



STUDENT HANDBOOK & CODE OF PRACTICE





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CODE OF PRACTICE

Ag Training has developed this Code of Practice to address and establish our commitment to the maintenance of high standards in the provision of vocational education and training. This code of practice pervades all policies and procedures and it is a requirement of employment that all Ag Training staff agree and abide by it.

ACCESS, EQUITY, CLIENT SELECTION AND ADMISSION

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training/assessment program.

Ag Training endorses the national equity strategy by incorporating the principles of equity into all programs.

Ag Training staff have been instructed in their responsibilities with regards to Access and Equity principles.

Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment.

Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

Ag Training is an independent registered training company which delivers to a nationally recognised standard, it is not an employment agency.

AgTRAINING is not affiliated with any employer, we cannot guarantee employment, nor can Ag Training's trainers give any advice on specific wages or conditions

ENROLMENT, INDUCTION AND ORIENTATION

Ag Training conducts an enrolment, induction and orientation program for all clients. This program reviews the Code of Practice and also includes:

The completion of an Enrolment form and any specific needs of the individual client with regard to:

- Language, Literacy and Numeracy support;
- Venue Safety and facility arrangements;
- Relevant legislative requirements and accessibility;
- Review of the training and assessment program and flexible learning and assessment;
- Client support, welfare and guidance services arrangements;
- Appeals procedure;
- Disciplinary procedures; and
- Recognition arrangements and Credit Transfer.

PRE-REQUISITE

To be eligible to enrol in **PMAPER205B Enter a Confined Space**, participants **MUST** have completed the pre- requisite unit of **MSAPMPER200B Work in Accordance with an Issued permit**. No enrolment can take place until evidence of competency and completion of this unit is provided.

FEES AND CHARGES

Clients of Ag Training pay an agreed deposit prior to commencement and the rest of the fee prior to the commencement of the program, these fees will be placed into a separate account and, in accordance with our Fees and Refund procedure, not accessed until the course is completed.

There are two options for payment:

1. Enrolment form completed and sent in with a deposit of 10% and the balance paid at commencement of the course.
2. Enrolment form completed and sent in with 10% deposit then a further 40% (to bring it up to %50 of total course cost) paid at commencement of course.

The balance will be deducted from the participant's pay wages on a weekly basis until the course is paid in full.

Refund of any fees, will be worked out based on the % of the course completed. Eg if they complete half the course they will receive a 50% refund of total course cost.

Any damage caused by students' misconduct will be deducted from any refund.

For specific fees & charges refer to the course information booklet provided with this booklet

LANGUAGE, LITERACY AND NUMERACY

Ag Training recognises that all vocational training includes language, literacy and numeracy tasks and all Ag Training trainers and assessors provide:

- materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task;
- opportunities for repeated and supported practice; and
- opportunities for independent practice.

To identify the students ability in numeracy and literacy, Ag Training requires that students complete a Numeracy & Literacy test prior to commencing any training

This test is of the same complexity as the skills required to work in the industry.

While inability to complete the test may exclude the student from participating in the course, Ag Training is bound by equal opportunity policies, and may suggest options to increase the student's skills in numeracy and literacy to the required level.

DELIVERY

Ag Training ensures the resources in the area(s) of recognition sought meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuance of qualifications, .

Ag Training affirms that it has in place and applies the following resources:

- Trainers with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

Delivery strategies utilised by Ag Training are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of off and on-the-job delivery and assessment.

Delivery modes may include, but are not limited to:

- demonstrations
- group participation
- individual projects
- learning support works
- audio/visual presentations
- computer managed learning
- site visits
- internet access

ASSESSMENT

Ag Training has demonstrable experience and skill in providing or facilitating assessments which meet the endorsed components of relevant training package(s) and/or accredited courses in the areas of recognition sought.

Ag Training is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by Ag Training remains consistent with the National Assessment Principles.

Assessment Principles:

Ag Training ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid.

- **Reliable** - All assessment methods and procedures will ensure that competency standards/modules are applied consistently and that there is always consistency in the interpretation of evidence.
- **Flexible** - Assessment will be offered in the workplace (on-the-job), in the training environment (off-the-job), in a combination of both or via recognition of prior learning/recognition of current competence. Ag Training will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.
- **Fair** - Assessment methods and procedures will not, under any circumstance, disadvantage any client.
- **Valid** - Assessment activities will always meet the requirements as specified in the unit of competence/module. Sufficient evidence will always be collected, and will be relevant to the standard/module being assessed.

Assessment Pathways:

Ag Training offers clients a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition will lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification (utilised by the organisation) can be listed as follows:

- off-the-job training and assessment
- workplace assessment
- recognition of prior learning/recognition of current competence
- credit transfer

Assessment Resources:

Ag Training when designing assessment resources, ensures that all aspects of competence are covered, including:

- task skills (performance of individual tasks);
- task management skills (managing a number of different tasks within the job);
- contingency management skills (responding to problems, breakdowns and changes in routine);
- job/role environment skills (dealing with the responsibilities and expectations of the workplace).
- All assessment reporting systems will indicate the units of competency that the individual has attained.

Assessor Qualifications:

Ag Training ensures that staff involved in assessment activities always meet the assessor requirements as set by either:

- the assessment guidelines of training packages;
- the assessment requirements of accredited courses;
- State Human Resource requirements.

