

# Shared Hope Training



## Student Manual 2017

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The following information is a broad coverage of conditions of enrolment and course information –it is a company live document and will change on an ongoing basis to inform students of relative information

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## Abbreviations and Acronyms

These are some abbreviations that you may see or hear; don't be afraid to ask if there is something you don't understand.

<b>ASQA</b>	Australian Skills Quality Authority
<b>AQF</b>	Australian Qualifications Framework
<b>AQTF</b>	Australian Quality Training Framework
<b>AVETMISS</b>	Australian Vocational Education and Training Management Information Statistical Standard
<b>CRICOS</b>	Commonwealth Register of Institutions and Courses for Overseas Students
<b>ITAB</b>	Industry Training Advisory Body
<b>NTF</b>	National Training Framework
<b>NTQC</b>	National Training Quality Council
<b>RCC</b>	Recognition of Current Competency
<b>RPL</b>	Recognition of Prior Learning
<b>RTO</b>	Registered Training Organisation
<b>VET</b>	Vocational Education and Training
<b>DET</b>	Department of Education and Training

## Benefits of Vocational Education and Training

There are many benefits to participating in Vocational Education and Training including:

- National qualifications gained, which are recognised by Industry
- Insight into career and further educational pathways
- Credit for / articulation of qualifications to reduce further study or apprenticeship time
- Competency based training and assessment
- Recognition of Prior Learning (see pg. 4)

## Admission Procedure

All students will have Access to courses and will be offered enrolment if numbers are viable and resources are available.

All Students from January 1, 2015 are required to obtain a USI code from [www.usi.gov.au](http://www.usi.gov.au)

Students must provide this code prior to or during enrolment process.

Enrolment forms must be completed prior to enrolment and full payment of course fees must be made.

Information regarding organisational conditions, course content and course costs can be found in this manual and also on our website <http://sharedhopetraining.com/>. You must sign the Acknowledgement which states you have either read or had the student information made available to you and that you are aware of the organisations policies.

### **Student Record Book- Apprentices and Trainees**

Upon commencement of the course, you may be given a *Student Training Record Book* as a part of the assessment tools. During your course of study your teacher will update your Student Record Book. The Student Record Book is your responsibility. If you undertake work placement, your student record book can be used to document activities in the workplace. During your course you will be asked to evaluate your studies. Upon completion of your course you will take your record book with you.

### **Certificates**

Upon completion you will be provided with a Statement of Attainment or Certificate for the Units of Competency that you complete. You will also be provided with a Summary of your Work Placement Experiences. If you lose or misplace your certificates you can contact our office for another copy. Replacement certificates will incur an administration fee of \$15.00, if replacement is for a certificate less than 12 months old, and \$30.00 for all other certificates. All completed assessment items will be retained for a period of six months, during which time any student appeal must be commenced.

### **Work Placement**

If you are studying competencies with Vocational outcomes, you may be provided with an opportunity to undertake work placement. Other experiences relevant to structured workplace learning include; Australian Business Week, Part-Time Employment, School-based Traineeships and Apprenticeships, Community Service, and participation in Practice Firms. It is not a necessity to do a work placement, but in most instances we will create the opportunity for you, to re-enforce and validate the assessment process.

### **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) means getting credit for what you know, regardless of where or how you learnt it. Your knowledge and skills must be of the same standard as required in your vocational course. You can apply for RPL of either an entire training program, or individual learning outcomes.

RPL will allow you to:

- Progress through the course at a faster rate
- Do only new work (and not repeat the work in which you are already competent)
- Have your knowledge and skill level formally recognised

Learning that might count towards RPL includes:

- Knowledge and skills learnt in:
- Other subjects
- Work experience
- A part-time job

- Hobbies, activities

To apply for RPL, you must complete an RPL application form and attach evidence of competency. Evidence might include any of the following:

- Products of your work
- Samples of work you have completed
- Work experience/industry placement records
- Qualifications gained
- Coaching certificates
- Senior first aid certificates
- Magazine or newspaper articles about you
- Prizes, certificates or other forms of commendation

You may also submit a Personal Report. A Personal Report is written by you, and is a concise description of activities and functions that you have carried out. It should be related to the training programme for which you are seeking RPL. The Personal Report can never stand alone as sufficient evidence of competence.

