

SkillCentred

Learner Handbook



Welcome to....



SkillCentred Queensland Inc. is a Registered Training Organisation offering nationally accredited training in Queensland.

Our aim is to provide you with quality training and to support your achievement of a nationally accredited qualification.

We endeavour to make your training journey enjoyable and rewarding.

SkillCentred provides both short courses and/or the opportunity to obtain full qualifications through accredited training in:

- Business
- Business Administration
- Construction
- Hospitality
- Retail

SkillCentred has a professional team of trainers.

All trainers have strong industry backgrounds.

These trainers are dedicated to assisting students to reach their potential.

Our Mission

SkillCentred endeavours, through its unique and flexible provision of skills training and other employment related services, to assist individuals within designated target groups to realise their personal and employment goals and achieve their potential.

SkillCentred will continue to deliver specialised quality services, the dignity of the individual will be promoted and further community rapport will be sought to recognise and address the needs of the unemployed within its catchment area.

Code of Practice

SkillCentred is a not-for-profit Community Business that works to build better communities. The core business of the organisation remains getting people into work. The emphasis of service provision for unemployed and disadvantaged clients is at all times, to uphold the dignity of the individual.

Exceptional standards of customer service are expected from all staff for all customers, clients, network colleagues and fellow staff. All business dealings, service claims and related administration is to be conducted in an ethical and professional manner.

SkillCentred supports pro-active marketing and promotional principles and all staff are expected to embrace this philosophy. SkillCentred's staff support all clients by developing partnerships that centre on a personal individualised service.

The confidentiality of the organisation and its customers and clients is to be upheld at all times.

QUALITY FORM

LEARNER HANDBOOK

QF 7.5.12

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Policy and Procedures

SkillCentred is governed by the following legislation:

- Privacy Act 1988
- Discrimination
- Sexual Harassment
- Workplace Bullying
- Occupational Health and Safety

Disciplinary Procedure

SkillCentred's Disciplinary Procedures require all students to behave in a manner which respects the rights of all individuals.

Formal discipline can result from a situation where the student:

- Fails to carry out a reasonable and lawful instruction
- Consumes alcohol or drugs during training hours
- Uses offending, insulting behaviour
- Causes serious damage or risk of serious damage to the workplace/ training facility

It is imperative a safe environment is provided at all times and the use of alcohol and drugs during training will **not** be tolerated. Being under the influence of alcohol or illegal drugs during training hours will result in instant dismissal. If you are required to take prescribed drugs for medical reasons please advise a SkillCentred Queensland Inc representative on commencement of your training.

Serious Misconduct

Defined as:

- Theft, assault, fraud
- Being under the influence of drugs or alcohol during training
- Causing imminent risk of serious bodily injury
- Behaving in a way that causes serious danger to others

In event of serious misconduct occurring, the student will be immediately dismissed from the training program.

Computer/Facility Use Policy

- Facilities/computers may be used only for the purposes of training and may not be used for other projects, eg. Downloading videos or music, playing games. gambling.
- Precautions must be taken to ensure equipment is not damaged, e.g. Eating or drinking near computers.
- No unauthorised software may be used on any SkillCentred Queensland Centre facilities.
- Users must not involve themselves in any action that is unethical, illegal or of malicious intent.
- Users must not send obscene, abusive, fraudulent or threatening messages.
- Users must not display inappropriate material, such as: pornography, hate sites, gratuitous violence, dating/matchmaking sites and sites using offensive language.
- Unauthorised reproduction of material protected by copyright, including audio-visual items, is not permitted.
- Inappropriate use of email, such as spamming is not permitted.

Vocational Education and Training (VET)

National Training Packages

The critical skills, knowledge and attitudes (called competencies) which individuals need for employment have been compiled into a document for each industry or industry sector. This is called a **Training Package**.

A Training package is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills. A Training package describes the skills and knowledge needed to perform effectively in the workplace.

Training Delivery and Assessment Policy

SkillCentred is committed to high standards in the provision of training and assessment. The organisation only uses qualified staff, facilities, equipment and materials to provide the training and/or assessment services within our scope of registration and to accommodate client needs, delivery methods and assessment requirements.

Students are encouraged to discuss any problems or issues they may be experiencing in learning. Our trainers will work with the students to try to identify the issues students may be facing. Such assistance may include:

- Explanation of parts of the learning that the student has not fully understood;
- Providing extra time on assessments;
- Providing individual coaching as necessary;

Each competency is based upon the individual's ability to be able to demonstrate skills in the specific unit of competency. At the successful completion of the unit of competency you will be issued with a Statement of Attainment to show that you have successfully completed the competencies listed.

The organisation ensures that all assessments:

- Comply with the principles of validity, reliability, fairness and flexibility;
- Provide for students to be informed of the context and purpose of the assessment and the assessment process;
- Involve the evaluation of sufficient evidence to enable judgements to be made about whether competency has been attained;
- Provide for feedback to the student about the outcomes of the assessment process and guidance on future options;
- Are equitable for all persons, taking account of cultural and linguistic needs; and
- Provide for reassessment on appeal.