If staff members of Ag Training do not have the vocational competence to assess identified areas, appropriately qualified personnel will be employed to provide this expertise within the assessment process. Ag Training will also utilise auspice assessment arrangements in situations where an individual staff member alone does not meet the total assessor requirements. Such auspice arrangements may involve Ag Training staff members in assessing in conjunction with workplace supervisors, industry specialists and/or qualified external assessors.

Conducting Assessment:

When conducting assessment, Ag Training ensures it has personnel with appropriate qualifications and adheres to the following endorsed Assessment and Workplace Training competency standards:

Cert IV Training and Assessment

TAA 40104

Ag Training ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by Ag Training always follow the methodology outlined below:

- 1) Assessment procedures are fully explained to clients. Throughout all training, clients are regularly reminded of the ongoing availability of assessment.
- 2) Opportunities for Recognition (recognition of prior learning/recognition of current competence and credit transfer) are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined.
- 3) The assessment requirements of the unit(s) of competence/module(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.
- 4) All evidence-gathering methods remain reliable, flexible, fair and valid.
- 5) As assessments are undertaken, Ag Training trainers/assessors record individual client assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.
- 6) Post-assessment guidance is always available to clients.
- 7) A fair and impartial appeals process is always available.
- 8) Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.

Evidence gathering methods commonly utilised by Ag Training include, but are in no way limited to: demonstration, questioning, workplace performance, role-play, simulation, oral presentation, graphic presentation, projects/assignments, audio/visual display, written tests, skills portfolio.

RECOGNITION:

Clients who consider they already possess the competencies identified in all or part of any course/qualification offered by Ag Training will be encouraged to seek formal Recognition.

The Recognition process may also be referred to as Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC). The process can also include Credit Transfer. It is the determination on an individual basis of the competencies obtained by a client through:

- previous formal training,
- work experience, and/or
- life experience

Recognition therefore determines the consequent advanced standing to which the client is entitled in relation to a course/qualification.

The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

If any client has gained competencies at work or elsewhere which are relevant to the course/qualification in which he/she is participating, then he/she may not have to study module(s)/unit(s) of competence covering that content. Clients seeking Recognition must establish the currency of their competence. The processes used to determine Recognition are fair to all parties and Ag Training ensures that it provides adequate support to all potential applicants.

Recognition Process:

It is the client's responsibility to gather sufficient evidence to support his/her application for Recognition. This evidence may include:

- obtaining a copy of the relevant units of competency from Ag Training;
- aligning the competencies for the qualification with the competencies associated with previous education, training or workplace experience;
- collecting any documentation, references and relevant examples to support your application;
- providing proof of ownership of any examples of work;
- submitting certified copies (NOT ORIGINALS) of qualifications. Certification can generally be obtained from any bank or Post Office as long as identification is provided.

Credit Transfer

Recognition can also include the opportunity for Credit Transfer for previous study and must also be accompanied by evidence of currency in the study area.

“Skill Test”

If a client is unable to supply documentary evidence to support their Recognition application they may be required to sit for a “Skill Test” to determine competence.

NATIONAL RECOGNITION

Ag Training recognises the assessment decisions of, and Statements of Attainment and Qualifications issued by any other RTOs.

Access to Clients' Records

Each client's records are available to them on request. Clients' records are not available to other people unless Ag Training is requested in writing by the client to allow such access.

APPEALS PROCESS

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the AQTF.

A fair and impartial appeals process is available to clients of Ag Training. If a client wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor. If the client would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal. This is forwarded to the Director who will take responsibility for implementing a formal process and who will record the appeal in writing. Ag Training's time period for the acceptance of appeals is 28 days after the client has been issued with the results of their assessment.

Every effort is made to settle the appeal to both the client's and Ag Training's satisfaction.

Each appeal will be heard by an independent person or panel. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision. Should the outcome not be acceptable to the client, they will be informed, in writing, of the opportunity to lodge a complaint with the State Registration Authority.

COMPLAINT PROCEDURES

In the event of a client wishing to lodge a complaint, a formal or informal approach will initially need to be made by the client (or a nominated representative chosen by the client) to the client's trainer/assessor. This complaint will be recorded in writing by Ag Training. If, however, the complaint involves the client's trainer/assessor, a formal or informal approach will need to be made by the client (or a nominated representative) to the Director.

All attempts will be made by Ag Training to resolve the complaint internally with all parties involved. If, however, the complaint cannot be resolved internally, an appropriate legal or independent impartial body will be approached immediately to act as an objective and impartial arbitrator. The client will be consulted as to the selection of the appropriate legal/impartial body. Ag Training will allow the client to be represented by a third party in any subsequent discussion.

DISCIPLINARY PROCEDURES

All Ag Training clients are expected to take responsibility in line with all current workplace practices and legislation for their own learning and behaviour during both on- and off-the-job training and assessment. Any breaches of discipline will result in the client being given a verbal warning.

Further breaches will result in the client having to "show cause" as to why they should not be excluded from further participation in the program.

CLIENT WELFARE, GUIDANCE AND SUPPORT SERVICES

All clients of Ag Training are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes.

Ag Training does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies.