related documents / standards:

As per government guidelines, Practical Outcomes must protect fees paid in advance and have a fair and reasonable refund policy.

If a student withdraws, by written notice, from government-funded training or further education at any time up until 4 weeks prior to the scheduled commencement date of the course, the provider must refund the tuition fees paid in respect of the enrolment in excess of the minimum fee. (Please note: Practical Outcomes charges the minimum fee).

Refunds are willingly made in accordance with the policy. Refund applications must be made in writing when any of the conditions below apply.

Refunds will be returned to the source of payment. Refunds will be accompanied by a statement explaining how the refund was calculated.

All refunds are finalised within 14 days of the written request.

Refund conditions	Amount of fee refunded
Withdrawal prior to commencing course <i>** see also cooling off period below</i>	Full refund of tuition fees. Full refund of materials fee if materials are returned in original condition.
Withdrawals after commencement	No refund of tuition fees. No refund of materials fee.
If a course is cancelled by Practical Outcomes during delivery	Full refund of tuition fees. Refund of any materials that have not been used or materials that are returned in original condition.

Cooling-off period

Practical Outcomes provides a cooling off period up until the expected commencement date.

Any student who wishes to withdraw prior to this date will receive a refund as outlined above **.

4 Student Handbook

4.1 Application process

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria which are detailed in individual course brochures.

Essentially it is expected that both the student and their support person/workplace coach are committed to the tasks and processes involved in learning and assessment and the positive outcomes for all parties. The selection criteria phase involves ensuring that the training and assessment methodology used by Practical Outcomes is most suited to the type of learner and the environment in which they are working.

Students are expected to access a third party person from their workplace to act as a workplace coach and to support the student throughout their training.

In line with Government policy, students with intellectual and physical disabilities are encouraged to participate in training.

See also Advanced Diploma eligibility criteria on Advanced Diploma Flyer

See also Diploma of Children's Services (Early Childhood Education and Care) for Family Day Care Providers eligibility on Diploma FDC flyer.

4.2 Quality assurance processes

Practical Outcomes is regulated by the Australian Skills Quality Authority (ASQA).

As part of our registration as a training provider we are bound by the Standards for NVR Registered Training Organisations. These standards are used by ASQA as an instrument in protecting the interests of all students undertaking vocational education and training in Australia.

In line with these requirements and to ensure high quality of service delivery, we undertake regular evaluations of student learning at classes or following completion of our short courses and through an annual student review. Results of each annual review will be provided to all students in our student newsletter and will be published on our web site.

We use information gathered from this process to make improvements to our training programs and services to our clients.

During a course students may receive a survey from National Centre for Vocational Education and Research (NCVER). This is a government survey that looks at your satisfaction with the training programs. This survey is completed by you and returned directly to NCVER.

Each year Practical Outcomes are audited by the government against either our funding contracts by Skills Victoria, or the Standards for NVR Registered Training Organisations by ASQA. Results of this audit are available to interested students. If you would like a copy please contact the Director.

4.3 Language, literacy and numeracy

English is the language of business communication in Australia and all training and assessment is conducted in English. Language, literacy and numeracy expectations are based on the National Reporting System established by the Australian National Training Authority and the Federal Government.

Certificate I and II level qualifications

The learner's language, literacy and numeracy levels are expected to be equivalent to Level 2

Certificate III, IV and Diploma level qualifications

The learner's language, literacy and numeracy levels are expected to be equivalent to Level 3 of the National Reporting System.

Certificate III, IV and Diploma level qualifications

The learner's language, literacy and numeracy levels are expected to be at a minimum of Level 3 and at Level 4 for some tasks of the National Reporting System.

If you are having, or anticipate difficulties relating to language, literacy or numeracy you should contact Practical Outcomes welfare officer at the earliest opportunity who will consider your concerns.

Where, owing to the nature of disadvantage an assessment in the standard format is not appropriate and would not fairly indicate the student's abilities, an alternative form of assessment may be provided.

At orientation, students complete a range of both written and verbal, individual and group tasks to assess language literacy and numeracy skills. Students also complete a learning styles checklist and a multiple intelligence quiz. The results of these exercises are used to assess language skills and are then used by the teaching staff in conjunction with the student to develop a tailored training and assessment program.

