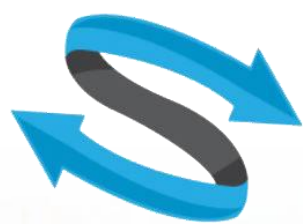


*We develop people, we improve business*



Skills  
Strategies  
INTERNATIONAL

# Learner Handbook

A guide for new learners



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# WELCOME

## Message from the Director

Congratulations on your decision to study with Skills Strategies International and taking the step to improve your business or your career.

Whether you are working towards achieving a nationally recognised Qualification, Statement of Attainment, Microcredential or a business or personal development program with us, your experience with us is our highest priority. We will strive to provide you with every possible opportunity to successfully complete your studies with us.

Our programs are focused on you, our Learner, and are designed to add value to your personal development as well as to meet the overall goals and objectives of your organisation. If there is any way we can assist you to maximise your experience, we would like to hear from you.

If you have any other queries about any issue that may arise over the time that you spend with us, please direct these concerns initially to your trainer or assessor. If they cannot assist you, you are welcome to speak to any member of our administration or management team.

Again, we thank you for your enrolment and I wish you an enjoyable and rewarding experience with SSI.



Yours sincerely,

A handwritten signature in blue ink, which appears to read 'Sandra Robinson', written over a light blue rectangular background.

**Sandra Robinson**  
Director



# ABOUT US

## Introduction

**Skills Strategies International Pty Ltd (SSI)** is a leading Registered Training Organisation (RTO) delivering quality training services nationally and internationally for nearly 30 years.

SSI has been providing innovative training and business development services across both the corporate and public sectors since 1992. Our consultative approach for effective skills development is achieved by aligning the highest quality industry standard and solutions to our clients' strategic goals.

SSI is committed to achieving best practice in the provision of vocational education and training. We acknowledge that this is dependent upon non-discriminatory access to services and comparable educational outcomes by all groups in society.

## Our Purpose

Provide opportunities for our staff and clients to improve their life and their business.

## Our Commitment

At Skills Strategies International we adopt policies and practices which maintain high professional standards in the marketing and delivery of vocational education and training services, and which safeguard the interests and welfare of our learners.

Our commitment to our learners and business clients is that:

- Virtual, online and classroom-based environments will provide the best possible learning experience for our learners.
- All learners will be treated fairly and with respect.
- The learning environment will be free of discrimination and harassment.
- Learning resources and facilities will meet learner needs.
- Your progress will be monitored and supported.
- Your goals are important to us.

## Our Priorities

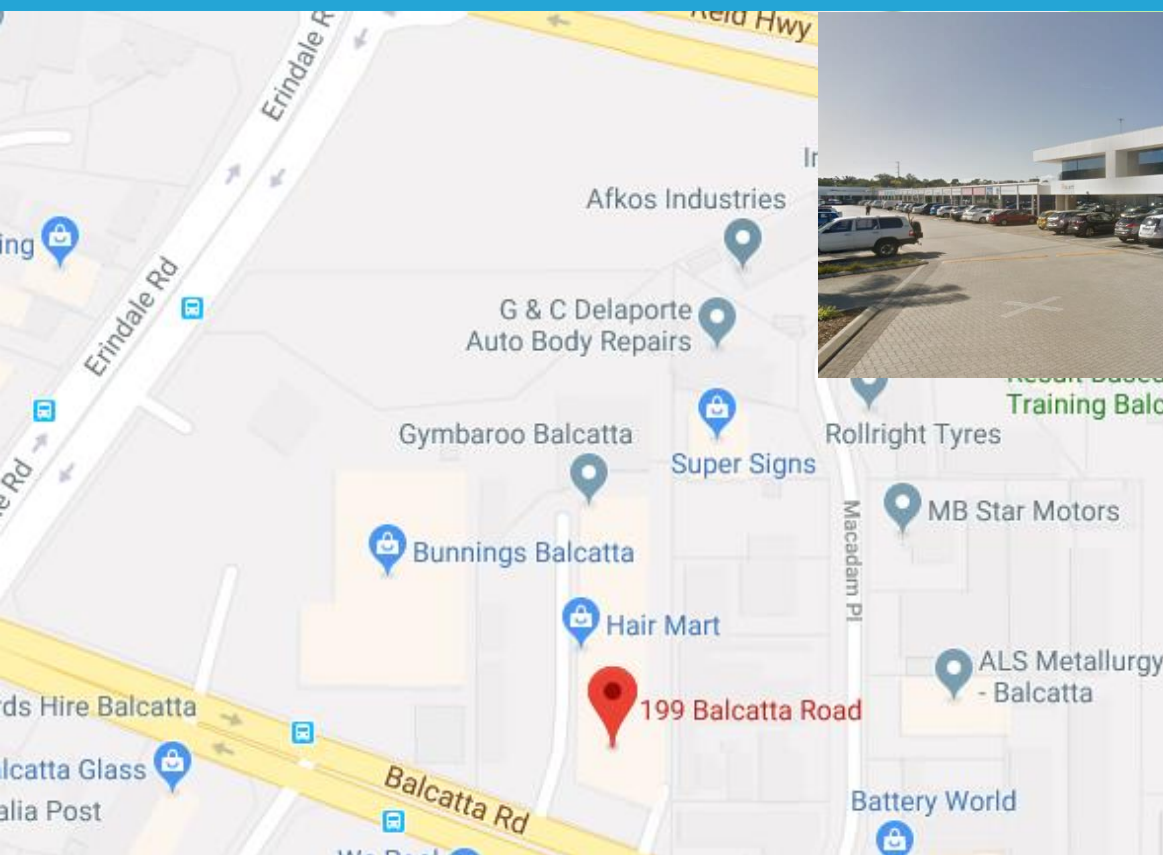
1. High quality delivery that is customer focused and industry relevant.
2. Highly skilled and committed staff who share our vision.
3. Partnerships that enable and facilitate high quality delivery.
4. Increased use of technology to work smarter.
5. Sharing our service with an ever-increasing market



## Our Locations

With premises in Balcatta, Mandurah and Victoria, we are able to provide training and assessment services in metropolitan and regional areas around Australia.

### BALCATT

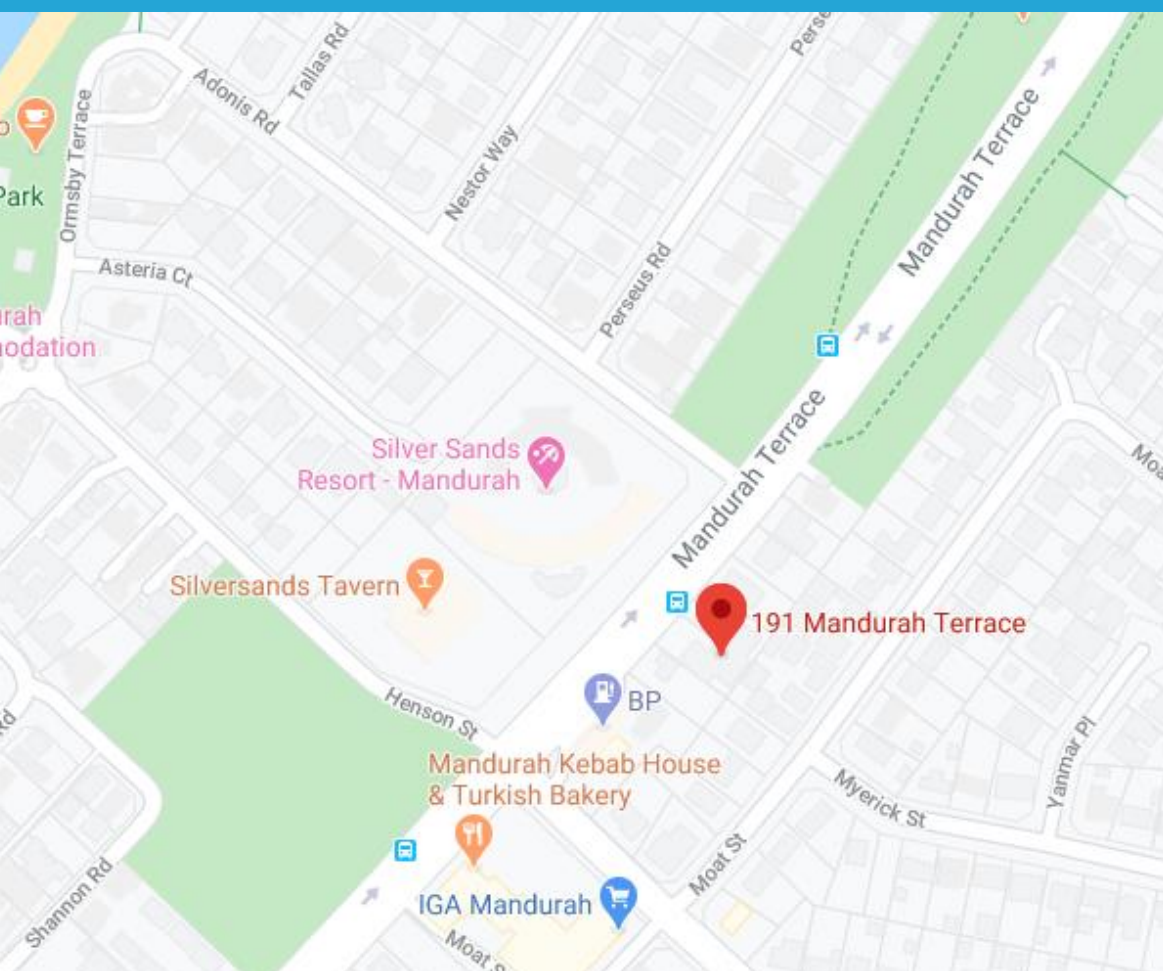


**Address:** 5/199 Balcatta Road, Balcatta WA 6021

**Phone:** (08) 6143 2180

**Email:**  
info@skillstrategies.edu.au

### MANDURAH



**Address:** 191-193 Mandurah Terrace, Mandurah WA 6210

**Phone:** (08) 6110 0580

# ABOUT YOU

## Learner Rights

When you participate in one of our courses, you have the right to a learning environment which encourages you to pursue learning goals without distraction.