You may also submit a Referee's Report. This can include letters/reports from managers, customers, or colleagues from current or previous employment, who witnessed specific activities you undertook. A Referees Report must include; a company heading, the name of the supervisor or manager, period of employment, list of competencies or tasks undertaken, the signature and position of the person verifying the claim, and the date.

To prove competency the assessor may also require that you attend an interview, complete a practical task, or provide further information. The assessor will then advise you in writing of the outcome.

## Recognition of Prior Learning Check List

To ensure an effective RPL process, you should:

1. Obtain information about RPL.
2. Obtain a copy of your Record Book/Training Record Book for the vocational training program(s) of your subject.
3. Read all the relevant learning outcomes or competencies for the training programs as listed in your record book
4. Assess your abilities/ competencies, with the guidance from your trainer in the learning outcomes or competencies in the training program
5. Decide if you think you possess the knowledge and skills of the learning outcome or competencies in the training programme and if so, commence the application process.
6. Complete an RPL Application Form.
7. Gather evidence that supports your application
8. Give completed RPL Application Form and evidence to your trainer.
9. Receive notification from your trainer to show either
  - (a) that you have gained RPL (go to 10)
  - (b) that you need to supply more information and / Or attend an interview (go to 7)
  - (c) that you have not gained full / partial RPL, with feedback given ( go to 12)
10. If you have been successful you are now exempt from those competencies in the training programme once your training record book has been signed off.
11. If you are partially successful, you may decide to progress more quickly through the programme by completing only those aspects for which you do not have prior learning. This completes the RPL process of your application.
12. If you are unsuccessful, you may decide to request an RPL appeals form.
13. If you are appealing the decision, you must now gather further evidence that supports your application, and submit your completed RPL appeals form and further evidence to the nominated person in the RTO grievance policy, who will arrange for a second suitably qualified person to assess the evidence.
14. You will then receive notification stating:
  - (a) you have gained RPL (go to 10) or
  - (b) you have not gained full / partial RPL and receive feedback (go to 7)

## Mutual Recognition (Credit Transfer)

Shared Hope Training will recognise all qualifications issued by other RTO's, and will seek verification of the certification from the relevant RTO where there is some ambiguity.

Prior to starting a course with Shared Hope Training, if you are aware that you possess existing qualifications that are identical to those listed in the course you are about to undertake, you are able to apply for Recognition of Current Competency.

If you present a qualification to Shared Hope Training that requires cross matching, your application will come under the RPL heading as there may be training variations or gaps.

You can either submit a certified copy of your qualification, or have the original copy of the qualification sighted and copied by the Company Director. The Company Director will verify the authenticity of the qualification.

Once the qualification is verified, you will be exempt from the relevant units of competency, and your records will be updated accordingly.

There are no fees applied if you are enrolled in a course. There is a \$35.00 fee applied to those competencies that require desk auditing. Desk auditing is the process of authenticating the evidence, and assessing its relationship to the competency in question.

## Code of Practice

Shared Hope Training has developed a code of practice to address and establish commitment to Quality Training and Assessment. As a Registered Training Organisation, Shared Hope Training has agreed to operate within the [Standards for NVR Registered Training Organisations](#) as required by ASQA.

### **All students:**

Will adhere to WH&S at all times

Treat others with respect

Refrain from smoking within the premises

Not bring drugs or alcohol into the premises, and

Follow instructions of staff

Penalty for non-compliance with the Code of Practices will be initial removal from the training session in progress, with a verbal warning. After 3 incidents the student may be entirely suspended from the course. Breaches that relate to illegal behaviour will attract police or legal intervention.

*Shared Hope Training is an Australian Indigenous ; Non- Denominational Christian Organisation and works within a Christian Ethos. Shared Hope Training reserves the right to amend the Code of Practise to suit the needs of the organisation as required. All amendments will be in accordance with legislation governing RTO's.*

## Legislative Requirements

Shared Hope Training must comply with relevant requirements of the [Training and Employment Act 2000](#).

The following link provides all relative information required to meet legal requirements:  
[Australian Skills Quality Authority - For Training Organisations](#)

As a part of Legislative Requirements pursuant to Section 103 of the [Commission for Children and Young People Act 2000](#), anyone working with children is required to obtain a Suitability Card (Blue Card). This is a pre-requisite to employment with Shared Hope Training. Further information can be obtained at [The Commission for Children and Young People and Child Guardian](#).

