



## **Learner Handbook**

**This handbook contains everything you need to know before you enrol at AD1 College.  
Please make sure you carefully read it before signing any agreement.**

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## FROM THE PRINCIPAL...

Welcome to AD1 College, (now known as AD1).

AD1 is a Sydney based, privately owned & independent training company specialising in business training and assessment.

AD1 takes pride in the quality of courses and services delivered. We work within the National Vocational Education and Training Regulator Act 2011. We are registered by the Australian Skills Quality Authority (ASQA) to deliver the following courses to Learners:

- SIT50316 Diploma of Event Management;
- SIT30616 Certificate III in Hospitality;
- BSB42615 Certificate IV in New Small Business;
- BSB40615 Certificate IV in Business Sales

Our training is designed with flexibility & tailored to your business needs. All AD1 employees are fully qualified in the training and delivery of our material. Our training and assessment meet the requirements of the endorsed components of the Tourism, Travel and Hospitality (SIT) and Business Services (BSB) Training Packages, and the outcomes specified in the training packages and within the scope of our registration.

AD1 is committed to ensuring that our training and assessment strategies reflect current industry processes and incorporate best practice. As such, AD1 is committed to the initial & ongoing review and continuous improvement of our training and assessment materials. To achieve this, AD1 utilises many tools, including informally gathered feedback, and formal reviews. These reviews are conducted across the policies, systems and resources being used.

Sincerely

**Antonio Dragone**

Principal

## CONTINUOUS IMPROVEMENT

This handbook is to be issued to all those Learners who are looking to join us and commence or improve their knowledge of hospitality, business sales, small business management and event management.

In using this handbook, we have continuous improvement in all our procedures. If you have an opportunity for improvement for AD1, ask the Administration Officer for a Continuous Improvement form, or there is one attached to this handbook. Write in Section 1 what the opportunity is, submit it to the Administration Officer and you will have a reply within 10 working days.

## BUSINESS LOCATIONS

LEVEL 2 / 22 BELGRAVE STREET,  
KOGARAH, NSW 2217

## KEY CONTACTS

Principal

**Antonio Dragone**

Administration and Compliance Officer

**Rafael Hingco**

## ABBREVIATIONS USED IN THIS HANDBOOK

### DET

Department of Education (NSW Government)

### ASQA

Australian Skills Quality Authority

### RPL

Recognition of Prior Learning

### WHS

Work, Health and Safety

### LLN

Language, Literacy and Numeracy

### NVR

National Vocational Education and Training Regulator

### USI

Unique Student Identifier

## SOME OF THE ESSENTIAL PERSONNEL WORKING WITH YOU

### Training Employees

The Principal is responsible for the standard of training and safety within AD1 and for the assessments conducted whilst learners are attending AD1.

The trainers at AD1 perform all training and assessments. In addition, trainers are responsible for day to day course administration. All have at least a TAE40110/ TAE40116 Certificate IV in Training and Assessment (or its successor) and all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge.

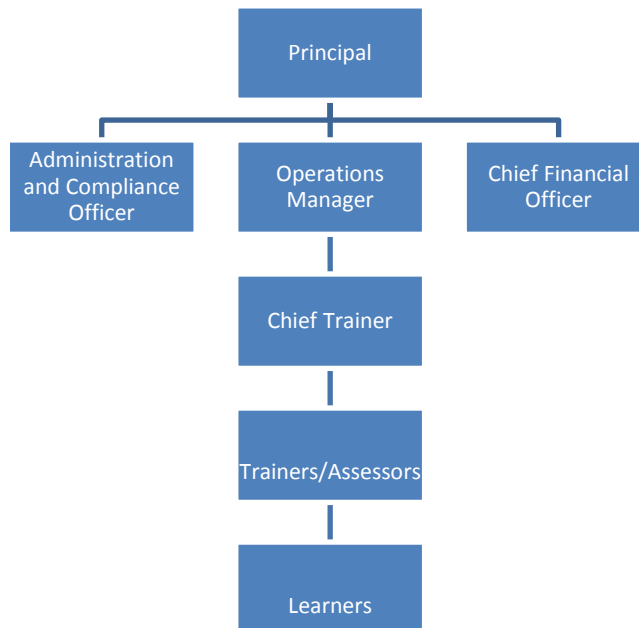
Trainers and assessors must, by law, maintain accurate records of attendance and participation.

