



Participant Guide

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Innovative

Flexible

Effective

Dedicated

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Our values & services

Our values

At state enterprise training our values underpin everything we do and the way we deal with our clients and each other.

We are passionate about developing the potential of people.

We are progressive and enjoy our work and use a positive spirit to get things done. We build constructive relationships to achieve positive outcomes for all.

We believe that success comes through recognising the value of people and encouraging that value through their professional and personal development.

We value

- Integrity
- Credibility and
- Respect for the individual

Our services

State enterprise training offers a range of services, including:

- Training courses for a range of industries and occupations
- National qualifications customised for our clients needs
- Identification of training needs and the design of a strategic training plan
- Development of position descriptions and assessment strategies to assess job role competence

Your learning partner

At state enterprise training when it comes to learning we treat you like adults and respect your abilities.

We welcome you as learning partners where you and your organisation (if relevant) can have a say about what you will learn and how this will happen.

Too often we hear people say that the vocational, education and training sector is full of language and acronyms, that just aren't used in the everyday workplace – and they are right. At state enterprise training we make sure the training fits your needs and not the other way round.

We understand the challenges involved in workplace learning and that training participants are normally balancing busy lives and busy job roles. So we are flexible and adaptable to ensure successful outcomes for everyone.

Our aim as your learning partner is to make your adult learning experience with us enjoyable, relevant and effective.

The learning pathway in Australia

The Australian Qualification Framework provides a nationally consistent framework for all qualifications in post-compulsory education and training.

Schools sector	Vocational education & training sector	Tertiary sector
Senior secondary certificate of education	Certificate I Certificate II Certificate III Certificate IV Diploma Advanced Diploma	Bachelor Degree Graduate Certificate Graduate Diploma Masters Degree Doctoral Degree

Support & Communication is the key

There are a number of integral parts that go to make up a successful vocational training outcome and these parts include participant engagement, workplace support where relevant and quality training and assessment delivery.

The most important thing is to ensure all of these parts are working together effectively, and at state enterprise training we have built our reputation on developing constructive relationships to achieve positive learning outcomes for everybody.

As your workplace training provider our support and communication begins with the [memorandum of understanding](#). This details the roles that each party will play and clear expectations for each party-to ensure successful completion of the training program or national qualification.

The [training plan](#) is developed and agreed to by the participant, the employer (if relevant) and state enterprise training. This plan is a common agreement that provides details of what, how and when training is to occur and allows the progression of the training to be monitored.

That's all very well, but at state enterprise training it is also very important for us to know how you are progressing and enjoying your program once you are underway.

That's why we formally invite you to tell us how you are feeling half way into your program, with our [mid-point evaluation and service call](#). So if there is anything at all we need to adjust we can make sure it happens.

If you have any concerns at all about your training program please let us know. Appropriate steps for communicating any concerns are contained in our [client communication guide](#) – see page 8.

Additional support

Learning support

So you found a program you wanted to commence, got through all the paperwork of enrolment, and attended your first sessions. But now, you are finding some challenges.

Maybe it's the common problem of too many tasks and not enough time? Or maybe you are not sure how to begin your assessments or write them up? Perhaps you are finding flexible learning harder than you expected? Or possibly you are unsure about what you have to do?

If some of this sounds like you, you may benefit from our learning support service which offers skills and ideas to help you.

Our learning support service can provide assistance in:

- Goal setting
- Time organisation
- Motivation and overcoming procrastination
- Understanding assessment language
- Short answer writing
- Managing your work/learning environment
- Flexible learning techniques

Please speak to your assessor to arrange further support if required.

Literacy & numeracy support

If you are finding that your level of reading and writing skills are making it challenging for you to complete your program, and perhaps holding you back in your work career, then please don't despair. There is professional assistance available to you in the form of private and confidential, personal tuition offered through Adult Public Education Services. Please ask your assessor for further information if required. If you would also like to make your own private enquiries, you can contact the national reading and writing hotline on 1300 6555 06

Access & Equity

State enterprise training ensure through our access and equity policy that the benefits of vocational educational and training can be available to all our clients on an equitable basis. We have access to resources to support under-represented groups in the workforce such as women, indigenous Australians, people with disabilities and people from non-english speaking backgrounds.

The training & assessment

Training

The type of training delivery that you will receive will depend on your preferences and the qualification or program you have chosen.

Our training delivery is designed to be both flexible and adaptable to suit your needs.

The training is provided through a number of options which include:

Workplace delivery – where your assessor will come to your workplace at mutually agreeable intervals normally every 4 weeks to deliver your program

Workshop delivery – where you have the opportunity to network and learn with other participants in a group workshop facilitated by our assessors.

Self-paced distance delivery- where you complete your learning by distance. Resources are mailed to you and you complete learning requirements at your own pace with the support of your assessor.

On-line delivery- where you complete your learning online, all you need is access to the internet.

Combination delivery- where you can combine a number of the above training options.

In all of the above training options you receive contemporary, relevant learning resources that you can keep as an ongoing learning reference. If you are completing a national qualification or a unit toward a national qualification the training is aimed at providing you the skills, knowledge and understanding to be able to demonstrate competence against nationally endorsed standards.

