



Natwide Personnel

RTO ID: 40368

Domestic Student Handbook
Leadership and Management

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1 Letter from the Chief Executive Officer

Welcome to Natwide Personnel.

Teaching and learning, are the core functions of our Organisation. Our vision is to provide the highest quality teaching and learning. In a supportive and cost effective manner, offering quality learning opportunities with personalised support.

Working in Management is a rewarding pathway. It is important that you get the best start to your career.

The training staff, here at Natwide Personnel pride themselves on their engagement with and support for students. Our commitment to deliver quality training is first and foremost; this is underpinned by increasing our use of technology; a willingness to trial innovative approaches to education and training and ensuring our administrative and student support systems are structured to align with our training.

Enriching the skill and knowledge of students is the School's highest priority. Our Student Training Programs provide the latest Competency based standards ensuring you have the best opportunities when you graduate.

Thank you for selecting Natwide Personnel, to undertake your training. I look forward to seeing you at graduation.

I sincerely hope you enjoy your learning journey with us.

Regards,



Bernard O'Hara
Chief Executive
Natwide Personnel

2 About Natwide Personnel

2.1 About Natwide Personnel

Natwide Personnel is an industry based training centre which meets the training needs of industries involved in transport, including construction, livestock and mining.

We have training rooms at Churchill Road North, Dry Creek. Alternatively Natwide are able to offer training at the clients premises anywhere in South Australia by arrangement. We are able to undertake training in industry at places and times that suits our clients.

Natwide Personnel is a Registered Training Organisation providing nationally recognised training in accordance with the VET Quality Framework.

2.2 Our School

| School | Address | Contact Details |
|-------------------|--|---|
| Natwide Personnel | 126 Churchill Road North Dry Creek SA 5094 Australia | T: +61 8 8360 2379 E: training@natwidepersonnel.com.au |

2.3 School Hours

Natwide Personnel is open Monday – Thursday 8.00am to 4.30pm and Friday 8.00am to 4.00pm and will close for one (1) week during the Christmas period.

2.4 Student Handbook

The purpose of this Student Handbook is to provide you with information about how the school operates and the services and facilities available. It also includes a Student Charter, which documents what each student can expect from the school and the expectations from each student.

It is recommended that each student takes the time to read through this Handbook and keep it for future reference, so you can maximise your experience whilst at the school.

If you have any queries or suggestions on how the Student Handbook can be continually improved please send an email to the Training Department (training@natwidepersonnel.com.au).

3 Studying at Natwide Personnel

3.1 Entry Requirements

3.1.1 General

All students must be able to read, write and understand the English language.

3.2 Enrolment Process

To enroll into a course with Natwide Personnel the process is as follows;

1. Apply in the first instance to enquiries@natwidepersonnel.com.au
 - complete the Domestic Application hardcopy form
2. Once you have submitted your application we will email a Letter of Offer confirming the course you have applied for and outlining all the steps you are required to take.
3. To confirm your acceptance you need to return a signed copy of your Letter of Offer

3.3 Variation of Courses

You are permitted to change courses up to the commencement of week eight (8) of your course. These changes are to be submitted to Natwide Personnel in writing by completing the Changing Courses Form and submitted to the Training Manager upon completion.

4 Student Charter

The Student Charter outlines your rights and responsibilities as a student at Natwide Personnel.

Natwide Personnel is committed to improving the courses, processes and customer experience to help you achieve your potential and engage in constructive behaviour between students and staff.