You will:

- Be treated with respect
- Learn in an environment free from discrimination and harassment
- Pursue learning goals in a supportive and stimulating environment
- Be assured of privacy of personal information and assessment records
- Readily access assessment procedures and results
- Have complaints handled appropriately and promptly
- Appeal the review of assessment results.

## Learner Responsibilities

When you participate in one of our courses, you are expected to respect all other learners, your trainers, assessors and other SSI staff. Remember we are all different and have a right to be so.

You have the responsibility to:

- Treat other people with respect, courtesy and fairness.
- Avoid behaviour which may offend, embarrass or threaten others.
- Be punctual and regularly attend face-to-face training.
- Observe health and safety requirements in all areas.
- Be honest and ethical and refrain from engaging in collusion or cheating in assessments.
- Submit assessments by the agreed date or seek approval for an extension.

If you feel you are being improperly treated, please discuss these issues with your Trainer/Assessor and, if necessary, make a complaint in writing.

## Learner Support

Every learning journey is different and at times you may need extra support to get maximum benefit from your course.

We support all our learners' individual needs by providing a range of support services, including:

- Career planning
- Study skills
- Work placements
- Language, Literacy and Numeracy strategies
- Disability support
- Networks with other learners through social media

If you have any known individual needs or support services requirements, please advise us when enrolling. This will assist with venue, delivery mode allocation and lesson planning. All information will be treated with the strictest confidentiality.

If you are experiencing any difficulty with reading, writing or numeracy please to speak to your trainer/assessor or [contact us](#) to discuss specific needs. Individual support is available to any learner if required. There may be an additional charge for support services depending upon the requirements.

## Business Support

If your business is considering one of our Business Transformation programs, we will provide a free Training Needs Analysis to determine what the best training strategies will be.



# TRAINING

## Enrolment

Enrolment is completed through a digital form, usually accessed through our website.

You will be contacted by our support team, usually within 24 hours. You will receive a Welcome Pack which includes a course outline and SSI Login details. All our students have access to our online learning management system which contains all course information, learning materials and assessment tasks.

If your enrolment is a considerable time prior to course commencement, you will receive a login to our pre-course which will prepare you for the course commencement.

## Unique Student Identifier

If you are undertaking nationally recognised training, you must provide us with your Unique Student Identifier (USI).

The USI is a reference number that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- Will give you access to your training records and transcripts.
- Can be accessed online at any time.
- Is free and easy to create.
- Stays with you for life.

You will be unable to commence training without a USI. Where a USI has been provided, but we are unable to verify the number, you will be contacted to assist in determining the issue.

We will make all reasonable attempts to validate your USI, however it is your ultimate responsibility to provide us with a valid number (transposed figures or incorrect letters and capitalisation are common causes). No AQF certification can be issued without a valid USI.

Visit [usi.gov.au](https://usi.gov.au) to create your USI or manage your account. You must provide your USI when you complete our Enrolment Form, otherwise email it to [courses@skillstrategies.edu.au](mailto:courses@skillstrategies.edu.au).

## Delivery Methods

We use a range of delivery methods to provide training that suits your needs.

These methods include:

- Face-to-face classroom workshops
- Virtual training sessions through Microsoft Teams
- Self-paced online learning
- Distance learning
- Blended learning combining two or more of the above methods.

## Course Outline

Your Trainer/Assessor will discuss your learning and assessment arrangements with you at the commencement of your course. They will provide you with a Course Outline that includes a training and assessment schedule based on your specific arrangements. Factors that impact this schedule include the type of student, delivery method and course, e.g. online, trainee, high school student, funding, qualification, skill set.

Regular submission of assessments is a requirement of every course. Our student services team will ensure you stay on track.

## Course Materials

You will receive a set of comprehensive course materials, including learner guides, activities and handouts, all available online.

If textbooks or PPE are required, you will be given notice of the cost and where it can be purchased.

## Online Learning

All courses include access to our online learning platform. Our [Online Learning Platform](#) provides you with 24/7 access to:

- Learning and assessment resources
- Communication with your trainer/assessor
- Collaboration with other students
- A portal through which you submit assessment tasks.

If you are completing your course online, you are supported by a dedicated trainer/assessor. More information on online learning is outlined in our [Online Learner Guide](#).





## Attendance

You are required to attend your training at the time and place nominated. Please contact your trainer/assessor or local SSI office to inform us of any delays or inability to attend as soon as possible.

All classes start at the nominated time so please be prompt. You are entitled to access face-to-face and virtual workshops free from disruption by others. Should you disrupt a course you may be removed from the classroom.

Failure to meet your attendance obligations may result in failure to complete your course.

Government funded courses require attendance for commencement of units and evidence of transmission of learning. It is important that attendance at commencement sessions occur on time. Failure to do so may result in a cessation of funding.