Assessment

To achieve a national qualification you have to be assessed by a qualified assessor and deemed to be competent in all the required criteria.

The assessment process is a process of collecting evidence and making judgements on whether competence has been achieved.

The good news is there is no pass or fail in this national assessment process. At assessment you are either judged to be competent or not yet competent. If assessed as not yet competent, we will provide you with the appropriate training until you are deemed to be competent. We support your success.

At state enterprise training our assessors are very experienced adult educators, that will support you to identify the best methods for you to demonstrate your competence in the areas required.

Some of the common methods we use to assess competence include:

- Completed activities in your learner resources which could include short answer questions, case studies and personal reflections.
- Oral questioning and contributions to group discussions
- Practical workplace demonstrations
- Portfolio of work based evidence
- Third party testimonies
- Recognition assessment

Recognition & Credit Transfer

Recognition

When you commence a national qualification, you are provided the opportunity to have current skills and knowledge that are relevant to the qualification you are about to undertake formally assessed. In other words, if you already have the required skills and knowledge to be deemed competent, there is a process to have this recognised.

The recognition process recognises that you have already learned, all or part of, the skills, knowledge and understanding that are required under the qualification criteria.

Skills and knowledge can be gained from other courses, work experience and training on the job, as well as life experiences, such as hobbies and involvement in clubs or societies.

If you would like to apply for recognition please complete a state enterprise training prior experience summary form and hand this to your assessor, with the required evidence, at the commencement of your program.

Credit transfer

This is the automatic granting of a competent result in a unit based on evidence that the participant has achieved a competent result in the same unit previously.

Evidence would normally be a national qualification or statement of attainment.

Credit can only be given when the equivalence between the two units is clearly stated in a national training package.

Client communication guide

What to expect from us

If you have any concerns about any facet of your program please advise your **consultant** that organised your enrolment or your **assessor** that is working with you on a regular basis. They will rectify your concerns immediately unless they are required to refer your concern to a higher authority.

From this point a record is made of your concern(s) and forwarded to the Director of Operations. The Director will promptly contact you to address your concerns.

For full details of our **complaints and appeals procedure** please refer to appendix one.

Privacy and confidentiality

State enterprise training is governed by the *The Privacy Act 1988*.

As an organisation we do not collect personal information unless the information is necessary for providing effective training & assessment services. All information is held in the strictest confidence.

Access to a participant's training records cannot be given to any unauthorised person, unless express permission has been given by the training participant via a signed **client access form**.

Nationally recognised certificates

When you successfully complete all the requirements of your national qualification, normally you will be issued your qualification within 4 weeks of completion. Your qualification will be sent to your nominated home address.

If for any reason you do not complete the full requirements of the qualification then a statement of attainment for individual units successfully completed will be issued.

What to expect from you

Participation in your program. We realise that your participation in your program can be affected by circumstances both at work and at home. If circumstances begin to adversely affect your participation please advise us and we will support you where we can.

As a registered training provider we are bound to formally follow up instances of non-participation without genuine reason, such as continual cancellations of appointments, continual non-completion of assessment work, or un-cooperative behaviour.

If you cannot keep an appointed time with your assessor please advise your assessor as soon as possible to arrange a more suitable time.

Fees & cancellations

At state enterprise training we offer a range of training programs and training options at affordable prices.

Our fees vary for on-site delivery to self-paced distance programs.

We have introduced a popular loyalty program for existing clients, giving you the opportunity to upgrade your qualification to the next level at a substantial discount.

We also offer a number of payment options, including monthly payments to make achieving a national qualification just that bit easier.

For a list of fees for all our training services please contact client services:

Email: clientservices@setraining.com.au

or

Phone: 1300 739 320 or

Please go directly to our website:

www.setraining.com.au/pricelists

Cancellation policy

State enterprise training cancellation

If in the unlikely event any program is cancelled by state enterprise training then a full refund of all fees paid up until that point will be refunded.

Participant cancellation.

If a participant cancels from a program the following will apply:

- a) Within 90 days of enrolment

The following will be charged if they have been received:

\$150 for resources

\$375 for each unit assessed as competent

- b) After 90 days from enrolment.

There will be no refund of any fees paid due to participant cancellation.

Please note: qualifications or statements of attainments cannot be issued until any outstanding charges owing to state enterprise training have been paid.

Code of practice

The following code of practice outlines how state enterprise training operates as a registered training provider.

S.E.T will:

- Maintain adequate and appropriate insurance including public liability and Work Cover
- Advise Tasmanian Qualifications Authority in writing within 10 working days of any change notified to the information contained in the Registration
- Allow Tasmanian Qualifications Authority or its agents, access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration / Endorsement

S.E.T will:

- Ensure that a current copy of the accredited course curriculum / endorsed Training Package and information regarding the program of study, availability of learning resources and appropriate support services are available to students;
- Ensure that training and assessment occur within the requirements of the accredited course / endorsed Training Package, and where appropriate the state or national guidelines for customising courses.