It is expected that Natwide Personnel will:

1. Treat students with respect, fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
2. Provide a safe, clean, orderly and cooperative environment
3. Provide high quality learning experiences that are in accordance with good quality learning and teaching practice
4. Encourage staff to interact with students with honesty, integrity and in a timely manner
5. Treat personal information confidentially and ensure it is only released with the student's consent or when legally required
6. Provide fair, transparent and efficient complaints, grievances and appeals procedures
7. Provide the physical learning environment, facilities and student focused services to support students to succeed at their studies
8. Provide the environment to express and share ideas, ask questions and provide feedback
9. Provide timely and constructive feedback on assessments to support the learning culture

It is expected that students will:

1. Take responsibility for managing their own learning and development, spending sufficient time in regular study and participating in timetabled sessions and class discussions
2. Adhere to the schools policies, procedures and rules
3. Respect all school staff, property and facilities
4. Respect and embrace the diversity of all students and staff and support an environment free from discrimination, harassment and intimidation in accordance with the law and the school's policies
5. Inform the school promptly of any change in circumstances (e.g. contact details, next of kin etc)
6. Make prompt payment of all school fees and charges made by the school
7. Act in a professional manner with honesty and integrity
8. Represent the school as responsible ambassadors through their exemplary conduct on and off campus
9. Provide constructive feedback to the school on their experiences

5 Fees

5.1 Tuition Fees

| Course | Fee |
|--------------------------------------|---------|
| Diploma of Leadership and Management | \$8 500 |

The course fees are subject to change without notice.

5.2 External Fees

External costs not covered under the tuition fee include:

- Text Book: Management Theory & Practice – Kris Cole

5.3 Payment Schedule

Payment for your course is to be made according to the instalment plan detailed in your Letter of Offer. If your fees are not paid on time then you will not be permitted to study until such time as the fees are paid. If you are unsure about the payment schedule required for your fees – see the Training Manager straight away to obtain a copy.

If you decide to terminate your enrolment in a course, please refer to the cancellation/withdrawal/refund section of the Confirmation of Enrolment letter to determine if you are eligible for a refund.

If you have any questions regarding this application or the refund policy please see the Training Manager and they will be happy to answer any questions you may have.

Note, dishonoured payments may incur a charge from the bank; Natwide Personnel may pass this charge onto the student.

5.4 Payment Method

The school accepts a number of payment methods for the payment of fees and other charges. Payments can be made by bank transfer or in person at the reception desk of the school.

Our preferred method of payment is by bank transfer. Details of the school's bank account (i.e. BSB/Account No.) are noted in the table below. Please enter your student name and your application/enrolment number on the bank transfer.

| Bank | BSB | Account Number |
|-------------------------------|---------|----------------|
| National Australia Bank (NAB) | 085 245 | 7735 80406 |

Students can also pay by:

- Cash
- Cheque
- Credit or debit card
- Bankers draft

5.5 Cancellation, Withdrawal & Refunds

Each applicant acknowledges that they are enrolling in a complete course of study.

5.5.1 Cancellations

If a cancellation is made more than eight (8) weeks prior to the start of the course then 80% of the application fee will be refunded. If a cancellation is made less than eight (8) weeks prior to the start of the course then 50% of the application fee will be refunded.

Deferrals to a later course can be accepted up to six (6) weeks prior to the start of the course.

5.5.2 Withdrawals

If a student withdraws after a Census Date, then they are not eligible for a refund for that Unit of Study.

Students who withdraw prior to the Census Date will not be charged for that Unit of Study. To withdraw, students must complete the withdrawal form and email the completed form to training@natwidepersonnel.com.au.

Where a student withdraws prior to the commencement of a course, the refund will be paid within four (4) weeks of the withdrawal.

5.5.3 Refunds

Students applying for a refund must do so in writing to the email training@natwidepersonnel.com.au.

No refund will be given to any student who;

- a) are terminated from the course due to misconduct or non-compliance with requirements,
- or
- b) fail to meet course requirements.

If Natwide Personnel does not commence the course that the Applicant has enrolled in then a full refund of all monies paid will be made to the Applicant.

Course fees quoted in information packs are based on allocated hours. Any additional theory, theory exams or other materials will incur additional costs.

This agreement, and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws. Natwide Personnel's dispute resolution process does not circumscribe the student's right to pursue other legal remedies.

5.6 Tuition Assurance

Please refer to Natwide Personnel NWP002 – VET Tuition Assurance policy on our website.