### Administration Employees

The Administration employees are responsible for the control of the front office and receive all payments from you and coordinate your College activities. The Administration employees will provide Learners with face to face, online and over the phone administration support.

### Organisation chart

The current organisation chart is illustrated hereunder.



## ATTENDANCE

- **Sick Leave**

Learners who take sick leave are required to submit a sick certificate from a registered medical provider, to AD1. Whilst sick days will be entered onto the class rolls, those days must be made up before a certificate or qualification will be issued via home study or catch up sessions in another class.

- **Approved Leave**

Learners must apply for Approved Leave in writing and submit supporting documentation such as a medical certificate from a registered medical practitioner. If leave is requested beyond three days, learners will be required to defer their studies and reapply to enter a later the course.

- **Expulsion**

AD1 reserves the right to expel Learners for serious breaches of discipline following appropriate AD1 disciplinary procedure. No fees paid are refunded for expelled Learners.

## EMPLOYEE RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES

AD1 has a Principal and it is to that person that you should direct all problems and information requests: he will refer issues to the best person. The Principal is the Access and Equity Officer for AD1 so if you are experiencing any harassment or discrimination, refer the matter to the Principal in writing.

AD1:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Employees are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically aids those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.
- Employees and Learners are required to comply with access and equity requirements always.

AD1 provides equal opportunity in education. Each of our employees has responsibility for access and equity issues for all Learners with whom they train and work. They are expected to act in accordance with our Code of Practice and all our Learners are made aware of their rights and responsibilities through this Learner Handbook.

## LEARNER SELECTION

We encourage applications from males and females of all cultures and groups provided that they meet the specified guidelines for selection. Training inquiries are directed to Administration and co-ordinated by the Principal.

## ENROLMENT

The best way to enrol in any of the courses is to come in and see us. An online version of our enrolment forms are also available in the TRAIN LMS. You will be directed to:

- This Learner Handbook;
- Information on Recognition of Prior Learning (RPL);
- A Fee Schedule showing current tuition fees and other costs associated with our course;
- Refund information;
- Complaints and Appeals information
- Course information and outcomes.

When you have been accepted into the course, you must pay a course deposit to secure your position. Full tuition fee is due and payable before your course starts. No certificate or qualification will be issued until course tuition fees have been paid.

The Principal will be deciding about your enrolment based on the information you provide; so, make sure you give us everything we ask for.

## COURSE DELIVERY AND OUTCOMES

Each of the units of the courses is practical and is listed on the [Training.gov.au](http://Training.gov.au) official website. Courses are all based upon you being able to demonstrate skills in the units of your course. They involve attendance at classroom sessions and/or demonstration of practical skills in a work environment.

At various times through your course, you must undergo an assessment or test to show that you have learned skills or that you have enough knowledge on the subjects being taught. If you do not perform well enough in these assessments, then you may sit them again or elect to show how the knowledge is applied. Assessments are both written assessments and demonstration by you in front of an assessor.

Course outcomes are described on each of the course advertising brochures. At the successful completion of the course, you will be issued a Certificate or Statement of Attainment to show that you have successfully completed the whole course or elements of the course. This document is important and should be stored safely as it may be used as evidence to enter further courses within Australia.

## COMPULSORY FEES AND SCHEDULE

All fees are held in a separate account when they are paid in advance of the course commencement date. The Principal is the only person with the authority to transfer money from the holding account to the operational account. This is done on the day that the learner commences.

The tuition fees for our courses as well as fees for Recognition of Prior Learning are summarised on the Fee Schedule which you can get from Administration.

Fee payment schedules may be negotiated on an individual basis with the Principal. Non-payment of fees may result in cancellation of registration and non-awarding of a qualification or statement.

## REFUND POLICY

Learners are provided with the refund policy and application form prior to enrolment. Refund information is always available from Administration.