## Mobile Phones

Out of courtesy and consideration for other learners and staff, mobile phones must be switched off or put on silent during classes.

## Dress Code

We will advise you of any required dress for your training course. A standard of personal presentation is required. Usually these will replicate workplace expectations.

## Smoking, Alcohol and Drugs

No smoking is permitted on any SSI premises. Please consult with your Trainer to identify designated smoking areas. You must be at least 10 metres from any entrances to any buildings.

No alcohol or drugs should be consumed prior or during training and assessment. If you are found to be under the influence of drugs or alcohol, you can expect to be removed from the course.

## Updating Information

You must notify us of any relevant changes to your personal information. It is imperative that we have your correct mailing address to issue any documentation to you.

## Course Changes

Course dates, times and course content are occasionally subject to change. Should the need for such changes occur, every effort is made to inform you with sufficient time prior to the commencement of training.

## NRT Changes

Nationally recognised training is upgraded to stay current with industry standards. When this happens a twelve (12) month transition phase (or as indicated on [training.gov.au](https://training.gov.au)) is provided.

We will advise you if any changes affect you. It is your responsibility to ensure you complete your training in the given transitional timeframe, including allowing time for final resubmissions to be assessed a minimum of five (5) working days.

No RTO is able to assess or print new academic certificates after the final close-out date.

# ASSESSMENT

## Competency-Based Assessment

Competency-based assessment is the process of collecting evidence and making judgements on whether an individual has achieved competence. It confirms that an individual can perform to the standard expected in the workplace as expressed in the nationally endorsed competency standards.

For you to be assessed as competent, we must ensure you have:

- Absorbed the knowledge
- Developed the skills
- Can combine the knowledge and skills to demonstrate:
  - Ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations
  - Consistency in performance and a consistent ability to demonstrate skills when performing tasks
  - Understanding of what they are doing, and why, when performing tasks
  - Ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments



## Assessment System

Our assessment system ensures assessment:

- Complies with the assessment requirements of the relevant training package or VET accredited course
- Is conducted in accordance with the *Principles of Assessment* and the *Rules of Evidence*

Assessment processes used in VET include:

- **Assessment Based on Learning** – You complete a course and submit an assessment which demonstrates and confirms the required skills and knowledge.
- **Recognition of Prior Learning (RPL)** – You demonstrate competence from prior experience and learning. The experience and learning can be work-based and/or non-work based.
- **Credit Transfer (CT)** – Your previous Statements of Attainment and/or Qualifications issued by other RTOs are recognised by SSI and may count as credit towards your qualification.

## Assessment Methods

We use a range of assessment methods to produce valid decisions and recognise your competence in a variety of ways.

Assessments are designed with a focus on workplace outputs. Each course has its own set of assessment resources designed to help you collect evidence of your competency.

To assist in the evidence gathering process, assessment methods may include:

- Direct observation/Demonstration
- Tasks and projects
- Knowledge questions
- Portfolios
- Third party reports

## Submission of Assessments

Assessments are submitted through our learner management systems (LMS), either Moodle or Microsoft Teams.

It is your responsibility to submit assessments by the due date as per the schedule in your Course Outline. Assessment extensions must be made in writing prior to the due date.

It is your responsibility to keep a copy of all assessments submitted.

Escalation process for assessment completion:

1. Assessments that are not submitted by the due date will be graded as Not-Yet-Competent (NYC) and recorded as your first attempt.
2. Assessment not completed within 60 days of the due date is recorded as your second attempt.
3. Assessment not completed within 90 days from commencement, or the last unit completed is recorded as your third and final attempt. You are withdrawn from the course and must pay a re-enrolment fee if you wish to continue.

## Resubmission Attempts

You are provided with up to three (3) attempts for any assessment item (initial attempt plus two (2) resubmissions/resits). This presumes that the initial assessment is completed prior to the due date.

Fees may apply for resubmissions/resits as determined by your course.

## Records and Results

Your trainer/assessor will review and mark your assessment within 14 days of submission. If you submit an assessment after the due day this timeframe may take longer.

You are notified of your assessment results through your course and an *Assessment Record*.

Your Trainer/Assessor will provide you with feedback on your assessment. If your assessment is Not-Yet Competent (NYC), your feedback will include any improvements to be implemented to meet the standards required.

Improvements must be completed within one (1) week unless other arrangements are made and recorded in writing.

## Cheating and Plagiarism

You are accountable to standards of professionalism and ethics throughout your course of study and, therefore, we take a strong position on plagiarism and other instances of academic dishonesty.

You must ensure that your assessment work is your own.

Where work is alleged to be plagiarised by your trainer/assessor, they will bring it to the attention of the Training Manager where a decision will be made together on the authenticity in consultation.

Once the decision has been made that plagiarism has occurred and evidence is available:

- You are notified by the Training Manager that an investigation is underway in relation to alleged plagiarism
- Evidence of the plagiarism is to be included to verify the allegation as a true event
- You are notified of the informed decision after the investigation is completed
- You are offered to respond or appeal the allegation in writing ([Complaints and Appeals Policy](#) to be followed if appealing the decision)
- The person responsible for payment, if other than yourself, are notified of the event
- A decision is made whether to accept a resubmission of the assessment and you are notified of these arrangements



## Issue of AQF Certification

You will be issued an original digital certificate (e.g. *Testamur* and *Record of Results* and/or *Statement of Attainment*) after being assessed as Competent in all requirements of your course.

The cost to replace a certificate is listed under the [Fees and Refunds](#) section.

## Course Completion Tips

The best way to learn, study and complete assessments is different for everyone. Find out what works for you, such as:

- Pick a suitable place and time
- Create a routine of working on your course daily
- Plan your time
- Discover your learning style
- Review and revise
- Take breaks
- Collaborate with others
- Ask for help
- Stay motivated
- Look after yourself

For each unit of study there is approximately a 4–6-week time limit from the day the course is run to when the assessment should be submitted.

Set yourself approximately:

- 8 – 10 hours per competency to complete each Certificate IV level assessment
- 10 – 15 hours per competency to complete each Diploma or Advanced Diploma level assessment

If you cannot submit the assessment by the due date you will need to contact SSI to discuss your circumstances.

Before commencing work on any assessment:

- Complete your learning first – use the resources provided in our [Online Learning Platform](#), including whitepapers, templates and virtual workplaces
- Carefully read through the assessment requirements
- Think about what is being asked of you
- Become familiar with the resources linked to the assessment

- Plan the time you will need to answer the questions
- Contact your Trainer/Assessor if you have any problems

When completing an assessment:

- Read each task and question carefully
- Answer all parts of the task and question fully – sometimes a question may have more than one part to it
- Provide enough information that demonstrates competency – one-word answers are not acceptable unless specified
- Make your answers relevant and personal – a simple trick is to use the word “I” because the Assessor wants to know what you did, how you did it, why you did it and how well you did it
- Gather and attach relevant evidence of what you have done and achieved – back up what you say with evidence such as emails, feedback, diary notes and reports
- When asked to provide an example from your workplace, be specific – avoid broad, generalised statements about what happens generally in the workplace and discuss actual examples
- If you need support or have a question – speak to your Trainer/Assessor and/or Manager as soon as it is needed



# POLICIES AND PROCEDURES

## Regulatory Bodies

All RTOs are closely and strictly monitored by the various state and federal training authorities. As new policies and procedures are implemented, actions are placed on us to ensure that compliance is met.

When we send out documentation for signing as per the authority's direction, please complete and submit these requests in a timely manner. Where documentation is not received, this may impact on our ability to continue with your training.

For more information on our registration visit <https://training.gov.au/Organisation/Details/2401>

## Legislation

SSI is subject to a range of legislation relating to training and assessment as well as general business practice. This includes matters such as your safety, privacy, and rights.

There are several legislative requirements that you will be made aware of throughout your course.

The legislation that particularly effects your participation in VET includes:

- *Age Discrimination Act 2004*
- *Australian Qualifications Framework*
- *Copyright Act 1968*
- *Data Provision Requirements 2020*
- *Disability Standards for Education 2005*
- *Disability Discrimination Act 1992*
- *Fit and Proper Person Requirements 2011*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *Privacy Act 1988*
- *National Privacy Principles*
- *Standards for Registered Training Organisations (RTOs) 2015*
- *Work, Health and Safety Act 2011*
- *Vocational Education and Training Regulator Act 2011*

## Access and Equity

SSI promotes access and equity in all learning and development opportunities. Learners are treated fairly, irrespective of their sex, race, religion, political beliefs, age, disability, sexual preference or marital status.

We promote access and equity by:

- Treating learners fairly in an environment free from discrimination and harassment
- Respecting learners' rights to privacy and confidentiality
- Providing relevant information to learners on how to lodge a complaint or to make suggestions for improvement of services without fear of being victimised

## Discrimination and Harassment

Under federal and state legislation: unlawful **discrimination** occurs when someone or a group of people, is treated less favourably than another person or group because of their race, colour, nationality or ethnic origin, sex, pregnancy or marital status, age, disability, religion, sexual preference, membership of a trade union activity, or some other characteristic specified under anti-discrimination or human rights legislation.

Under federal and state legislation: unlawful **harassment** occurs when someone is made to feel intimidated, insulted or humiliated because of their race, colour, nationality or ethnic origin, sex, disability, sexual preference, or some other characteristic specified under anti-discrimination or human rights legislation. It can also happen if someone is working in a 'hostile' or intimidating environment.

Discrimination and harassment are not acceptable in the workplace, training environment or community. SSI will not tolerate discrimination towards any group or individuals in any way and complies with all legislative requirements.

## Complaints and Appeals

All complaints and appeals are taken seriously and resolved in a manner that ensures the processes involved are transparent, prompt, confidential, fair to all parties and conducted in accordance with our [Complaints and Appeals Policy](#).

In the event of a complaint, you are encouraged to talk directly with the person of concern to resolve the problem.