4.4 Relevant legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

OH&S	http://www.business.channel.vic.gov.au
EEO	http://www.eoc.vic.gov.au/
VET	http://www.otte.vic.gov.au/
Work Cover	http://www.workcover.vic.gov.au
Privacy	http://www.privacy.gov.au/
Food Act:	http://www.health.vic.gov.au/foodsafety/

4.5 Code of practice – trainers and students

This code of practice requires Practical Outcomes to implement policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

This code also outlines the roles and responsibilities of students and Practical Outcomes staff.

All students must:

- Treat all staff, students and the general public with respect, fairness and courtesy.
- Be punctual and regular in your attendance.
- Submit your assessment tasks by the agreed date.
- Observe safety practice standards by wearing appropriate clothing and footwear, using protective equipment and following instructions.

Students must not:

- Plagiarise, collude or cheat in any assessment task.
- Smoke in any designated non-smoking areas.
- Litter.
- Harass fellow students, staff or the general public.

- Use mobile phones, pagers or similar devices for personal reasons in class – or use cameras or recording devices in mobile phones without the consent of the person being photographed or recorded.
- Be under the influence of alcohol or illegal drugs.
- Engage in behaviour which may offend, embarrass or threaten or harm other students, staff or the general public – including SMS messaging or any form of cyber bullying.

Until students are officially enrolled and fees are paid they are not entitled to commence training or attend classes. This also applies to the payment of a second years fee.

Students are entitled to:

- Be treated fairly and with respect by teachers, other staff and students.
- Learn in an environment free of discrimination and harassment.
- Pursue educational goals in a supportive and stimulating environment.
- Have their records and personal information stored and maintained in a confidential, secure and professional manner.
- Obtain information about assessment procedures and progress in the course.

For non-compliance with the Code of Practice the following three-step procedure for discipline will be followed:

Step 1 - A member of the Practical Outcomes staff will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This discussion and its outcomes will be documented and included on the student's personal file.

Step 2 - Where the issue or behaviour continues, students will be invited for a personal interview with the Director to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.

Step 3 - Should the issue or behaviour continue the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file.

After the three steps in the discipline procedure have been followed, should the issue or behaviour still continue, training services will be withdrawn and the student will be notified in writing that their enrolment has been terminated.

At any stage of this procedure students are able to access the Student Complaint & appeals procedure to settle any disputes that may arise. This policy and procedure is available from our administration office on 1300 799 610.

4.6 Occupational health safety & environment (OHS&E)

Practical Outcomes has a duty to ensure the health, safety and welfare of all employees, students and visitors. As students enrol they are told about any protective clothing and equipment required for each course.

Practical Outcomes will meet the following minimum training environment standards:

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

In each course, students will learn about occupational health and safety relevant to their industry area. Students are required by law to take reasonable care for the health and safety of others in the workplace and whilst attending training at Practical Outcomes.

At the first orientation class students will be given information about what to do in an emergency or if you are injured and need first aid. Students must not interfere with or misuse anything provided in the interest of health and safety. Students should report any safety issues or concerns to a teacher as soon as possible.

Practical Outcomes is committed to ensuring that as far as possible we minimise our impact on the environment. Students and staff are asked to do all that they can to ensure that we use energy and natural resources efficiently, prevent pollution and manage wastes. Talk to your teacher about what this means to you.

4.7 Administration and management

Practical Outcomes will meet the following minimum administrative and management standards: We will:

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation.
- Maintain adequate and appropriate insurance including public liability, professional indemnity and Work Cover.
- Advise the Registering Authority in writing within 10 working days of any change to the information contained in its Registration/Endorsement Application.
- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, complaints and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality.
- Provide for staff and students to be able to access their own records.

Student information

Practical Outcomes will advise prospective students of the following information:

- its Scope of Registration;
- application processes and selection criteria;
- fees and costs involved in undertaking training;
- fee refund policy;
- qualifications to be issued on completion or partial completion of courses;
- competencies to be achieved during training;
- assessment procedures including recognition of prior learning;
- literacy and numeracy requirements
- complaint procedure;
- staff responsibilities
- facilities and equipment; and
- student support/welfare services.