- The request for refund is made in writing to the Principal using Fee Refund Application which is available from Administration.
- The Principal is the person responsible for approval of fee refund applications.
- Course cancellation after acceptance by AD1 may occur up to 4 days prior to commencement of the course without penalty. To receive the full refund, request must be made in writing, by email.
- Course cancellation with less than 4 days' notice after acceptance by AD1 will result in a refund of all but the course deposit.
- Accepted Learners who withdraw after course commencement owing to unforeseen or exceptional circumstance can apply for fee refund. If granted fees will be refunded on a pro-rata basis (based on the number of days remaining in the course) less 20% of the total course cost.
- Learners may transfer on one occasion to a course commencing within 3 months of their original course without penalty.
- Refunds following cancellation of a transferred course will attract a penalty of 20% of the total course cost in addition to the refund guidelines outlined above.
- Fee Refund Applications are considered on a case-by-case basis.
- AD1 defaults if a course does not commence on the designated day or is actually cancelled. No Learner will be disadvantaged.
- Fee refunds will be made 14 days after demand when AD1 defaults and within 28 days after demand when the learner defaults.
- AD1's dispute resolution processes do not circumscribe the Learner's right to pursue other legal remedies.
- This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees. Learners may contact the Department of Fair Trading: Level 21, 227 Elizabeth Street, Sydney NSW 2000.



- The refund policy is subject to review from time to time.

## CHANGE TO CONDITIONS

AD1 reserves the right to change fees, conditions, course times or course commencement dates at any time without notice.

## NATIONAL RECOGNITION

AD1 recognises the qualifications that are presented by any learner, if they are original (or verified) copies from any Australian Registered Training Organisation.

## RECOGNITION OF EXISTING SKILLS

All Learners are offered the opportunity to apply for recognition of their existing skills on an individual basis prior to the course commencement. To do this, applicants should get an RPL Kit relevant to the course in which they are enrolling. RPL/Credit Transfer Kits are available from our office. The costs associated with recognition of prior learning are summarised on the Fee Schedule.

This process allows Learners to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific units of competence within their course.

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. We also recognise the credentials issued by other registered training organisations operating under the National Vocational Education and Training Regulator.

All assessments of RPL applications are reviewed by the Principal or a delegate who is qualified to conduct the assessment. From time to time or when deemed necessary, we will have an additional person or subject expert be part of the assessment process. The assessment of RPL by the Principal is based upon their assessment of your ability to competently continue the development within the course. We have your interests at heart: we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily.

Participants may request a review of the RPL decision through our appeals procedure outlined in this Learner Handbook.

## USE OF YOUR PERSONAL INFORMATION

Your personal details and learner records may be made available to:

- Any Commonwealth Government agency and/or
- Any State Government agencies.

## UNIQUE STUDENT IDENTIFIER

What is a USI?

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives Learners access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all their training results from all providers including all completed training units and qualifications.

The USI will make it easier for Learners to find and collate their VET achievements into a single authenticated transcript. It will also ensure that learners' VET records are not lost.

The USI will be available online and at no cost to the Learner. This USI will stay with the Learner for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

Creating a USI:

To create a USI, Learners must visit the [www.usi.gov.au](http://www.usi.gov.au) web page and follow the 'steps to create a USI' option under the Learners tab.

If, for any reason one unable to create a USI for themselves, with the Learner's consent, AD1 College will be able to create a USI on behalf of the Learner.

## WELFARE & GUIDANCE SERVICES

We endeavour to provide welfare and guidance to all Learners/clients. In the first instance, you should speak with the Chief Trainer who may put you in contact with appropriate person(s) or organisation to resolve any matter that you may be worried about. This includes:

- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs; and
- Any other issue.

## INDUCTION ON ARRIVAL

Orientation is conducted on the first day of course commencement. Its purpose is to fully inform new Learners of most aspects of life at AD1 and introduce studying. In addition, our employees will be introduced, a tour of the premises will take place and an opportunity to ask questions will be given.

Your site induction will include the following subjects with a record for your personal file:

- Site safety induction
- Site security briefing
- Orientation to the area
- Academic progress
- Further study options that are available during and after the course of study

Identify the important employees because you may need to talk with them later. Introduce yourself to the Principal - you may need them in a hurry!

## WHAT YOU CAN AND CANNOT DO

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. Basically, you must be of good behaviour and recognise the rights of others.

Working with others within AD1 is not a function of the Law but rather as existing in a free and amiable study environment. This requires maturity and at times, understanding. If you have any concerns about how you should act, speak with the Chief Trainer or Principal.