## Access and Equity

Shared Hope Training has a non-discriminatory policy that states all students can have access to training, regardless of any differences, such as:

- Sex
- Race
- Age
- Impairment
- Religious or political beliefs
- Sexuality

Our Access and Equity Policy ensures that student selection decisions comply with Equal Opportunity legislation. Decisions are made by appropriately qualified staff who will assess the extent to which the student is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Further information on Anti-Discrimination can be found at [A Guide to Australia's Anti-Discrimination Laws](#).

## Student Feedback

Shared Hope Training has a commitment to providing a quality service and has a focus on Continuous Improvement. To assist us with this student feedback is continually sought after. Feedback from students is hugely beneficial as it assist us to adjust and modify our services in a way that is beneficial to students. Feedback is requested continually, and although it is highly valued, it is not mandatory to provide it.

As a Registered Training Provider, Shared Hope Training has a legal obligation to report feedback given to Government Regulatory Bodies on an annual basis. This is referred to as Avetmiss reporting.

## Support Services

If during enrolment, it is identified that you have literacy or numeracy issues, you will be advised of the opportunity to engage in a support class. If you decline you will be asked to sign a declaration of refusal which states that you are aware that your ability to pass the course may be inhibited.

Below, is also a list of Community Support Programs that may be useful:

Organisation	Contact
<b>Child Care</b>	
Child Care Information Service	(Ph) 3808 2366 (Brisbane) (Ph) 1800 365 325 (Outside of Brisbane) <a href="http://www.childcareqld.org.au/">http://www.childcareqld.org.au/</a>
<b>Crisis Care</b>	
Kids Help Line	(Ph) 1800 551 800 <a href="http://www.kidshelp.com.au/">http://www.kidshelp.com.au/</a>
Salvo Counselling Service	(Ph) 3349 5046 <a href="http://salvos.org.au">http://salvos.org.au</a>

**Support Services****continued**

Lifeline Counselling Services	(Ph) 13 11 14 <a href="http://www.lifeline.org.au">http://www.lifeline.org.au</a>
Child Safety After Hours Service	(Ph) 1800 177 135 <a href="http://www.communities.qld.gov.au/childsafety">http://www.communities.qld.gov.au/childsafety</a>
DV Connect	(Ph) 1800 811 811 (Women) (Ph) 1800 600 636 (Men) <a href="http://www.dvconnect.org/">http://www.dvconnect.org/</a>
Police, Fire, Ambulance	(Ph) 000 <a href="http://www.emergency.qld.gov.au/">http://www.emergency.qld.gov.au/</a>
<b><i>Education, Employment, and Training</i></b>	
Education Queensland	(Ph) (07) 3237 0111 <a href="http://education.qld.gov.au">http://education.qld.gov.au</a>
Fair and Safe Work Queensland	(Ph) 1300 369 915 <a href="http://www.justice.qld.gov.au/corporate/about-us/fair-and-safe-work-queensland">http://www.justice.qld.gov.au/corporate/about-us/fair-and-safe-work-queensland</a>
Fair Work Ombudsmen	(Ph) 13 13 94 <a href="http://www.fairwork.gov.au">http://www.fairwork.gov.au</a>
TAFE Qld	(Ph) 1300 308 233 <a href="http://www.tafe.qld.gov.au/">http://www.tafe.qld.gov.au/</a>