If you are dissatisfied with the outcome of these attempts at resolution, you must place your complaint or appeal in writing and follow the process outlined in the policy.

You have the right to appeal an assessment decision. All internal review processes are free of charge.

Independent review processes undertaken by an external individual/body may incur a cost to the complainant.

All complaints and appeals are discussed at staff communication meetings to ensure consistent outcomes are applied, or corrective actions are taken, for continuous improvement purposes.

## Freedom of Information

The *Freedom of Information Act 1989* gives you the right to access documents held by SSI. If you wish to access documents held by us, you will need to contact the SSI administration team.

Written permission from learners shall be obtained prior to providing information to an employer.

## Copyright

No part of our publications may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information or retrieval system, without our prior permission.

Requests for permission to use material contained in any publications should be directed to [info@skillstrategies.edu.au](mailto:info@skillstrategies.edu.au).

Certain resources are created specifically for you to modify, however if in doubt please contact us.

## Student Records

We retain records for qualifications and statements of attainment issued for a period of 30 years which is a requirement under the standards applied to RTOs.

Assessment records are kept for a period of twelve (12) months from the completion of the program as required by the Australian Skills Quality Authority (ASQA) or Department of Training and Workplace Development (DTWD).

Records relating to funded training programs are kept for a period of two (2) years after the qualification or statement of attainment has been issued in accordance with State funding contractual requirements.

## Privacy and Confidentiality

SSI sets the highest standards in relation to confidentiality of training records and achievements. However, it is possible records will be accessed by regulators as part of audit processes.

We respect your right to privacy and advise that the information you may provide to us could be "Personal Information" as defined in the *Privacy Act 1988*.

## National VET Data Policy

The National VET Data Policy (the Policy) brings together requirements for collecting nationally consistent data about VET activity and processes, and for using data in statistical collections and national surveys.

The Privacy Notice explains how personal information provided by you may be collected, held, used or disclosed, together with training activity information.

It also assists to establish a student's expectations of how their personal information and training data may be handled.



## Privacy Notice

### Why we collect your personal information

As a Registered Training Organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If you do not provide this personal information, it may impact on your enrolment in your course.

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### How we disclose your personal information

We are required by law, under the *National Vocational Education and Training Regulator Act 2011 (Cth)* (NVETR Act), to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### How the NCVER and other bodies handle your personal information.

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988 (Cth)* (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to

VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to, or correct, your information, in the first instance, please contact us using these [contact details](#).

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

### Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### Contact information

At any time, you may contact us to:

- Request access to your personal information
- Correct your personal information
- Make a complaint about how your personal information has been handled
- Ask a question about this Privacy Notice

## Fees and Refunds

You will be provided with, either directly or through a third party:

- All relevant fee information, including:
  - Fees that must be paid to the RTO
  - Payment terms and conditions including deposits and refunds
- The learner's rights as a consumer, including but not limited to any statutory cooling-off period
- The learner's right to obtain a refund for services not provided by the RTO in the event the:
  - Arrangement is terminated early
  - The RTO fails to provide the agreed services

We do not collect more than \$1,500 from any learner before relevant services have been provided. Where a course exceeds the \$1,500 limit, the invoice is structured by a fee payment schedule where \$1,500 is collected at enrolment and the remainder is collected during the course and prior to completion.

In addition to your specific course fees, the following charges apply:

| Additional Fees                                  | Fee   | Refund   |
|--|---|--|
| Resource fee (e.g. Scrubs or learning resources) | Various depending on the course             | Full refund                                      |
| Reissue of a digital certificate                 | \$30.00                                     | Full refund less 20% depending on the course     |
| Issue of a printed certificate                   | \$50.00                                     | Full refund                                      |
| Reissue of a printed certificate                 | \$50.00                                     | No refund  |
| Additional support services                      | Request a quote dependent on requirements   | Refund for units the census date has not passed. |
| Third party mediation for complaints and appeals | Dependent on requirements                   |  |
| Re-enrolment in course                           | Dependent on course and Director discretion |  |

If you have not engaged with your course for three (3) consecutive sessions, then your enrolment will be considered in jeopardy, and you will be contacted to either organise an extension or withdraw. Cancellation of enrolment can occur in the following events:

- The full balance of the fee is not paid
- You voluntarily withdraw from a course

We are unable to accept responsibility for changes in your personal circumstances. No refund is available if you leave before the end of

your course. The decision to provide a learner a refund is at the sole discretion of the Director.

If SSI ceases to operate, any fees paid in advance for units not yet commenced will be refunded. Units that have commenced, regardless of progression, are not eligible for refund. There are several scenarios where a full, partial or zero refund is applicable.

If you wish to cancel your enrolment in a course, you need to provide notice in writing.

The following general information regarding refunds apply:

| Notification of Withdrawal   | Refund   |
|--|--|
| Learner withdraws more than 14 days prior to commencement  | Full refund                                      |
| Learner withdraws within the period of 14 days prior to commencement   | Full refund less 20% depending on the course     |
| Learner has enrolled in a program that has been cancelled by Skills Strategies International   | Full refund                                      |
| Learner withdraws after commencement   | No refund  |
| Refunds will apply to Government funded courses where less than 20% of the unit in the course has been delivered. Details of Census Dates will be on your invoice. | Refund for units the census date has not passed. |

## Learning in the Workplace

Vocational Education and Training is by definition about the development of workplace skills. Using a workplace context for the delivery of learning can be achieved through apprenticeships, traineeships and workplace learning. Work experience may be used as career exploration in career programs.

Skills Strategies International delivers learning through Traineeship programs and supplements some course delivery with work placements so learners can practice and develop their skills. work placements are unpaid, and Traineeships are an employment contract.

## Traineeship Overview

An apprenticeship provides training in a skilled trade, while a traineeship provides training in a vocational area. The approved training scheme for each qualification lists whether it is available as an apprenticeship or a traineeship.

traditional trades and can be either full-time, part-time or school-based.

When you finish your **Traineeship**, you will have a nationally recognised qualification that can take you anywhere in Australia and is held in high regard in many overseas countries as well.

Completing a traineeship has many benefits as a pathway into a career, such as:

- Earning a wage while you learn.
- Developing practical skills specific to your chosen occupation or industry
- Experiencing hands-on training in the workplace, classroom, or a combination
- Gaining a nationally recognised qualification which can provide the basis for further education and training over the course of your working life
- Potentially accessing government financial support and other benefits to assist with the costs incurred whilst you are undertaking your training
- Updating skills in an area you already work in
- Increasing your value as a qualified employee

## Training Contract

A training contract is a legally binding agreement between the employer and the trainee. In signing the training contract, both parties are bound by certain obligations expressed in the contract.

The training contract sets out the terms of the traineeship, which are agreed to by both the employer and the apprentice or trainee. This includes the:

- Qualification the apprentice or trainee is working towards

- Nominal term of the apprenticeship or traineeship
- Number of hours in training and employment provided each week
- Arrangements for on and off the job training

The aim is to provide you with appropriate on and off-the-job training to ensure that the requirements of the traineeship program are met.

Rather than attending a training organisation on-campus, the trainee is encouraged to develop their vocational skills in the workplace. Trainees can 'top-up' their training by using the online portal or using resources provided by your Skills Strategies International trainer.

The employer, trainee and Skills Strategies International will discuss and plan the format or method of training at commencement of the traineeship – determining which units of study will be completed solely on-the-job, which need to be off-the-job training and identifying units which will be completed using a combination of both

- How they will be delivered and assessed
- The schedule of when they will commence and when assessments will be completed

The trainer will meet with the learner either in the workplace or in teams to provide instruction on the learning outcomes. The learner will complete stipulated tasks with the support of the workplace supervisor. The trainer/assessor assesses the learner in conjunction with the workplace supervisor. Assessments must be completed to a workplace standard.

The workplace supervisor will be kept up to date with progress of the formal learning. It is important that the workplace supervisor and the trainer/assessor work collaboratively to support the trainee to develop skills and knowledge to a high standard.



## Australian Apprenticeship Support Network (ASSN)

Australian Apprenticeship Support Network organises the sign up of the training contract between the employer and the trainee. They are also available for support services through the training contract.

## Registered Training Organisation

Skills Strategies International is the Registered Training Organisations and delivers the formal off the job training and assessment as part of the training contract.

We work with employers and apprentices / trainees to:

- Develop the training plan
- Coordinate the training
- Support the employer in delivering on-the-job training
- Approve and issue the qualification upon successful completion.

## Employer

The employer provides the trainee with every opportunity to achieve the outcomes associated with the traineeship. The employer is obliged to ensure the trainee has access to a specified number of 'training hours' per week.

## Trainee

The trainee undertakes the training required to achieve the outcomes associated with the traineeship qualification. The training can occur on-the-job, online or off-the-job, or as a blended combination. The training can be formalised, or simply practical – as in day to day tasks associated with the job.

## School Based Traineeships

In the case of a school-based trainee, the school must approve and be involved in the process. The school's involvement includes:

- Negotiating a schedule of education, training and employment with the RTO, the employer and the student
- Helping the school-based apprentice or trainee to modify their school timetable to include time for working with the employer and training with the RTO.
- Providing support to the school-based trainee throughout the school-based traineeship

## Parent or Guardian

If an apprentice or trainee is under 18 years of age and in the care and control of a parent or legal guardian when they enter into an apprenticeship or traineeship, the parent or guardian will have requirements in relation to the signing of the training contract.

## Fees and Charges

The fees charged for each traineeship enrolled at Skills Strategies International varies based on the type of traineeship undertaken.

While the fees are the responsibility of the learner, they are usually picked up by the employer. The employer or the trainee is invoiced the fees for each enrolment which consists of:

- Tuition fee
- Materials fee, if required

## Scheduled Training

The training plan which is agreed and signed by all parties indicates:

- The units of competency to be completed
- How they will be delivered and assessed
- The schedule of when they will commence and when assessments will be completed

The trainer will meet with the learner either in the workplace or in teams to provide instruction on the learning outcomes. The learner will complete stipulated tasks with the support of the workplace supervisor. The trainer/assessor assesses the learner in conjunction with the workplace supervisor. Assessments must be completed to a workplace standard.