## UNACCEPTABLE BEHAVIOUR MAY INCLUDE:

- Continuous interruptions to the trainer whilst delivering the course content.
- Smoking in non-smoking areas.
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places you or others at risk.
- Refusing to participate when required in group activities.
- Continued absence at required times.
- Being under the influence of alcohol or illegal drugs.
- Lack of personal hygiene.
- Other objectionable behaviour.

### You have the following rights once you have enrolled...

- To be treated with respect by others, to be treated fairly and without discrimination.
- To be free from all forms of intimidation.
- To study in a safe, clean, orderly and cooperative environment.
- To have personal property and your property protected from damage or misuse.
- To have any disputes settled in a fair and rational manner.
- To work and learn in a supportive environment without interference.
- To express and share ideas and to ask questions.

### For non-compliance with our rules, the following applies:

- The Chief Trainer will contact you to discuss the issue or behaviour to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Principal to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour continue, training services will be withdrawn, and you will be notified in writing that your enrolment has been terminated.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

## PRIVACY AND CONFIDENTIALITY

AD1 is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provide you organise it with the Principal with one to two days' notice.

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

AD1 will exercise strict control over confidential information. If a third party requires client information we will obtain your prior written consent prior to the release of any information.

On your enrolment form there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is required by the Government.

## DISCRIMINATION AND HARASSMENT

It does not matter how old you are or whether you were born in Australia or overseas, the Equal Opportunity legislation and Federal Anti-Discrimination Laws protect your rights.

It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) because of your actual or assumed:

- Age
- Carer status
- Disability/impairment
- Gender
- Lawful sexual activity
- Marital status
- Physical features
- Political belief of activity
- Pregnancy
- Race
- Religious belief of activity
- Sexual orientation

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to hassle or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a learner, including refusing to accept a learner's application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law says it will be sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go and see the Chief trainer immediately and tell them about it. If you do not want to speak with the Chief trainer, then go and see the Principal to get some assistance.

## **SAFETY**

The Work, Health and Safety Act (WHS) is strongly enforced in New South Wales. It means that you cannot be placed at risk through anything that you may be asked to do by AD1. Your trainers and assessors have been specially trained in AD1's safety standards.

Should you be asked to do anything you feel is unsafe:

- Stop.
- Advise the trainer of your concerns and do not proceed.
- Stop anyone else with you from doing anything unsafe.

It is the Principal's responsibility to keep you in a safe learning and working environment and he must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free college; arriving intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or otherwise acting dishonestly, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

## **ATTENDANCE PROCEDURES**

You must sign in on the attendance register, carefully noting your time of arrival and later in the day, your time of departure. If you do not sign the attendance record accurately you will be marked as absent.

If you are sick or have a personal problem which cannot immediately be resolved, phone the Administration and Compliance Officer and let us know.

Alternatively, the Trainer may mark Attendance straight into the LMS.

**It is illegal to:**

- Sign for another Learner;
- Have another Learner sign for you;
- Sign but not to note the time of attendance;
- Sign for only the entry or exit of the class.

## COMPLAINTS AND APPEALS PROCEDURES

AD1 will commence the complaints process with 10 working days of a formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

Where verbal complaints regarding vocational education are received, they can be discussed with the Trainer and preferably resolved.

If the complaint is not resolved, then the complaint is documented by the complainant onto the Complaints and Appeals Form which is submitted to the Administration Officer who investigates the complaint. The form is completed only in the first two sections. The first section is simply a description of the problem and why you think you are having the problem. The second part requires you to advise where you are up to in resolving the issue. From there it becomes a management issue that is handled according to the following process.

The Administration Officer liaises with the Principal in the investigation of the complaints. Any complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

The Administration Officer records the details of a complaint resolution onto an Improvement Request (Form 13) and provides a copy of the information to the Principal who has the authority to decide as to whether the complaint is justified and to decide what is to be done about it.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

Where the complainant is not satisfied with the outcome, the matter may be referred to the Principal or other independent mediator for review. The Principal will investigate the complaint fairly and objectively and detail the investigation in writing for the complainant. The details will state the outcomes and reasons for the decisions made.

The Administration Officer will close out the improvement request when the complaint has been resolved to the satisfaction of both parties.