## Support Services

continued

<b>Financial Services</b>	
Centrelink	(Ph) 132 307 <a href="http://www.humanservices.gov.au/customer/dhs/centrelink">http://www.humanservices.gov.au/customer/dhs/centrelink</a>
<b>Housing</b>	
Qld Government Social Housing Program	(Ph) 3405 1154 <a href="http://www.communities.qld.gov.au/housing/housing-services/social-housing">http://www.communities.qld.gov.au/housing/housing-services/social-housing</a>
Qld Government Homelessness Program	(Ph) 3405 6377 <a href="http://www.communities.qld.gov.au/housing/community-and-homelessness-programs/homelessness-programs">http://www.communities.qld.gov.au/housing/community-and-homelessness-programs/homelessness-programs</a>
Residential Tenancies Authority (RTA)	(Ph) 1300 366 311 <a href="http://www.rta.qld.gov.au/">http://www.rta.qld.gov.au/</a>
<b>Legal Services</b>	
Legal Aid Queensland	(Ph) 1300 651 188 <a href="http://www.legalaid.qld.gov.au">http://www.legalaid.qld.gov.au</a>
<b>Youth Services</b>	
Young Workers Advisory Service (YWAS)	(Ph) 1800 232 000 <a href="http://www.ywas.org/">http://www.ywas.org/</a>
Commission for Children and Young People and Child Guardians	(Ph) 1800 688 275 <a href="http://www.ccypcg.qld.gov.au/">http://www.ccypcg.qld.gov.au/</a>
Youth Advocacy Centre	(Ph) 3356 1002

	<a href="http://www.yac.net.au/">http://www.yac.net.au/</a>

## Payments and Refund Policy

Payment for courses must be made before the course can be commenced. In some instances, a 10 % deposit may be required 14 days prior to the course to secure a place.

Payments are accepted in the way of Cash, Cheque or Money Order, upon which you will be issued a receipt.

Refunds will be given if notice of cancellation is given more than 7 days before the course date. Refunds for cancellations can incur a 20% Administration Fee.

Refunds will not be given once a course has been commenced, however, special consideration will be given if there are extenuating circumstances. In such circumstances, students may be allowed to participate in a future class during the same calendar year.

## Information and Privacy Policy

Privacy Policy in conjunction with the APP's 2014 Law Reform.

Information we collect

We are required to collect certain information to provide our training services– as it is a Government requirement and that information is regularly passed along to them as required by the training standards we are governed by.

We also use some of this information to better assist in the delivery of training to our students to understand you and further improve how we can provide a better service. For Example - language you speak, to more complex things like If you have a disability, ie. Hearing impaired.

We collect information in three ways:

Information you give us. For example, our Enrolment forms require you to provide personal information, like your gender, name, date of birth, occupation, place of birth, email address, telephone number. Payment details at times -if you choose to pay your enrolment fee via credit card or eftpos Shared Hope Training will require your credit card or debit card details. We use that information only at the time of payment and no records are kept, we have security systems in place to maintain the integrity of our electronic systems

We also require information on any previous qualifications and your current employment status. We also may require you fill in our feedback form to

Photos taken during a classes. We may take photos during our class activities

And sometimes may load them to facebook to make our business more fun for our student to engage with us .If you don't want that to happen please advise us and if you wanted them taken down please advise us also

Information we get from your use of our training. We may collect information about the services that you use and how you use them, like when you visit a website or Facebook that uses our advertising services or you view and interact with our ads and content. This information includes:

- o Facebook information

We may have access to view your Facebook user profile.

- o Location of your information

## Information and Privacy Policy continued

Your information is stored safely on the enrolment form which is entered into our RTO database system, then filed in our lockable filing cabinets.

- o Local storage

We collect and store all information (including personal information) locally on our secure RTO database.

### How we use information we collect

We use the information we collect from all of our students to provide training and collect fees.

We may use your personal information for government fee assistance. We may also use photos taken from our classes for our Shared Hope Training Facebook page (albums)

Any Credit card/debit card details we collect are entered into pay pals, virtual terminal upon your request and are not stored for future fees or enrolments.

When you contact Shared Hope Training, we may keep a record of your communication to update details, help solve any issues you might be facing. We may use your email address to inform you about our services and products that we make available to our valued customers, such as letting you know about upcoming changes or renewals.

We will ask for your consent before using information for a purpose other than those that are set out in this Privacy Policy.

Shared Hope Training processes personal information on our database. We may process your personal information on certificates and statements of Attainments.

### Accessing and updating your personal information

Whenever you use our services, we aim to provide you with access to your personal information. If that information is wrong, we strive to give you ways to update it quickly or to delete it – unless we have to keep that information for legitimate business or legal purposes. When updating your personal information, we may ask you to verify your identity before we can act on your request.

