Student Information Handbook

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Student Support:

For all student enquiries and assistance please email:
studentsupport@apttraining.com.au

Welcome

Thank you for considering training with APT Training.

APT Training is a nationally recognised training organisation registered through the Australian Skills Quality Authority.

The purpose of this handbook is to provide you with a quick reference about training programs and processes at APT Training.

Training programs

Training Services provided to clients follow the policies and procedures developed to meet the National Training Framework and the Australian Quality Training Framework (AQTF).

APT Training runs a range of programs that are both accredited and non-accredited. Accredited programs have been ratified by State and /or Commonwealth Government.

Accredited programs

Accredited programs are usually competency based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov.au

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self management
- Learning
- Technology

These employability skills will be part of the assessment requirements of a nationally accredited course. A summary of the employability skills to be developed through a qualification can be downloaded from http://employabilityskills.com.au or at www.training.gov.au

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any client regardless of where they are, or the mode of training delivery provided. You could be a full time client in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Required knowledge and skills
- A range of variables
- Critical aspects of evidence
- Any pre or co requisites (if applicable)

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications in the classroom over a period of time.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment process

The assessment process will be explained at the orientation session and will be available to you upon request to your assessor

Applying for Extension

All extensions must be applied for. It is expected that all assessment tasks are handed in on the due date.

If there are difficult circumstances, please contact your assessor in writing via email or mail.

Enrolling in a Training program

To enroll in a training program at APT Training, you can:-
- contact the Administration Office on 02 4016 6443. They will send out an application for an enrolment form and the information flyer about the course.
- enroll online using our enrolment form

When APT Training receives your application a course confirmation letter or email will be sent which outlines
- Where and when to attend
- PPE Requirements
- Other information you may be required to bring

APT is required to verify or create a Unique Student Identifier (USI) for each student in accordance with the Australian Government, Department of Education and Training.

You can create your USI now if you prefer. Please bring the identification used on the first training day so it can be verified by the trainer.

Your USI will help keep your training records and results together in an online account controlled by you.

Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation.

Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips.

Client Selection

APT Training is committed to ensuring that all client selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

APT Training shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

Client Enrolment

APT Training is committed to the enrolment of clients when the organisation has the capacity to deliver the course for which the client is enrolling and where the client has:

- applied in the prescribed manner
- meets the selection requirements for the relevant course
- meets the selection criteria for the course, or have satisfied the RTO Manager of their equivalent qualification or experience to undertake the course
- supplied accurate personal and previous qualification information
- agreed to abide by the organisation's policies, procedures and code of conduct
- paid the prescribed fees

Privacy

- APT Training recognises a student's right to privacy. APT Training's Privacy Policy identifies how we handle information we learn about you. We collect and store your enrolment details and your progress reports in a secured online system.
- Where State or Commonwealth funding supports training we are obliged to submit your enrolment details for statistical purposes.
- We do not disclose information you provide to us. The information we collect from you is protected. Personal student files will only contain information pertinent to the student's training program.
- The confidentiality of all personal information in our records will be protected under the NSW Privacy and Personal Information Protection Act 1988 and Privacy Amendment (Private Sector) Act 2000 No. 155, 2000.

Recognition of Prior Learning (RPL)

You have the opportunity to apply for recognition of prior learning (RPL). This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

APT Training believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

APT Training aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our office on 02 4016 6443 and we will provide the information you need to complete an RPL.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged.

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency(s),
- Meets any Regulatory requirements
- Is your own evidence and can be authenticated
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF)
- Is sufficient to make a judgment about the above

APT Training is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- C which means that you have been deemed competent against that Unit of Competency(s)
- NYC which means you are not yet competent.

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Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed not competent in your initial assessment, you are allowed a second attempt. However, if you are deemed not competent in the second attempt, you will be required to re-enroll. Please talk to your assessor if you have any concerns.

Making the most of the training program

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend the workshops and complete all required reading and learning activities
- Prepare well in advance of each workshop
- Be a willing participant
- Work with fellow clients
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your trainer if you do not understand the training activity or assessment task

Getting help

At APT Training your Trainers and Assessors are your best support. If you are in need of some support please speak to them, or email studentsupport@apttraining.com.au for help. APT Training can also arrange the following (additional costs may be incurred):

- One on One coaching
- Use of training room and practical equipment

Training Pathways

There are many training opportunities available to you and if you would like to find out about these please speak to your Trainer or Assessor.

Rules and regulations while completing a program

APT Training is committed to providing a learning environment that encourages clients of all abilities to participate and to successfully complete their training program. APT Training ensures that all training programs are delivered in accordance with the rules and regulations set out by the relevant regulatory body. If you require any special assistance please inform our staff at the interview or on enrolment. APT Training respects the client's right to privacy and confidentiality.

Appeals

If you have a complaint, grievance or wish to appeal any decision while completing your training program APT Training has a documented process for you to access and follow. This will be explained to you in your orientation program when you enroll. If you would like to find out more please contact the office on 02 4016 6443 to make an appointment.

Fees and charges

1. The following reflects APT Training fees and refund process:

   a) A Purchase Order or an initial deposit of 50% is to be made to confirm a position on the course nominated by the client

   b) Payment is to be received in full prior to completion of the course or in accordance with the purchase order.

      i. If full payment is not received prior to course completion the client will not receive any certificates

   c) Non-attendance will incur full course cost

   d) If clients wish to transfer to another course, then greater than 5 working days notice is to be given.

   e) If clients wish to cancel, then greater than 10 working days notice must be given to receive a refund, however, a 25% administration fee is payable.

   f) If a client commences a course, but does not complete the course, the full course fee is still payable.

      i. Where circumstances warrant, an agreement may be made with the RTO Manager of APT Training for a reduced fee to be paid.

   General Rules

   a) The refund process reflects the commitment by APT Training to hold places as booked by clients and the amount of administrative resources consumed at the various stages.

   b) Refunds must be requested in writing to the RTO Manager of APT Training.

   c) The RTO Manager of APT Training will process refund requests within 1 week from the day of receipt

   d) All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.

   e) The term "commencement" in this policy refers to the first day of the first program attended by the client.

   f) Issues with regard to payment are to be handled at the first available opportunity and directed to the RTO Manager of APT Training. All refunds are to be logged in the Refund Log and signed by the respective client.