Natwide Personnel has VET tuition assurance in place to ensure students are protected in case their course of study is no longer available at Natwide Personnel or Natwide Personnel ceases to exist. All national students enrolled in a VET course of study are protected under Australian Student Tuition Assurance Scheme (ASTAS).

VET tuition assurance means that if a RTO stops providing the course they are undertaking, students have the following rights:

5.7 Penalty for Late Payment

Any course instalments that are not received on or prior to the due date will incur a late payment fee of \$150. Each subsequent week that a fee payment is late incurs another \$150 to cover administration costs. This fee will only be waived where prior arrangements to vary the timing of fee payments are agreed to in writing by the Chief Executive Officer.

6 Course Information

6.1 Introduction

Your training course with Natwide Personnel is a complex course involving many interrelated theory and practical components. Upon commencement of your course you will be supplied with an outline of the course structure, so you will be able to follow your progress at all times.

6.2 BSB51915; Diploma of Leadership and Management

This qualification is part of the Business Training Package. It provides students with the skills, knowledge and insights required for Management. At this level, students will be able to perform a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedures for performing current practices, and provision of some leadership and guidance to others. Natwide Personnel provides comprehensive theory instruction, assisting students to complete the program within the timeframe.

7 General Information

7.1 Feedback

The school is committed to continually improving the Natwide Personnel student experience and would welcome any constructive feedback from all students. Feedback can be sent by email to the Training Manager (peter.tubb@natwidepersonnel.com.au).

7.2 Safety and Security

Safety is our number one priority. We take reasonable care to ensure you are safe whilst on campus. We expect all students also to take reasonable care, so our campus environment is safe for all staff, students and visitors. For example, students are to move around the buildings in an orderly fashion to reduce the risk of minor injury and are advised not to leave any personal property unattended.

Work Health and Safety is everyone's responsibility and the highest standards of safety can only be achieved with the input of all those concerned (e.g. staff, students and visitors). If you should have any concerns with WH&S during your time with Natwide Personnel your WH&S contact is our Trevor Watson – 0412 824 073.

If you notice any unsafe situations you should report it to a staff member immediately. In case of any emergency dial 000.

7.2.1 Fire Safety

As part of the induction process, students will be advised of the fire exits and fire evacuation procedures. Evacuation maps are prominently displayed at each campus.

In the event of a fire:

- evacuate the building via the nearest exit
- do not stop to collect personal belongings
- sound the alarm
- close all doors on the way out
- call the fire service on 000
- assemble in the evacuation assembly area noted on the evacuation map
- do not enter the building until advised.

7.2.2 Incidents & Injuries

All incidents and injuries, even those of a minor nature should be reported to staff. This will enable the school to take any corrective action if required.

7.3 Transport and Parking

Bus number 238 between the City and UniSA at Mawson Lakes passes Natwide Personnel offices at various times throughout the day.

Natwide Personnel has off road parking if you wish to drive.

8 Appointments

The Training Manager and individual Trainers are available at any time to discuss your training with you. It is strongly advised that you make an appointment if you wish to see a staff member.

8.1 ECS Student – Expired Course Students

If you have not completed your Diploma of Leadership and Management course within the agreed schedule you will be made an ECS Student – Expired Course Student.

8.1.1 Theory - Expired Course Students

Students who have any outstanding work to sit due to past fails or non-completion will be required to re-sit the theory. Each topic requiring a re-sit will be invoiced to you at \$650 per topic.

Please Note: You are reminded that even though you are an ECS student, you are still enrolled into a full time course and therefore will be treated as a full time student. Should you not wish to continue as a full time student and become a part time/private student, you will be required to complete a withdrawal form.

9 School Rules

9.1 Participation

Your participation is recorded regularly. You must meet certain minimum requirements for the issue of your Diploma.

Students can defer or temporarily suspend their studies and be granted a leave of absence for the following circumstances:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident;
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit;

If Natwide Personnel initiates suspension or cancellation of a student's enrolment, Natwide Personnel will inform the student that he or she has twenty (20) working days in which to access Natwide Personnel's internal complaints and appeals process.

To 'access' the appeals process means to 'initiate' or 'start' the process – there is no expectation that the process must be completed within twenty (20) days.

9.2 Absence

If you are ill, phone the School at 8am so we can make alternative arrangements for the day. The nature of your training is such that a student being absent has a large effect on the day's program, so it is important we hear from you as early as possible. You are also required to provide a medical certificate if you are ill.

Students who are absent for more than five (5) consecutive days without approval will be contacted to find out the reason for their absence and counselled accordingly.

9.3 Illness

If you become ill while at Natwide Personnel, advise your trainer immediately. We may be able to provide some basic first aid, otherwise we can arrange transport home or to a doctor.

9.4 Attire

All students enrolled in a full time Diploma course are expected to be suitably attired.

The minimum standard is:

- closed-in footwear
- clean, neat trousers
- shirt (no singlets)

10 Code of Practice

Below is an outline of the Code of Practice adopted by Natwide Personnel. We adhere to this code of practice to ensure you receive the best possible training, in a stimulating and enjoyable environment.

10.1 Educational Standards

Natwide Personnel will deliver courses of the highest standard meeting all training.gov.au requirements.

Accredited courses will be vocationally oriented; with standards set ensuring students achieve qualifications placing them in the best position to obtain employment.

Trainers will always maintain a professional manner when dealing with students.

Facilities and resources will be available to ensure successful delivery of the courses.

10.2 Marketing

All marketing by Natwide Personnel will be accurate, clear and will never be vague or misleading.

When providing information to prospective students, no false or misleading comparisons will be drawn with any other provider or course.

10.3 Trainee information

Prior to commencement of training, each trainee will be provided with this Student Handbook outlining the following:

- Admissions procedures and criteria;
- Assessment procedures;
- Grievance/appeal procedure;
- Facilities and equipment available and/or required; and
- Trainee support services.

Additionally, trainees will also be provided with the following prior to commencement of training:

- Copy of the Company Code of Practice.
- Copy of the refund policy.
- Outline of the course showing competencies to be achieved.
- Fee schedule for the course.

10.4 Recruitment

All advertising for the recruitment of trainees for any course provided by Natwide Personnel will be ethical, honest and not misleading.

Trainee applications will be evaluated on the basis of the likelihood of the trainee achieving the competency standards required for the course. This evaluation will be conducted by the Training Manager.

10.5 Student Liaison

When you study with Natwide Personnel we will always ensure you receive the finest quality training available.

During all your studies with Natwide Personnel you will have access to your own Trainer whenever you need to discuss your training.

If you require any more information about your training, you wish to clarify something, or you have a grievance then initially discuss the matter with your trainer. If required, your trainer will then advise the Training Manager of the situation so that a solution can be reached.

10.6 Disciplinary Procedure

To ensure all trainees, employees, contractors and course participants receive equal opportunities and gain the maximum benefit from their time with us; we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then the student may be asked to leave the School.

Unacceptable behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of alcohol or illegal drugs

Any person who is asked to leave has the right of appeal through the grievance process.

10.7 Grievances Procedure

The purpose of this policy is to provide a framework for student/client grievances to be raised and resolved in a fair, transparent and equitable manner, and where relevant, for the company to take corrective action to improve the student/client experience.

The company is committed to providing a high quality educational experience for all our students and clients. Our aim is to provide a safe and professional service, and for every student and client to be satisfied with their experience of the company.

Students are required to attend their course through the duration of this process until a decision has been reached.

The following outlines the procedure for students who have a grievance with Natwide Personnel:

10.7.1 Stage 1 – Raise Issue or Complaint

The first step is for the student, or client, to raise awareness of the problem, either by e-mail, phone or face-to-face, and discuss it with the relevant staff. This may be the trainer or Training Manager.

10.7.2 Stage 2 – Submit Complaint

If the student/client is dissatisfied with the outcome of the informal discussion, they should formalise the complaint and complete a 'Complaint Form' (copy included in the appendix) within one (1) week of their informal discussion.

The completed and signed Complaint Form should be sent by email to the Training Manager. The Training Manager will send an email acknowledging receipt and may conduct discussion with the complainant and other parties to try and resolve the complaint.

10.7.3 Stage 3 – Escalate Complaint to Executive

If the Training Manager is unable to resolve the complaint, the issue will be escalated to an executive, typically the CEO. The executive will conduct further investigations as they see fit and determine a resolution.

Either the executive or the Training Manager will inform the complainant of the executive resolution. The executive, or the Training Manager, will also be responsible to taking corrective action, as required, to enhance the student/client experience.

10.7.4 Stage 4 – External appeal

If the student/client is not satisfied with the way their complaint has been handled, the student/client can appeal to an independent, external mediator. In South Australia if the matter is not resolved to your satisfaction you may lodge a formal complaint with the Training Advocate on 1800 006 488.

When referring to an external appeal the student/client must:

- Be willing to negotiate in good faith.
- Consider a range of options for solution of the dispute.

The following outlines the procedure that Natwide Personnel will follow when attempting to resolve a grievance:

1. Attempt to resolve the dispute internally.
2. Commence hearing a formal appeal within ten (10) working days of the formal lodgement of the complaint or appeal and the supporting information. All reasonable measures will be taken to finalise the process as soon as possible.
3. Students have the right to be accompanied by a support person of their choice.
4. Provide a written report or statement to the student of the outcome of their appeal.
5. Refer students to the Training Advocate's State Office when all attempts to resolve dispute internally have failed.
6. Provide an interview room to accommodate the mediation session.
7. Share costs of the mediator on an agreed or negotiated basis.
8. Be willing to negotiate in good faith.
9. Consider a range of options for solution of the dispute.

11 Student Outcomes

11.1 Diploma of Leadership and Management – BSB51915

Meets all the requirements as prescribed on training.gov.au.

12 Training

12.1 What is accredited training?

Accredited Training is training delivered by a Registered Training Organisation (RTO) from an Industry Training Package (ITP) or an Accredited Training Package which are recognised nationally. Natwide Personnel is a Registered Training Organisation with all training undertaken in accordance with the Australian Quality Training Framework (AQTF). Natwide Personnel is registered to deliver training in South Australia through the Australian Skills Quality Authority (ASQA).

As your course is nationally recognised, your completion certificate will display the Nationally Recognised Training logo and the ASQA logo. Your pilots licence will be issued by CASA and have their logo on it.

13 Competency Based-Training and Assessment

13.1 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. Standards are statements of the required workplace levels of performance.

13.2 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 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 candidate's evidence of skills and knowledge, against the requirements of the Standards.

13.3 Principles of assessment

For an effective assessment system in a competency environment, some basic principles must apply:

13.3.1 Validity

The assessments actually assess what they claim to assess and what they have been designed to assess.

Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria

13.3.2 Reliability

Reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied consistently from person to person and from context to context.

The following are important to ensure that assessment produces consistent outcomes:

- Clear, unambiguous, well documented assessment procedures and competency standards;
- Clear, consistent and specific assessment criteria;
- Effectively trained, briefed and monitored assessors;

- Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome; and
- Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence.

13.3.3 Flexibility

Every portfolio or set of candidate evidence is unique. Each candidate 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 candidate and will comprise diverse types and forms of relevant and appropriate evidence.

Assessors must be capable of taking a flexible approach to the assessment of evidence. Clearly, this approach must always take time and cost into account - both to ensure the best use of assessor time and from the viewpoint of the candidate and his or her employer.

An assessment system must evaluate the scope of knowledge and skills covered by the criteria - both performance (skill) and underpinning knowledge & understanding.

13.3.4 Fairness

An assessment system and its processes must not disadvantage any person or organisation. All eligible candidates must be guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines must include an approach for working with candidates who have special needs.

