



CONNECT
ASIA PACIFIC
REGISTERED TRAINING ORGANISATION

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TRAINEE INFORMATION PAMPHLET

Date Approved: 18/03/09	Approved By: RJC	Authorised By: RJC	1.0
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INFORMATION FOR NEW TRAINEES/APPRENTICE'S

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Received Trainee Information Pack

Trainee Name:

Trainee Signature: Date:/...../.....

Training Opportunities

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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 III in Business	Full Qualification	BSB30107
Certificate III in Business Administration	Full Qualification	BSB30407
Certificate III in Recordkeeping	Full Qualification	BSB30807
Certificate III in Frontline Management	Full Qualification	BSB31207
Certificate IV in Business	Full Qualification	BSB40207
Certificate IV in Business Sales	Full Qualification	BSB40607
Certificate IV in Frontline Management	Full Qualification	BSB40807
Diploma of Business	Full Qualification	BSB50207
Diploma of Business Administration	Full Qualification	BSB50407
Diploma of Management	Full Qualification	BSB51107
Diploma of Quality Auditing	Full Qualification	BSB51607

INFORMATION FOR NEW TRAINEES/APPRENTICE'S

Code Of Practice

1. Introduction

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by Connect Asia Pacific Pty Ltd, a Registered Training Organisation registered in South Australia by the Accreditation and Registration Council.

For the purposes of this Code “**trainee**” refers to any person, participating in education or training delivered by this organisation. A “**client**” is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services.

2. Provision Of Training And Assessment Services

Our organisation has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of trainees and/or clients.

Our organisation maintains a learning environment that is conducive to the success of trainees.

Our organisation has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of trainees.

Our organisation monitors and assesses the performance and progress of its trainees.

Our organisation ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for our staff as required.

Our organisation ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.

Our organisation is committed to access and equity principles and processes in the delivery of its services.

3. Issuance Of Qualifications

Our organisation issues qualifications and Statements of Attainment to trainees who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook.

4. Recognition of Qualifications issued by other RTO's

Our organisation recognises the AQF qualification and Statements of Attainment issued by other RTO's

Mutual recognition obligations are reflected in our organisation's policies and procedures and information to staff and clients

5. Marketing Of Training And Assessment Services

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Our organisation markets and advertises its products and services in an ethical manner.

Our organisation gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.

Our organisation accurately represents recognised training products and services to prospective trainees and clients.

Our organisation ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.

No false or misleading comparisons are drawn with any other training organisation or qualification.

6. Financial Standards

Our organisation has measures to ensure that trainees and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.

Our organisation has a refund policy that is fair and equitable and this policy is made available to all trainees and clients prior to enrolment.

Our organisation ensures that the contractual and financial relationship between the trainee/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the trainee/client.

Documentation includes: the rights and responsibilities of trainees, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on trainees or clients.

7. Provision Of Information

7.1 Our organisation supplies accurate, relevant and up-to-date information to prospective trainees and clients covering but not limited to the matters listed in Attachment A to this Code.

7.2 Our organisation supplies this information to trainees and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

8. Recruitment

8.1 Our organisation conducts recruitment of trainees at all times in an ethical and responsible manner.

8.2 Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

8.3 Our organisation ensures that the educational background of intending trainees is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

9. Support Services



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Organisation provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

10. Grievance Mechanism

Our organisation ensures that trainees and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for trainees to appeal against decisions which affect the trainees' progress. Every effort is made by our organisation to resolve trainees'/clients' grievances.

10.2. For this purpose, our organisation has a grievance policy where a member of staff is identified to trainees and clients as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to trainees at the time of enrolment.

10.3. Where a grievance cannot be resolved internally, our organisation advises trainees and clients of the appropriate body where they can seek further assistance.

11. Record Keeping

Our organisation keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees on request.

12. Quality Control

12.1. Our organisation seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

Signed:

Principal Officer of:

Dated:/...../.....

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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 matter 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:

Training and Skills Commission
Ph (08) 8226 3462

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

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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.

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.

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Refund Policy

1. CAP Initiated Refunds

Where a refund results from circumstances caused by CAP (e.g. cancelled class) a full refund of the fee shall apply. No administrative fee for the provision of this refund will apply.

2. Student Initiated Refunds

- An administrative fee of \$50.00 per refund will apply for the provision of a participant-initiated refund.
- A full refund less the administrative fee will apply where a participant:
 - ❖ Withdraws before delivery commences, OR
 - ❖ Enrols in another course, workshop or seminar offered by CAP.
- Where a participant withdraws for reasons of personal circumstances before 50% of the delivery has been concluded, a 50% refund of the Scheduled Fee shall apply.
- Refund arrangements will not apply to the Recognition of Prior Learning (RPL) fee.

3. Student Initiated Refunds – Fee for Service

- There will be no entitlement to refund of fees for Fee for Service Courses except at the discretion of the Chief Executive.
- There are no refunds of fees and charges for weekend workshops as no allowance is made for participant withdrawals in the costing of these courses.

The Above Policy Will Be Strictly Adhered To.

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.

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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.

Enrolment, Induction And Orientation

CAP conducts an enrolment, induction and orientation program for all clients. This program reviews the Code of Practice and also includes:

CAP identifies any specific needs of the individual client with regard to:

- Language, literacy and numeracy support;
- Venue safety and facility arrangements;
- Relevant legislative requirements and accessibility;
- Review of the training and assessment program and flexible learning and assessment;
- Client support, welfare and guidance services arrangements;
- Appeals, complaints and grievance procedures;
- Disciplinary procedures; and
- Recognition arrangements and credit transfer

Language, Literacy And Numeracy

CAP recognises that all vocational training includes language, literacy and numeracy tasks and all CAP trainers and assessors provide:

- Resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- Clear models of the language/literacy/numeracy task;
- Opportunities for repeated and supported practice; and
- Opportunities for independent practice.

Where some clients require additional practice and training CAP can assist in providing language, literacy and numeracy support.

Delivery

CAP ensures the resources in the area(s) of recognition-sought meet the requirements of the relevant endorsed training package(s) and/or accredited course(s) for the delivery, assessment and issuance of qualifications.

CAP affirms that it has in place and applies the following resources:

- Delivery personnel with appropriate qualifications and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- Relevant Training Package and/or accredited course documents.

Delivery strategies utilised by CAP are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of off and on-the-job delivery and assessment.

Delivery modes may include, but are not limited to:

- Demonstrations

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- Group participation
- Individual projects
- Learning support works
- Audio/visual presentations
- Computer managed learning (On-line)
- Site visits
- Use of guest speakers

Mutual Recognition

A feature of the Australian Quality Training Framework which allows a registered training organisation (RTO) registered in one state or territory to operate in another without a further registration process, qualifications and statements of attainment issued by any RTO to be accepted and recognised by all other RTOs, and training packages endorsed by the National Training Framework Committee to be delivered by all RTOs registered to do so.