Change of personal information

Students must notify the administration team of any changes in their personal information as soon as possible after the change. This includes information on:

- Change of name
- Change of address
- Change of legal guardian if under 18 years of age

Please note: A request for a change of name must be supported by official documentation.

Awards and statements of attainment

Awards and statements of attainment will be issued under the following circumstance:

1. to students who have paid all fees in full, and
2. to students who satisfactorily complete courses or units

The following information will be included on statements and/or certificates:

- name of the course or units as shown on the Scope of Registration;
- a certificate number
- the Nationally Recognised Training Logo
- the appropriate Australian Qualifications Framework statement
- identification of the recognition authority
- date issued; and
- authorised signatory

The statement of attainment will identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

Practical Outcomes will accept and mutually recognise the qualifications and statements of attainment awarded by any other registered training organisation.

Graduation

All students upon successful completion of their course will be issued with their qualification certificate at a Practical Outcomes graduation ceremony. Ceremonies are held twice a year in Caroline Springs.

As students complete, they are provided with an intention to graduate form. This form provides information on the graduation ceremony time and date as well as gathers information for the fitting of gowns and trenchers.

Students unable to attend the graduation ceremony will be able to have their qualification sent to them prior to the ceremony.

4.8 Course delivery

Practical Outcomes will:

- Provide, prior to course commencement, orientation program containing information about the course curriculum, program of study and availability of learning resources.
- Ensure that a current copy of the accredited course curriculum is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the accredited course.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.

- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.
- Ensure that all courses in the scope of registration remain accredited.

4.9 Staff requirements

Trainers and Assessors of Practical Outcomes will have:

- Demonstrated competencies at least to the level of those being delivered
- At least TAE40110 Certificate IV in Training and Assessment or equivalent
- Industry experience that is current and relevant to the particular courses or modules that they are involved in delivering.

4.10 Service delivery to students

Practical Outcomes staff are responsible for ensuring a high level of support and commitment to each and every student. This responsibility means that we will:

- Make monthly phone contact to all students and employers
- Reply to phone calls or emails within 2 working days
- Provide visits in the workplace regularly
- Notify students promptly of any change to appointment times

In return we also have expectations of our students.

It is important to only book visits with trainers when ready and through consultation with workplace supervisors. This will ensure that suitable cover can be provided whilst you are released from direct service.

When unavailable to meet a time and date set with the trainer, it is the responsibility of the student to contact the trainer as soon as practicable – preferably well before the trainer is on the way and well before the expected arrival time.

4.11 Marketing and recruitment

Practical Outcomes will:

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course.
- Not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority.
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.
- Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

5 Assessment

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is the key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a student's evidence of skills and knowledge, against the requirements of the standards.

In general terms assessment during training will involve:

- Written responses to questions tasks and case studies – these are provided in the student manual.
- Oral responses to questions – involving the trainer / assessor asking questions general undertaken in the workplace.
- Observation of performance in the workplace by the assessor and workplace coach.

Students will be given advance warning of the time and form of any assessment and will not be expected to undertake an assessment they have not prepared for.

Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt. In some of the courses competencies will be assessed for the duration of the course. This ensures that consistency of skills can be established and consolidated.

5.1 Recognition of prior learning

Skills can be developed through formal education and training, through work experience or training or through life experiences.

There are times where a student will enrol to undertake accredited training after working for an extensive period of time in the industry or whom have worked in a similar industry. They may have life experience and informal learning experiences which contribute to them having established skills and knowledge applicable to the course they are enrolling in.

Students who believe they already have some of the competencies (skills and knowledge applicable to one or more unit of competency) in the course may apply for Recognition of Prior Learning.

The recognition process we use is based on a model developed by the Community Services & Health Industry training board and has been validated and approved by professionals from each industry. In essence it is observation and interview driven and allows for the student to be able to talk through and demonstrate the range of skills as outlined in the competencies.

The aim of the process is to minimise the cost and time to applicants whilst retaining the integrity required by the National Standards for Registered Training Organisations which is to recognize competencies in accordance with the requirements of Training Package.

The process can occur at any time during the course of study however it is best to commence this process at enrolment to ensure the training is undertaken is planned in the most suitable manner for the student. As a result the recognition process may allow the student to study less units of competency than the original course outline.

Further information on our recognition process will be provided during orientation.

5.2 Credit transfer

The qualifications and statements of attainment issued by any other Registered Training Organisation must be recognised. This means that students will be granted exemptions in a course as a consequence of having completed the same unit (s) with another Registered Training Organisation.

Students must provide this material at enrolment to assist in planning of their training needs. As a result the credit transfer process may allow the student to study less units of competency than the original course outline.

It is a requirement that we verify the original Award or Statement of Attainment prior to granting credit transfers or that copies provided are appropriately certified. These copies will be kept in our student files.

5.3 What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

- Performance at an acceptable level of technical skill;
- Organising one's tasks;
- Responding and reacting appropriately when things go wrong; and
- Transferring skills and knowledge to new situations and contexts.

5.4 Assessment procedures

Frequently asked questions:

What will the assessor look for when reviewing my evidence?

An assessor will review evidence to ensure it provides:

- Validity – this means does the documentation provide evidence of how a student's skills, knowledge and attitudes are demonstrated?
- Sufficiency - this looks to see if there is enough different types of evidence to clearly demonstrate the required skills, knowledge and attitudes.
- Currency - is the evidence provided current and does it clearly demonstrate the application of competency in the student's current role? As a general rule, skills that have not been demonstrated or regularly practiced within the past 3 years are not usually accepted as "current". However, an assessor, under some circumstances may make exceptions to the specified period.
- Authenticity - is the evidence a student's own work?
- Flexibility - every piece of student evidence is unique. Each student will identify and develop his or her own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience of the student and will comprise diverse types and forms of relevant and appropriate evidence.
- Fairness and Equity - an assessment system and its processes must not disadvantage any person or organisation. All eligible students must be guaranteed access to assessment, which does not discriminate on any basis.

What will be assessed?

During the course, each student will be assessed against each required unit of competency so that it can be credited towards their qualification.

Practical Outcomes assess knowledge of theory in the form of tasks and questions in each training manual. Practical skills are assessed via observation by an assessor and also via a third party or workplace coach.

How will the assessment take place?

Within the assessment process, different types of assessment take place for specific purposes and situations. Such a flexible approach ensures that the assessor gains sufficient evidence of competence and that assessment is fair; relevant and valid.

Sometimes, a single assessment exercise may assess a number of competencies e.g. a case study, scenarios, questioning, role play and a project assignment with classroom presentation.

What if I am unhappy about the assessment process?

If students are unhappy with the assessment process in any way, they are encouraged to talk to the assessor in the first instance. If they are not satisfied with the outcome of the discussion students can contact the company Directors.

What if I am unhappy about a particular assessment result?

If students are unhappy with the result of an assessment, they are able to request another assessment, at date organised by the Directors. Students are permitted to re-submit task work for this assessment. A re-submission date will be provided by the Directors. There may also be instances where a second workplace assessment will be organised.

What result will I get?

On completion of a training and assessment program, students will be deemed competent or not yet competent. If competent, the administration office will arrange for your certificate or statement of attainment to be issued.

If students are found not yet competent, they will have to provide further evidence or information, or undertake another assessment. Students can discuss this outcome of the assessment with their trainer, assessor or the Director who will advise them of the further assessment details required.

What feedback do I get?

At the end of each training and assessment visit, an assessor will provide detailed feedback via a hand written duplicated visit report. This report will detail the units currently being studied and any feedback regarding competency or areas of improvement.

For trainees, this report is also signed by the workplace coach. A signed copy is provided to the student.

What is the role of the assessor?

The role of an assessor is to objectively assess and judge a student's evidence against a set of standards.

In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor must have acknowledged competency in assessment itself and hold an appropriate assessor qualification or equivalent.