- To achieve these principles, the assessment system must exhibit the following characteristics:
- The standards, assessment processes and all associated information are straight forward and understandable;
- The characteristics of potential candidates are identified, to enable all potential assessment issues to be identified and catered for;
- The chosen processes and materials within the system of assessment do not disadvantage candidates;
- An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and
- Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

13.4 Rules of Assessment

The assessment system must ensure that evidence collected and provided for judgment is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

13.4.1 Validity

The assessments actually assess what they claim to assess and what they have been designed to assess.

Validity of assessment is achieved when:

- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

13.4.2 Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

A tendency of many candidates is to provide more (or less) evidence than is actually required to prove competency against the standards. An effective assessment system ensures that candidates are clearly advised regarding the amount and form of evidence, which is sufficient to prove competency. This should avoid the situation where masses of evidence are provided, requiring assessors to spend more time than necessary per candidate, or too little evidence, making it difficult to judge competence.

13.4.3 Currency

Under an effective system, assessment evaluates whether or not the individual's skills and knowledge are current and can be applied in today's workplace. As a general rule, competencies that have not been demonstrated within the past 3 years are not usually accepted as "current". However, an assessor, under some circumstances may make exceptions to the specified period.

There may be specific situations where individual skills have not been directly applied for a longer period, but these skills are in fact still current for the individual. In cases such as this, evidence from earlier periods may be admissible, and assessed for currency, within an appropriately flexible assessment system.

13.4.4 Authenticity

The evidence collected is authentic - that is, it is actually derived from valid sources and is directly attributable to the individual.

13.5 Assessors

The role of an assessor is to objectively assess and judge a candidate'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 Certificate IV in Training and Assessment or equivalent.

An assessor must:

- 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.

The training and ongoing professional development of assessors must include such areas as:

- Roles, responsibilities and ethics;
- Procedural and administrative duties;
- Performance and knowledge evidence gathering and presentation;

- Interpretation and usage of standards;
- Selecting and using appropriate methods of assessment; and
- Requirements regarding processing and recording of results, progress and feedback.

13.6 Forms of Evidence

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past period - from:
 - extracted examples within the workplace;
 - natural observation in the workplace; and
 - simulations, including competency and skills tests, projects, assignments
- Supplementary evidence, from:
 - oral and written questioning;
 - personal reports; and
 - witness testimony.
- Appropriate and valid forms of assessment utilised for both skills and knowledge may include:
 - evaluation of direct products of work;
 - natural observation;
 - skill tests, simulations and projects;
 - evaluation of underpinning knowledge and understanding;
 - questioning and discussion; and
 - evidence from prior achievement and activity.

13.7 Candidates with special needs

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.

Special needs extend to more than identifying 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.

13.8 Feedback

Where students are assessed as not competent they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

13.9 Reassessment

Students who are dissatisfied with their assessment outcome may apply for reassessment by contacting their trainer or assessor.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

14 Flexible Learning Strategies & Assessment Procedures

Flexible learning and assessment procedures form part of our learning and assessment strategies. We customise our training/assessments to meet your specific needs. If you are having difficulty achieving competency in any module please discuss the matter with your trainer/assessor and where possible alternative learning/assessment strategies will be provided to you.

14.1 Recognition of Prior Learning

All participants are offered the opportunity to apply for Recognition of Prior Learning and Current Competency on an individual basis prior to the course commencement. Applicants should complete an Application for Recognition of Prior Learning form available from our office. The Recognition of Prior Learning process allows participants to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific modules within their course. All Recognition of Prior Learning applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include;

- documentation such as certificates issued by other training organisations,
- support letters from employers,
- course outlines of previously studied courses.

We also recognise the credentials issued by other organisations operating under the Australian Quality Training Framework.

All assessments of Recognition of Prior Learning applications are reviewed by staff who are qualified to conduct the assessment. From time to time, or when deemed necessary, we will have an additional person or subject expert be part of the assessment process.

Participants may request a review of the Recognition of Prior Learning decision through our grievance procedure.

Prior learning can be recognised for a student who provides certified evidence. This may be supplemented with an interview by one of our trainers or the Training Manager.