S.E.T will:

- Adopt a quality assurance and improvement system which includes clearly documented procedures for managing and monitoring all training operations and reviewing student / client satisfaction.

S.E.T will:

- Comply with all laws relevant to the operation of training premises, including occupational health and safety and fire safety regulations
- Ensure the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair

S.E.T will:

- Maintain systems for recording student enrolments, attendance, completion, assessments outcomes (including Recognition of Current Competencies), results, qualifications issued, grievances and the archiving of records. In the event that S.E.T ceases operations, all records of student's results, dating from the time the organisation became registered, for all training covered by the Registration will be sent to Tasmanian Qualifications Authority on computer disk.
- Supply Tasmanian Qualifications Authority with delivery details for each course / Training Package qualification and unit / unit of competence in the Scope of Registration and student details including enrolments, participation and completions in accordance with Tasmanian Qualifications Authority requirements.
- Maintain confidentiality of all records
- Obtain written permission from course copyright owner prior to course delivery to use and, if required, customise courses.

S.E.T will:

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambitious statement. No false or misleading comparisons will be drawn with any other provider or course.
- Not state or imply that courses other than those within the Scope of Registration are recognised by the State Recognition Authority.
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses
- Ensure that application and selection processes are explicit and defensible and equity and access principles are observed

S.E.T will advise prospective students of:

- Application processes and selection criteria
- Fees and costs involved in undertaking training
- Qualifications to be issued on completion or partial completion of courses
- Competencies to be achieved during training
- Assessment procedures, including Recognition of Prior Learning
- Grievance procedure
- Additional support services
- Ensure that responsibility for the management of Recognition applications and assessments is clearly identified and undertaken by a person or persons with relevant qualifications

S.E.T will:

- Have a fair and equitable process for dealing with student grievances and appeals;

ACCESS AND EQUITY

This policy of the Registered Training Organisation - State Enterprise Training Services - deals with approaches that ensure the vocational education and training we offer as a training organisation is responsive to the diverse needs of all our clients. Access and equity ideals apply equally to S.E.T as an employer as they do to how we view our clients. The rationale of this policy is to ensure that the benefits of vocational education and training are made available to everyone on an equitable basis; including women where under represented; people with disabilities; people from non-English speaking backgrounds; Indigenous Australians; and rural and remote learners.

It is the policy of S.E.T, as a flexible provider of training to meet the diverse needs of our clients. Within the broad concepts of flexible learning, S.E.T will strive to meet any reasonable access or equity concern of its clients.

S.E.T will ensure that Educators and trainers have:

- Have the necessary training and assessment competencies as determined by the National Quality Council or its successors
- Have the relevant vocational demonstrated competencies at least to the level being delivered or assessed
- Continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services

S.E.T will issue qualifications to those participants that successfully complete the qualification. We will issue statements of attainment to students who complete part of the requirements of the accredited courses / endorsed Training Packages.

Complaints & Appeals

The first point of contact for any concerns or issues is your assessor. This gives you the opportunity to discuss issues with someone you have got to know.

Your assessor will deal with your issue promptly if they can, otherwise your issue will be referred back to state enterprise training for a speedy resolution.

Who else can I talk to?

If for any reason you feel that you do not want to discuss your concerns with your assessor, then you can contact the:

- Director of Operations on 1300 739 320
- Tasmanian Qualifications Authority on (03) 6233 7708
- Skilling Australia on 13 38 73

Complaints and Appeals form

If you would like to record your concerns in writing then please complete the following enclosed form and mail this directly to Client Services, state enterprise training, PO Box 768, Kings Meadows, TAS, 7249. You will receive notice upon receipt of your form and this will be recorded & forwarded to the Director of Operations for action.

Recording of complaints and appeals

All complaints that are directed to Client Services are recorded on a confidential complaints register, for action and review. Once client services have recorded appropriately they are given to the Director of Operations.

How we resolve your concerns?

If your concern is of a procedural or operational nature, such as an assessor performance or approach, concern about training resources or general grievances toward state enterprise training.

An evaluation of your concern is conducted by Director of Operations in consultation with the participant. A speedy resolution is sought, action taken as necessary and relevant stakeholders advised in writing. State enterprise training internal review implemented where necessary.

Grievances regarding assessment procedures or judgements

The aim is to give you the opportunity to have an assessment conducted again if you feel you have been assessed unsatisfactorily.

Re-assessment will be carried out by a panel of state enterprise training assessors, excluding the original assessor. The panel will review the original assessment and in consultation with the participant conduct a re-assessment. A decision will be made and recorded appropriately.

State enterprise training internal review implemented where necessary.

COMPLAINT AND APPEALS FORM

Name: **Date:** / /

Employer:

Please detail your concerns:

**Are there any specific incidents that relate to your grievance?
Please describe exactly what happened, when it happened, and who else was present when it happened.**

Are there any other issues you want to discuss?

Is the following an accurate account of your grievance?

- Yes**
- This is accurate, but I would like to add the following:**

Trainee Signature: **Date:** / /

Interviewer Signature: **Date :** / /

Director of Operations: **Date:**..... / /
State Enterprise Training