All Practical Outcomes assessors have many years working in the industry and all hold full Training and Assessment qualifications.

The role of the assessor is to:

- Interpret and understand the criteria;
- Ensure that evidence meets the standards;
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
- Use expertise to make fair and objective judgements.
- Provide clear feed back to the student on competency and areas for improvement.

What if I get a Not Yet Competent (NYC) result?

Skill development is built upon the student progressing through their training program as timetabled.

Students who receive a “not yet competent” result will need to undertake further assessment activities.

Students who fail to progress through their course and are unable to meet the Training Package requirements to be deemed competent after additional training and counselling will be referred to the Director who shall make a decision as to the student continuing with their training program.

What are Employability Skills?

The term ‘Employability Skills’ applies to skills across a variety of jobs and life contexts. These skills are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies and transferable skills.

Employment skills are defined as ‘skills required not only to gain employment, but also to progress within an enterprise so as to achieve one’s potential and contribute successfully to enterprise strategic directions.’ (DEST, Reframing the Future, 2008)

Employability skills include: communication, team work, problem solving, initiative & enterprise, planning and organising, self management, learning and technology.

Further information on employability skills can be found on: www.employabilityskills.training.com.au

5.5 Plagiarism & collusion

Plagiarism is when a person attempts to either on purpose or by accident pass off another person’s work as their own. This may include the words or ideas of others including copying the work of other students and presenting them as their own or failing to reference properly.

Collusion is when a student submits work as his or her own when in fact the work was a result of an unauthorised collaboration with another person or persons.

If a student is found to have deliberately plagiarised the work of another they are guilty of intellectual fraud and at Practical Outcomes this is considered to be Academic Misconduct.

Penalties such as warnings, remedial educative action, being made NYC in an assignment or withdrawal from a course may be enforced.

6 Welfare and student support services

6.1 Communication

Practical Outcomes will use the following communication tools to contact students.

- SMS – for reminders regarding classes
- Student newsletters sent quarterly to either a home or work address
- Class timetables – provided at orientation and also on the web site.

Practical Outcomes has a welfare and guidance officer that can be contacted on 1300 799 610. The role of this officer is to provide support and/ or referral services for students who require additional support to achieve competency.

6.2 Candidates with Special Needs

Practical Outcomes is committed to providing training, assessment and support services that meet the individual needs of students. One fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Candidates with special needs should be offered the same opportunities as any other candidate.

As special needs extend to more than identified physical or learning difficulties, an assessor will also need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

An assessor must take special needs into consideration from the planning stage onwards and adopt particular assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor should call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

6.3 Access and equity operating procedures

Practical Outcomes:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staff members are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its continuous quality improvement system.
- Staff and students are required to comply with access and equity requirements at all times.

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information, please contact the Welfare and Guidance Officer.

7 Privacy policy

Personal information is collected solely for the purpose of operating as a Registered Training.

The requirements of the funding or registering authority may require the release of your personal information for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies.

It is a requirement of the National Standards that students can access personal information held by the administration office and may request corrections to information that is incorrect or out of date. Please apply to the office if you wish to view your own records.

7.1 Information privacy principles

The following information privacy principals are followed by this organisation.

Collection of information

We collect only personal information that is necessary for our organisation to meet its professional and legal obligations.

Use and disclosure of information

We use and disclose personal information only for the primary purpose for which it was collected or a secondary purpose the person would reasonably expect. Use for secondary purposes will have the written consent of the person.

Data quality

We audit and review data to make sure personal information is accurate, complete and up to date.

Information security

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

Openness

Our documents clearly express policies on management of personal information, and provide the policies to anyone who asks.

Access and correction of information

Individuals have a right to seek access to their personal information and make corrections. The office will handle access to files and correction to incorrect or out-of-date information.

8 Student complaints and appeals

Students who are concerned about the conduct of our services are encouraged to attempt to resolve their concerns using this complaint procedure. Information on our complaint policy and procedure can be found on our website. All complaints will be managed fairly and equitably, professionally and confidentially in order to achieve a satisfactory resolution.

We will attempt to resolve any complaints fairly and equitably within five (5) working days. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

We will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

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