A copy of the all documentation, in particular the complaint and the outcome, is placed in the learner's file, employees file or Continuous Improvement Register as appropriate.

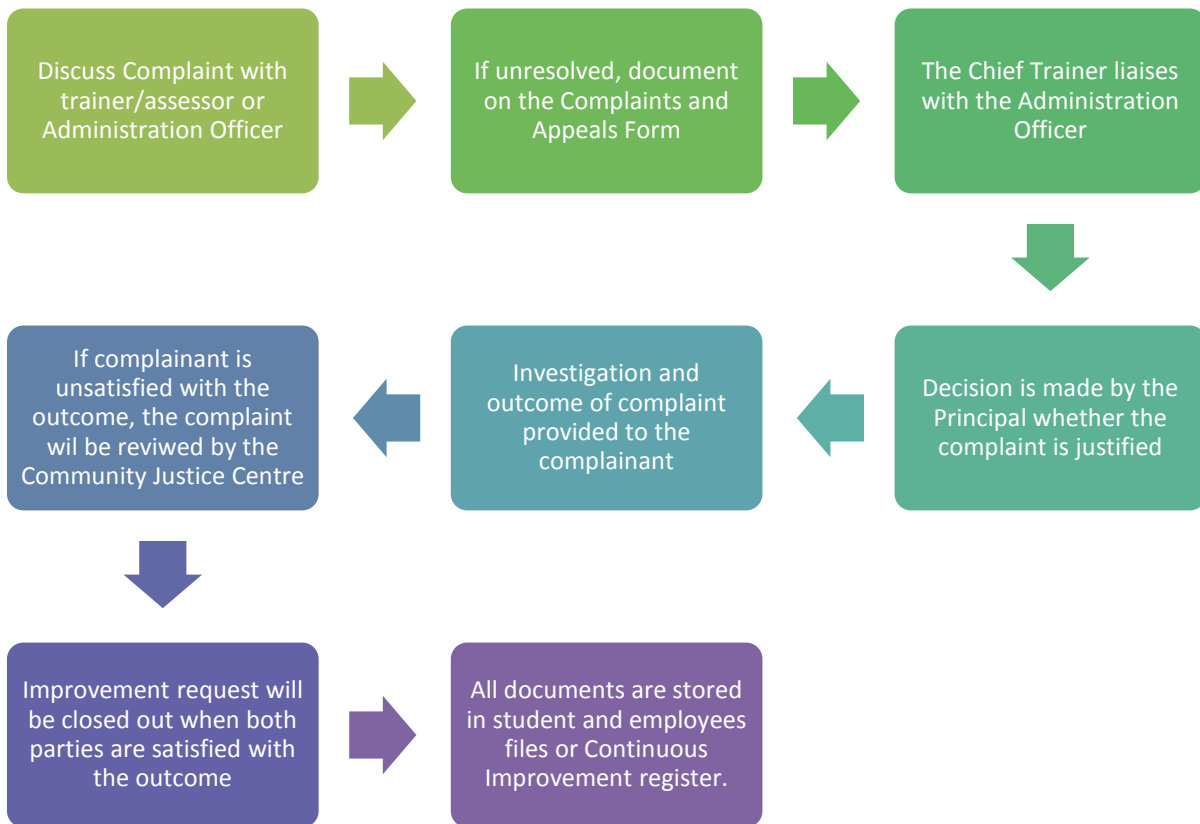
Where the resolution requires a documented change to policies and procedures, the Principal will affect the change to ensure that the procedure for document change is followed with the appropriate records made.

In the event that a complaint is substantiated, AD1 will take prompt and appropriate action to resolve the circumstances.

Complaints cannot be anonymous because this is considered unfair as ongoing discussion cannot take place to resolve the issue between both parties.

Information submitted to a Trainer or any employees is treated with respect and taken as an opportunity for improvement to the organisation's practices and Management System. Privacy requirements and learner/individual rights are maintained.

If the Learner chooses to access our complaints and appeals processes, AD1 will maintain the Learner's enrolment while the complaints and appeals process is ongoing.



### Appeals after Complaints

Where a Learner is not happy with the outcome of a complaint, the following appeal process is followed. All expenses attached to such appointment will be incurred by AD1. Note also that the Learners’ enrolment in the course is maintained until the appeal process has been completed. Under the equity provisions of AD1, Learners’ must not be discriminated against during their day to day education.