### Information we share

We do not share personal information with companies, organizations and individuals outside of Shared Hope Training unless one of the following circumstances applies:

- With your consent

We will share personal information with companies, organizations or individuals outside of Shared Hope Training when we have your consent to do so. We require written consent by means of letter or email. (Government fee assistance)

- For legal reasons

We will share personal information with companies, organizations or individuals outside of Shared Hope Training if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- o meet any applicable law, regulation, legal process or enforceable governmental request.
- o enforce applicable Terms of Service, including investigation of potential violations.
- o detect, prevent, or otherwise address fraud, security or technical issues.
- o protect against harm to the rights, property or safety of Shared hope Training, our students or the public as required or permitted by law.

We may share aggregated, non-personally identifiable information publicly and with our partners – like publishers, advertisers or connected sites. For example, we may share information publicly to show trends about the general use of our training services.

## Information and Privacy Policy continued

If Shared Hope Training is involved in a merger, acquisition or asset sale, we will continue to ensure the confidentiality of any personal information and give affected users notice before personal information is transferred or becomes subject to a different privacy policy.

### Changes

Our Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent. We will post any privacy policy changes on this page and, if the changes are significant, we will provide a more prominent notice (including, for certain services, email notification of privacy policy changes). We will also keep prior versions of this Privacy Policy in an archive for your review.

Personal information is information or opinion, whether true or not, that can identify a particular person. This information may be recorded in a document or form part of a database. Examples include your name, address, age, and licence number etc. Publishing or disclosing information such as this about a person may reveal their identity, even if their name is omitted.

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Shared Hope Training is committed to handling the information of its students in a legal manner as required by the [Information Privacy Act 2009](#). To achieve this, the following procedure for managing information is outlined as follows:

Any personal information collected must be:

- Directly related to or necessary for a lawful purpose or function of Shared Hope Training
- Relevant, current, accurate and complete
- Collected fairly and lawfully
- Stored safely and securely.

When collecting personal information, Shared Hope Training staff will explain to the student:

- Why the information is being collected
- How the information will be used
- Legislative requirement or authorisation (if any)
- To whom the information will be disclosed.

Personal information will only be used for the purpose for which it was collected or a directly related purpose, unless otherwise permitted.

Shared Hope Training may release information if:

- It is required or permitted by law
- It is reasonably necessary for law enforcement
- It is reasonably believed to be necessary to prevent or lessen an imminent threat to health or life.
- Consent has been given from the student.

Before information can be used, you will be asked to sign a release.

## Information and Privacy Policy continued

You may access your own information by completing Request Form 29, at least 48 hours before the information is required. There are no fees associated with this process, with the exception of a request for a copy of a Certificate which will involve a \$15.00 Administration Fee, within 12 months of the original course date. A fee of \$30.00 will be incurred to retrieve and reproduce a certificate after 12 months.

## Student Appeals and Grievances Policy

Shared Hope Training strives, at all times, to provide the best quality products and services to its valuable clients. However should you feel that you have been disadvantaged, unfairly treated or have not received a service that meets expectations, we would welcome your feedback, and would appreciate the opportunity to see if we can resolve your issue or concern.

If you are not satisfied with Shared Hope Training decision relating to Assessment or any other training issues, a Grievance Form must be completed and submitted to the Trainer or Company Director. You will then be provided with evidence showing why the decision was made.

To request a review, you must do so in writing. The request should contain any information that you believe will support your case. The request can be sent to:

*The Director  
Shared Hope Training  
327 Deception Bay Road  
Deception Bay QLD 4508*

Complaints relating to any Trainer's or Partner Trainer co-providers, the same process follows.

The appeal or grievance will be assessed when the letter is received, and we will attempt to complete the appeals process within 21 days. You will be notified in writing if the appeals process will exceed this time frame. The Director will then notify you in writing of any outcome and any further action needed to be taken.

Having received the final decision, if you still feel that the decision was incorrect, a re-assessment with another assessor from another RTO will be offered. The costs of the external assessment will fall upon you, if it is found that the judgement is consistent with Shared Hope Trainings. The costs of the external assessment will fall upon Shared Hope Training if the judgement is in favour of you. If you are still not satisfied with the decision made, you may appeal to the magistrate's court.

Complaints regarding a Registered Training Organisation can be submitted by completing a [Complaint about a Training Organisation operating under ASQA's jurisdiction](#) form.