Natwide Personnel reserves the right to conduct an English language test.

14.2 Mutual recognition, and recognition of current competency

Natwide Personnel recognises any appropriate existing competencies and qualifications issued by a bona-fide RTO whether they are Mutual recognition qualifications issued under the Australian Qualifications Framework - qualifications issued by another RTO.

These Qualifications and Statements of Attainment are to be recognised at enrolment through the Recognition of Prior Learning process provided they have been achieved within the previous two (2) years and provided it is relevant to the course to be undertaken.

The qualification is to be checked for currency against the current training package, and that the applicant's skills as represented by the qualifications and/or Statements of Attainment are still current.

Where any competency is found to be lacking, further training and/or assessment may be required to gain full recognition.

The Student's Course Information will be adjusted accordingly to reflect the modules granted. Where an application for Mutual Recognition of an existing qualification is made, then the Training Manager must ensure that:

1. the qualification has been issued by an existing RTO
2. the applicant has been enrolled in that RTO
3. the Applicant is competent to complete a practical assessment if there is any doubt.

14.3 Issuing of Certificates

Assessment determines whether a participant is competent or not yet competent in each module of their particular course. On completion of their course, participants are issued with a certificate listing the modules where competency has been achieved. A letter of attainment is available for all courses. A Statement of Attainment is issued on successful completion of a number of the modules of an accredited course. A Certificate is issued when the student has completed all required modules and competencies of the accredited qualification.

People with special needs will be accepted as participants subject to performance tests. Wherever possible we provide training premises that are accessible for people with disabilities.

15 Welfare & Guidance Services

We endeavour to provide welfare and guidance to all students/clients. This includes:

- Workplace Health and Safety
- support in finding accommodation
- learning pathways and possible Recognition of Prior Learning opportunities
- provision for special learning needs
- provision for special cultural and religious needs
- provision for special dietary needs

15.1 Relevant Legislation

- Work Health & Safety Act 2012
- Work Health & Safety Regulations 2012
- Department for State Development (DSD)
- Australian Quality Training Framework (AQTF)
- Australian Qualifications Framework (AQF)
- Training and Skills Commission - *Training and Skills Development Act 2008*
- Office of The Training Advocate
- Office of the Privacy Commissioner – Privacy
- Department of Planning Transport and Infrastructure
- Road Traffic Act 1961
- Australian Road Rules 1999
- National Centre for Vocational Education Research (NCVER)
- *(TEQSA) - Tertiary Education Quality and Standards Agency Act 2011.*
- Australian Skills Quality Authority – National VET Regulator
- The National Quality Council (NQC)
- National Transport Commission (NTC)
- Transport and Logistics Industry Skills Council (TLISC)
- National Training Information - training .gov.au (TGA)
- Training and Skills Development Act 2008.
- Australian Dangerous Goods Code
- Privacy Act 1996.
- Environmental Protection Act 1993
- National Law (SA) 2011
- Occupational Licensing
- Higher Education Support Act 2003
- National Vocational, Education & Training Regulator Act 2011

15.2 Workplace Health and Safety Act 2012 (SA)

The Workplace Health and Safety Act 2012 (SA) states that as an employer Natwide Personnel 'must ensure the health, safety and welfare at work of all the employees'.

To meet responsibilities under the WHS Act 2012, Natwide Personnel will provide:

- safe premises
- safe machinery and substances
- safe systems of work
- provision of information, instruction, training and supervision
- suitable working environment and facilities

The Act also states that Natwide Personnel employees as well as the Company are responsible for the health and safety of people other than your workers, who may be present at the workplace.

To ensure compliance with this legislation, Natwide Personnel has a fully documented WHS system for the training part of the business. Natwide Personnel conducts all its business operations in a fully compliant manner with WHS 2012 requirements.

15.3 Anti-Discrimination

Natwide Personnel Pty Ltd commits to equal opportunity, value of diversity in employment and education and recognises the rights of staff, visitors & contractors to work & operate in an environment free from harassment, bullying and unlawful discrimination.