#### Step One:

Discuss complaint outcome with the Chief Trainer. If this does not resolve the matter, then the put the matter in writing using a Complaints and Appeals Form (Form 13) and submit it to the Principal.

#### Step Two:

The Principal records the Learner’s appeal on an Improvement Request (Form 18) and in the Register of Continuous Improvement and puts written notification on the Learner’s file.

The appellant may deliver their own version of the appeal to the Principal and request a support person be present. The Principal has the authority to decide and to negotiate a settlement agreed by the Learner.

**Step Three:**

If this does not resolve the matter, the appeal is referred to an independent mediator. The appellant may again deliver their own version of the problem and request a support person be present.

The mediator should then consider the issues raised and attempt to resolve the appeal to the satisfaction of both parties. Appeals that are found to be proven (i.e. against AD1) must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this as a problem again. The Independent Mediator (we use the Community Justice Centre at Mascot) negotiates an outcome according to the legal rules for alternate dispute resolution. The resolution is then placed into the local court system and orders are issued to enforce the outcome.

There is no further dispute resolution process available and the decision of the court is final.

**Step Four:**

The submission and the final outcome of the appeals is recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made. A copy of the communication is placed in the learner file.

If you have complaints that do not directly concern AD1 but may affect your ability to achieve competency, we will refer you to appropriate external support groups for assistance.

## LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our Learners. Our enrolment form asks Learners to provide information regarding their literacy and numeracy requirements or any other special learning needs. In the event of LLN becoming an issue, the Chief Trainer will contact you to discuss their requirements. In addition, Learners may be required to complete a language and literacy assessment prior to course commencement.

**Language, Literacy & Numeracy (LLN) support**

Every reasonable effort will be made to ensure that we can accommodate a Learner's needs. However, sometimes those needs are beyond the assistance that can reasonably be provided by AD1 College (for the purposes of LLN assistance, "reasonable allowance" is defined as the provider being able to accommodate the Learner's needs without significantly disadvantaging other Learner's involvement in the course, or without causing the training provider significant financial disadvantage).

Individuals who require additional help with their literacy and numeracy can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at [www.literacyline.edu.au](http://www.literacyline.edu.au). Any costs incurred will be the responsibility of the Learner.

**The types of assistance AD1 College will be able to offer:****Any LLN difficulty**

To help establish competency, trainers may:

Interview the Learner:

Ask Learners to demonstrate their skills

**Speaking difficulties**

A Learner may bring a family member or friend to help explain and interpret terminology or more complex issues.



**Listening difficulties**

Provision of seating close to Trainer

Learner may bring family member or friend to 'sign' course content

Ensure course materials are presented in clear, plain and easy English

**Reading difficulties**

Provision of seating close to screen/ board

Ensure all course materials are written in plain English

The Trainer may read course materials to the Learner on a one on one basis

Learner may bring family member or friend to help read terminology or more complex issues

Increase the use of graphics and signs in course materials

Provide large font training course materials

**Writing difficulties**

Trainer may use alternate assessment method (e.g. oral questioning)

Learner may bring a family member or friend to take notes or complete exercises on the Learner's behalf where writing skills are not essential to course outcomes.

*The types of assistance AD1 College will not be able to offer:*

***Speaking difficulties***

*Provision of foreign language version of course materials*

*Provision of an independent interpreter unless cost is met by Learner*

***Listening difficulties***

*Provision of an independent interpreter to 'sign' course content, unless cost is met by Learner*

***Reading difficulties***

*Braille version of course materials unless cost is met by Learner*

*Provision of an independent interpreter to help translate and interpret terminology or more complex issues unless cost is met by Learner*

*Learner may not bring a family member or friend to read and advise on all course materials*

***Writing difficulties***

*Enrolment in the course if competency in the course outcomes depends upon writing skills of the level defined in the course requirements that cannot be met.*

*Provide an independent 'writer' to take notes or complete exercises on the student's behalf where writing is not contingent of course outcomes, unless cost is met by the Learner*

***Maths / Numeracy difficulties***

*Offer enrolment in the course if competency in the course outcomes depend upon Numeracy of the level defined in the LLN course requirements.*

## **SUPPORT SERVICES**

The training and administrative employees of AD1 are available to provide general advice and assistance with matter such as studying, homework and English language problems via face to face, online and over the phone. Learners requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at the Learners expense.

