

# **Connect Asia Pacific Pty Ltd (CAP)**

PO Box 500, North Adelaide SA 5006  
Tel: 618 8349 7890 Fax: 618 8349 7890

## **TRAINEE INFORMATION PAMPHLET**

**INFORMATION FOR NEW TRAINEES/APPRENTICE'S**

**Training Opportunities**

Connect Asia Pacific Pty Ltd (CAP) is a registered training organisation under the terms of the Australian Recognition Framework and offers training in the following areas:

**National Training Packages**

Certificate II in Business	Full Qualification	BSB 20101
Certificate III in Business	Full Qualification	BSB 30101
Certificate III in Business Administration	Full Qualification	BSB 30201
Certificate III in Business (Sales)	Full Qualification	BSB 30301
Certificate III in Business (Recordkeeping)	Full Qualification	BSB 30401
Certificate III in Business (Frontline Management)	Full Qualification	BSB 30501
Certificate IV in Business	Full Qualification	BSB 40101
Certificate IV in Business (Frontline Management)	Full Qualification	BSB 41001

## **INFORMATION FOR NEW TRAINEES/APPRENTICE'S**

### **Access and Equity Policy**

CAP provides training and assessment services to all people who are eligible to participate, regardless of individual differences in respect of age, gender, country of birth, language, culture, race, religion, ability or disability. Where services are contracted to a client organisation to provide training to its staff and employees, we require that the organisation adhere to this policy.

### **Occupational Health and Safety Policy**

It is the policy of CAP that all work activities shall be undertaken with reasonable and practical measures to avoid risks to health and safety of employees, trainees, apprentices, suppliers and contract staff.

All employees, contractors and other authorised personnel are required to be familiar with and comply with this policy. Accordingly they are required to follow safe work practices and must ensure that their own activities are carried out without risks to themselves or others.

### **Grievance Policy**

CAP advises you that as participant undertaking a training activity provided by this organization you have rights regarding the manner of training and the treatment you receive whilst under the training activity.

If you believe that you have been adversely affected by unsatisfactory teaching, unsatisfactory supervision, unsatisfactory assessment results, unfair treatment, any form of harassment or victimisation or other matters of concern, you may take the following steps to ensure your grievance or problems are recognised and dealt with appropriately.

- Step 1. Discuss your concerns informally with the staff member or student involved or those who have direct responsibility such as the course coordinator.
- Step 2. If the manner cannot be resolved informally then you may lodge a formal complaint with the coordinator or manager who may suggest a mediation process involving a mutually agreeable third party to assist with reaching a resolution.
- Step 3. If the matter is still not resolved to your satisfaction you may lodge a formal complaint in writing to the following organizations:

Accreditation and Registration Council  
Ph (08) 8226 3178

Office for Consumer and Business Affairs  
Ph (08) 8204 9777

## **INFORMATION FOR NEW TRAINEES/APPRENTICE'S**

### **Recognition of Prior Learning / Recognition of Current Competence**

Recognition of prior learning (RPL) and recognition of current competence (RCC) are processes, which formally recognise what you already know or can do. This knowledge and skills may have been the result of:

- Formal training programs (e.g. school, TAFE or other training bodies)
- Life experience (e.g. community involvement, hobbies)
- Work experience (e.g. training, on-the-job experience)

Your current competence or prior learning is then measured against the learning outcomes/competencies for a particular module/qualification, and if you meet the requirements, you may not be required to do certain modules of the course or units of competence.

If you believe you have the experience and/or qualifications relevant to your course of training, you should seek further information from your trainer or our training administrators who will provide you with the RPL/RCC Information and Application Booklet.

### **Equal Opportunity Policy**

The Access and Equity Policy also acknowledges CAP's legal obligations under State and Federal equal opportunity law, the Occupational Health, Safety and Welfare Act, 1986, the Equal Opportunity Act 1984 and the Vocational Education, Employment and Training Act 1994 to ensure that our working and teaching practices are fair and equitable, and our working and learning environment is non-discriminatory.

The Equal Opportunity Act, 1984 (SA)  
Racial Discrimination Act, 1975 (Cth)  
Sex Discrimination Act, 1984 (Cth)  
Disability Discrimination Act, 1992 (Cth)

The aforementioned Acts make discrimination and harassment in the provision of education, employment and the provision of goods and services unlawful.

**INFORMATION FOR NEW TRAINEES/APPRENTICE'S**

**Fees and Payments**

It is the policy of CAP Training to invoice on completion of training. In this case there will be no prepayment of fees by individual course participants.

**Assessment**

CAP uses a variety of assessment methods. The trainer at the beginning of the module or course will outline details of the assessment procedure that will be applied in relation to training in a particular module or course.

**Connect Asia Pacific Pty Ltd Code of Conduct**

With all training activities undertaken by CAP safety is uppermost in our mind, and so we require all trainees to comply with the following requirements:

1. **Legitimate directions** – trainees shall follow all legitimate directions given by the trainer/supervisor.
2. **Respect and due consideration to others** – all staff, trainees and any other persons associated with the training shall be treated with respect. Harassment in any form against any individual or group will not be tolerated.
3. **Attendance** – trainees shall attend the training course each day on time and shall participate fully in all activities.
4. **Advice of absence** – trainees shall contact CAP on 8349 7890 before 8.30am if they are unable to attend any day of scheduled training.
5. **Tools and equipment** – all tools and equipment shall be handled safely and with respect. Any loss or damage shall be reported immediately to the trainer.
6. **Alcohol and illegal substances** – possession or use of alcohol or possession of, the use of, or dealing in any illegal substance during normal working or training hours **is strictly forbidden.**
7. **Occupational Health and Safety** – participants have a responsibility to carry out tasks without risks to themselves or others. Appropriate personal protective clothing and equipment will be worn at all times when performing practical tasks.