The workplace supervisor will be kept up to date with progress of the formal learning. It is important that the workplace supervisor and the trainer/assessor work collaboratively to support the trainee to develop skills and knowledge to a high standard.

## Workplace Learning

Many of the courses delivered by Skills Strategies International have a mandatory work placement and students must actually be assessed on the job. Others have a “desired work placement” because the value of workplace practice and assessment is recognised. This also provides learners with opportunities to gain references and improve employability prospects.

Learners will be covered by Skills Strategies International work placement insurance. Work placement insurance is dependent on the placement not being paid.

The process for workplace learning includes:

### Preparation

- Learner completes resume and work placement form indicating that the industry area associated with the placement is their preferred career path
- Prepare learners for workplace e.g. Contacting the employer for interview prior to placement, presentation and attendance.
- Provide information about rights and responsibilities
- Inform learner that placement is part of their course and is not paid

### Placement recruited and confirmed.

- Learner contacts placement
- Information provided to the workplace coordinator for completion of paperwork.
- Learner meets employer and arranges attendance times
- Trainer supports the learner and employer on the job
- Trainer visits placement to assess competencies on the job

### Concluding the placement

Log booked signed by the employer and contributes to final assessment

Letter of appreciation sent by the learner to the placement.

## Assessment

Assessments are conducted in an informal, non-threatening manner. Trainees are fully informed of when and what will be assessed prior to assessment.

Assessments, along with learning materials, are all provided to you through our online eLearning platform which you will be given access to at the beginning of your traineeship.

You will be able to access this through our website.

Prior to your trainer calling to conduct an assessment:

- Workplace observations need to be signed
- All evidence/tasks etc. should be completed and ready for submission. The evidence submitted will be copied and kept on file by your trainer
- Trainees are encouraged to keep a copy of all work submitted at assessment

Assessment can take a variety or a combination of forms:

- Observation
- Discussion, role play
- Questioning
- Collection of work samples
- Completion of assignments, tasks etc
- Checklists

Once the trainee and the workplace assessor are familiar with the assessment process, the trainer will prefer to assess several competencies at each appointment, rather than conducting assessments on single competencies.

## Evidence

You are required to provide evidence of your competence against the units of competency listed in your training plan.

Wherever possible, evidence should be collected prior to the assessment so that the actual assessment process is as speedy and efficient as possible.

Evidence can take the form of:

- Work Samples – Photocopies of workplace documents (confidential or sensitive material must be deleted)
- Reports – Outlines of procedures or policies implemented in the workplace
- Activities – Exercises supplied by the assessor
- Assessments – Test pieces supplied by the assessor
- Checklists – Completed by the workplace supervisor or assessor to verify observation of a skill or competence
- Questioning or discussion – Responses given by the trainee at the time of assessment
- Workshop – Attendance at workshops or classes away from the workplace
- Third Party Report – Verification of competence by a third party

## Presentation Standards

When submitting your work for assessment, please ensure that you have completed the following steps:

- All work must be submitted digitally
- All work to be word processed using size 12 font, leave a minimum of a 2cm top, bottom, left and right-hand margin.
- Proof-read all your work, paying close attention to grammar and spelling.
- Ensure you only submit original work. You must acknowledge any other person's work, including the internet.
- Ensure that the work has the name of the unit, the date submitted and your name.
- Ask your supervisor to read through any activities that have been set and ask them to make any relevant comments.
- Ensure that the record sheet is signed by your supervisor.

You can negotiate with your assessor to do questions orally but make sure you have prepared the answers.

If you are not going to be ready for an assessment on the day that you have a scheduled appointment with your assessor, please contact them and let them know so that the appointment can be rescheduled.





# THE END

## Results

Your Trainer/Assessor will advise you, either at the assessment appointment or shortly afterwards, whether the assessment was successful, i.e. the trainee was assessed 'competent'. If the trainee is not assessed as competent, they will be given information on what extra evidence is required for successful completion

In some instances, the trainee may be required to undertake further training before another assessment can be conducted.

If the trainee or workplace supervisor do not agree with the result of an assessment, they have the right to question the result with the trainer and failing a satisfactory outcome from those discussions, they are encouraged to approach the Skills Strategies International Director.

## Completion

Completion may occur in four (4) forms:

1. **Variation** – training has not been completed by the due date and the traineeship needs to be extended
2. **Progression** – in consultation with the employer, the trainee may decide to continue to the next Certificate level. Both your AASN representative and your trainer need to be advised so that they can complete one agreement and commence a new agreement
3. **Early completion** – if training is completed prior to the due date, both the employer and the trainer must agree that the traineeship contract be finalised. If the trainee believes that training will be completed ahead of schedule, he/she must discuss early completion with the employer before arranging completion with the trainer.
4. **Completion** – all on-the-job and off-the-job training is completed by the final date noted on the training agreement, generally twelve months after commencement.