**The following processes will be applied for Learners considered to be “at risk”:**

AD1 College is always concerned with the welfare of our Learners. Personnel will counsel Learners as appropriate and/or refer them to qualified counselors. Personnel are required to respond to and attempt to alleviate any signs of distress or discomfort by Learners, and to actively render appropriate assistance. If Learners require extra support or counseling, they are encouraged to contact a member of our team who will be eager to assist and refer them to the appropriate support services.

**Counselling/Personal Support**

Lifeline – 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Relationships Australia - 1300 364 277 <http://www.relationships.org.au>

MensLine Australia – (For men of any age) 1300 78 99 78

Kids Helpline (For young people aged 5-25) – 1800 551 800

**Mental health websites****Mindhealthconnect.org.au**

Launched as part of the Australian Government’s National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.

**Beyondblue.org.au**

Beyondblue’s work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help.

**Anxietyonline.org.au**

Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder.

**Headspace.org.au**

Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.

**Reachout.com**

ReachOut.com is Australia’s leading online youth mental health service. It’s a perfect place to start if not sure where to look. It’s got information on everything from finding motivation, through to getting through really tough times.

**Jeanhailes.org.au**

Jean Hailes’ vision is physical and emotional health and wellbeing in all its dimensions for all Australian women throughout their lives.

**FLEXIBLE LEARNING STRATEGIES AND ASSESSMENT PROCEDURES**

We contextualise our training/ assessments to meet your specific needs. If you are having difficulty achieving competency in any unit of **competence**, please discuss the matter with your assessor/ trainer and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on-or off-the-job assignments or projects.

## COMPETENCY BASED-TRAINING AND ASSESSMENT

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and also the course details listed on [training.gov.au](http://training.gov.au) - Home page -training packages.

In competency-based training, you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group and you must be aware that at all times you are learning and being assessed even if it is a group activity.

Get involved, do not hang back and hope you are not noticed.

## WORKPLACE ASSESSMENT

Assessment is carried out by the comparison of your skills and knowledge, against the requirements of the Standards. To allow this to take place, AD1 will enter into an agreement with your employer. Part of this is a guarantee by your employer that you will be freed from your day to day work.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used. In many cases, your assessment will be done while you are actually completing work for the employer. The aim is to see you working over a period of time and applying the skills to your existing employer's workplace.

If your traineeship is done over 1 or 2 years, then you will be visited 4 times in the year. If your traineeship runs over 2 years, then you will be visited 12 times: 6 times for training and 6 times for follow up assessment.

It is in your long-term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way.

For more detailed information, visit the apprenticeships website at <https://www.training.nsw.gov.au/> and download the complete guide to apprenticeships.

You can also download any of the large number of forms to change aspects of your apprenticeship and traineeship.

## ASSESSORS

Your assessor is to objectively assess and judge your performance either practically or written against a set of standards. Your Assessor has been selected because he has a sound knowledge of your course and is skilled in its application to the Australian Workplace.

## FORMS OF EVIDENCE

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past period - from:
  - extracted examples within the workplace;
  - natural observation in the workplace; and
  - simulations, including competency and skills tests, projects, assignments
- Supplementary evidence, from:
  - oral and written questioning;
  - personal reports; and
  - Witness testimony.

## GRADUATION

Once you have successfully completed all of the units of competency required by your course, you will receive your certificate.

The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

## INCOMPLETE QUALIFICATIONS

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

## RE-ISSUING QUALIFICATIONS

If you need additional copies of your qualification, then application must be made to the Principal of AD1 in writing with proof of identity provided.

Ideally you should attend AD1 to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will NOT be able to get a copy of your qualification or academic record if AD1 cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.

## FEEDBACK

AD1 actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement.

We monitor compliance with NVR Standards and our policies and procedures through the use of evaluations at the completion of courses.

## RECEIPT

I herewith confirm that I have read this Learner Handbook and understand the contents. I agree that I will follow the rules and requirements that are listed here and will at all times work to improve the way AD1 works.

I have been given orientation training talking about the requirements under the National Training Packages and the course requirements including further study options.

Name: .....

Signature.....

Induction Date .....