Services for Flexible Learning Students

SkillCentred provides specialised services for students requiring flexible learning methods. Students can freecall 1800 786 300 to access their trainer.

One of the reasons why *flexible learning* is a great avenue for study is that you don't have to attend class on a regular basis or about missing class. You study at your own pace – at times which fit with your lifestyle.

Flexible Learning can start whenever you are ready – no need to wait for the next available course.

You will be able to contact both your Trainer and support staff who will stay in contact with you to ensure you are well supported throughout your studies. You have access to staff via email, phone and mail

Competency Based Assessment

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards.

There are different ways in which you can do your assessment – depending on the competency you are demonstrating. You can use:

- practical performance
- practical projects
- written tests
- role playing
- questioning

You may even be able to fit your assessment in with something you are doing at work. Your trainer will show you what they need to see and negotiate with you how you can go about demonstrating your ability. It is wise to keep a binder / book for you to write up all of your work activities in for future reference.

If a Trainer is unsure of a student's competency they may request further evidence from the student to enable them to make an informed decision of whether competency was achieved or not achieved.

All evidence collected is archived and provided to ASQA auditors as evidence of SkillCentred's quality control in correctly assessing your competence.

Assessments

It is the student's responsibility to keep a copy of their assignments in case something happens to it. Feedback will be emailed (if possible). If feedback is not received within two weeks the assessor should be contacted. If the assessor cannot be contacted, then contact the Training Development Officer.

After three attempts an assessor may decide that a student is 'Not Yet Competent' (the assessments are based on strict guidelines). The assessor will make recommendations for further training if necessary.

Accelerated Progression

Accelerated progression can occur as a result of:

- Clustering units of competency for formal training and assessment purposes where appropriate. This minimises repetition; or
- The speed in which the student develops the required knowledge and skills and the demonstration of these skills to the standard of performance required in the workplace.

Accelerated progression as a result of the student developing and demonstrating knowledge and skills more quickly than anticipated can only occur during the provision of training and assessment. Possible evidence that could indicate the occurrence of accelerated progression include:

- time sheets;
- work schedules;
- Training plans showing plan dates and completed actual dates, dated activities and initial agreed dates for a range of training and assessment activities and the actual dates of these activities; or
- Modified training plans demonstrating units of competencies gained through RPL, Credit Transfer and accelerated progression.

Recognition of Prior Learning (RPL)

If you feel you have previously learnt the work/skills you are undertaking, you may wish to seek RPL. You will be required to undertake a challenge test or provide documentation of your competence. SkillCentred can provide you with the necessary RPL Student Guide. SkillCentred staff are happy to support you with your application.

Credit Transfer

If you have completed recognised units with another Registered Training Organisation, you can apply for a Credit Transfer. SkillCentred will review the currency and validity of the documentation that you provide.

If a Credit Transfer is granted you will not have to complete the unit again.

Clustering Units of Competencies

This may result in the withdrawal from routine productive work, or amount of training time reduced due to units of competency being combined for training purposes. Documented evidence that would enable the reduction in withdrawal or training period could include:

- Learning and assessment strategies for competency units; or
- Training record indicating the cluster of units.

Issuing Qualification

If a student has achieved competency in all units of a qualification from a Nationally Recognised Training Package, SkillCentred will issue a certificate stating the qualification and a statement of attainment listing each unit achieved. This is a nationally recognised qualification and is recognised in every state of Australia.

Certificates must be issued 21 days after receiving the students' evidence. If a student does not complete a whole qualification they will receive a Statement of Attainment for the units achieved.

If a student completes a non- accredited short course they will receive a Statement of Attendance.

If a certificate is lost or misplaced a replacement certificate can be reprinted at a cost of \$25.00.

Provider Closures

If SkillCentred or one of its third parties closes or ceases to deliver the agreed training and/or assessment, you as a learner have the right to continue your training through another provider. SkillCentred will issue you with a Statement of Attainment for any units completed prior to closure. You can find more information from the Australian Skills Quality Authority (ASQA) website:

<https://www.asqa.gov.au/students/provider-closures>

Feedback

Your feedback is important to us!

We really appreciate your input so that we can constantly evaluate and improve our services to all clients. At any stage during your training please feel free to provide feedback to SkillCentred. At the end of each course you will be asked to provide a feedback questionnaire on the course you attended.

Once you have completed the feedback questionnaire it can be handed back to your trainer. For external clients it can be mailed to the address below.

Once the feedback form has been returned to SkillCentred the Compliance Officer will analyse all feedback and complete a course evaluation for the continuous improvement of SkillCentred's Training Unit.

Alternatively, feedback in writing can be sent to:

Compliance Officer
SkillCentred
PO Box 642
Gympie Qld 4570

If you appreciate the extra effort that a trainer has given you, write and let us know. If you are concerned about something, we encourage you to send us a short note so that we can address the issue.

Thank you for taking the time to read through this information booklet. If you have any questions, please do not hesitate to talk with your trainer or a representative of SkillCentred.