Natwide Personnel complies with all the anti-discrimination legislation and maintains equality with all training and non-training staff, maintaining a fair environment and allows opportunities to be shared by all persons.

Staff adopt the principles behind this legislation and apply these procedures to their work actions.

Anti-Discrimination laws state that it is against the law to discriminate against people (treat them unfairly compared with others) or harass them in employment. This means that throughout Australia all employees must generally treat all their employees and anyone who applies for a job with them fairly – on the basis of their individual merit rather than irrelevant characteristics.

15.4 Privacy Policy

Natwide Personnel is required to meet the requirements of the Federal Privacy Act as they apply to private sector business and the Training Manager is the Privacy Officer as defined by the Act.

In addition privacy provisions of the Australian Quality Training Framework apply to the delivery of all Nationally Recognised Training by Natwide Personnel.

It is a requirement of the Australian Qualifications Framework that students can access personal information held by the school and may request corrections to information that is incorrect or out of date.

All staff and student records are retained as confidential and normally are only accessed by the

student or staff member themselves. However, under the requirements from the Higher Education Support Act and the AQTF, access may be given to Government officer for the purposes of audit.

Access to student or staff records by a third party can only be obtained by the student requesting such access in writing.

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the each state Government who are the registering authority. The requirements of the registering authority may require the release of student and trainer personal information for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies.

Personal information is only collected from the individual concerned and individuals may refuse to provide information they consider to be sensitive.

We audit and review data to make sure personal information is accurate, complete and up to date. Individuals can gain access to their personal information for the purposes of review and correction in consultation with the Training Manager.

All reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including password protection of electronic files, secure storage of paper files and secure backup of data.

Students may have an identifier assigned to them by Natwide Personnel for the purposes of maintaining its electronic records or for collection of data by Commonwealth and State Government departments and agencies.

Anonymity is not possible for students as Natwide Personnel is a Registered Training Organisation that delivers and assesses training, charges fees, provides fee refunds, records participation in training, records achievement of competency and issues Awards and Statements of Attainment to individuals.

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

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

Natwide Personnel does not transfer personal information outside the state of collection.

15.5 Cultural Relevance

Any individual is welcome to participate in Natwide Personnel training programs, irrespective of cultural back-ground. Participants who wish to undertake courses that have prerequisite standards and competencies will be counselled and made aware of support programs and assistance. Events of major cultural importance to the participant will be acknowledged and (where practical) allowance made for their observance.

15.6 Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of its students. Our enrolment form asks students to provide information regarding their LLN requirements or any other special learning needs. In the event of LLN becoming an issue, the Training Manager will contact the student to discuss their requirements.

Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

15.7 Staff Responsibilities for Access/Equity & Equal Opportunity Issues

The Training Manager is the person to direct all problems and information requests: they will refer it to the appropriate staff member. That Officer is also the access and equity officer for Natwide Personnel so if you are experiencing any harassment or discrimination, refer the matter in writing to them.

Natwide Personnel provides equal opportunity in employment and education. Each of our staff members has responsibility for access and equity issues for all students/clients. All staff are expected to act in accordance with our Code of Practice and all students/clients are made aware of their rights and responsibilities through this Student Handbook.

15.8 Feedback/Evaluation

Natwide Personnel actively seeks staff and student feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. We monitor compliance with AQTF standards and our policies and procedures through the use of evaluations at the completion of courses/traineeships. Any grievances or deficiencies are documented to ensure appropriate follow up action is taken.

15.9 Appealing an Assessment

In rare instances, it is possible that you may wish to challenge an assessment outcome. If this is the case, then:

1. speak with your Trainer in the first instance and if unresolved
2. present the request in writing to the Training Manager and if un- resolved
3. refer the matter to CASA for determination on technical matters or ASQA for process based problems.

You have the right to represent yourself at all forums where the issue is being discussed and you will have the matter heard within five (5) working days of lodging your notification (as per policy NWP005). The outcomes and the reasons for it will be given to you in writing.