This procedure comes from the following departmental procedure:	TRP-EN Training Plus Enrolments

RTO Code: 0381

Last review date: 20/12/2017	**Page 1 of 17**	Version number:V2.0
Next review date: 13/11/2018		Owner: GTNT Training Plus

Note: This document is deemed UNCONTROLLED once printed.

Table of Contents

Last review date: 20/12/2017   **Page 2 of 17**   Version number:V2.0
Next review date: 13/11/2018   Owner: GTNT Training Plus

Note: This document is deemed UNCONTROLLED once printed.

Introduction

As a Registered Training Organisation, GTNT Training Plus seeks to maintain the highest standards of competency-based training that is effectively targeted at building individual and organisational capability.

GTNT Training Plus programs will include training and assessment for formal qualifications in addition to short skills development courses that lead to a statement of attainment for the competencies involved.

Participants entering these programs may obtain advanced standing for previous relevant experience and study using the GTNT Training Plus recognition process.

As part of the GTNT Training Plus commitment to the delivery of quality training this Handbook is designed to provide accurate information to participants about the program that it offers as well as the rights and responsibilities of GTNT Training Plus and its participants.

GTNT Training Plus is a Registered Training Organisation and therefore have an obligation and responsibility to you the learner to ensure the quality of training and assessment delivered to you is compliant with the Standards for RTOs 2015 and that the issuance of your Qualifications and Statement of Attainment meet the requirements of the Australian Qualification Framework (AQF).

GTNT current qualifications

- BSB10115 Certificate I in Business
- BSB20115 Certificate II in Business
- BSB30415 Certificate III in Business Administration
- BSB51915 Diploma of Leadership and Management
- ICT50115 Diploma of Information and Technology
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC40113 Certificate IV in School Age Education and Care
- CHC50113 Diploma of Early Childhood Education and Care
- CHC62015 Advanced Diploma of Community Sector Management
- SIT10216 Certificate I in Hospitality
- SIT20216 Certificate II in Hospitality
- SIT30616 Certificate III in Hospitality

Where participants do not complete a full qualification, they will issued with a Statement of Attainment for those units of competency that they have been deemed competent.

Governing bodies

GTNT Training Plus as an RTO (Registered Training Organisation) are governed by ASQA (Australian Skills Quality Authority) and need to comply with the *Standards for RTOs 2015* to ensure that we can continue operating as an RTO.

GTNT Training Plus also communicates with the Department of Business NT (DoB) to ensure that compliance strategies are met. The RTO reports data to DoB quarterly to contribute towards statistical advice on training in the NT and Australia.

Last review date: 20/12/2017
Next review date: 13/11/2018

Page 3 of 17

Version number:V2.0
Owner: GTNT Training Plus

Note: This document is deemed UNCONTROLLED once printed.

Current funding and entitlement programs

GTNT Training Plus as an RTO (Registered Training Organisation) has access to a range of funding or entitlement programs which you may be able to access based on your circumstances.

Currently the NT Entitlements Program is the only funding source open to GTNT Students.

NT Entitlement Program

The NT Government has funded a range of qualifications to NT residents. GTNT has access to this funding for a range of qualifications.

All information about the NT Entitlements Program can be read on the following website:

https://nt.gov.au/learning/adult-education-and-training/northern-territory-training-entitlement

User choice funding

User choice funding is provided to registered training organisations to provide training and assessment to apprentices and trainees to achieve nationally recognised qualifications Qualifications available for apprenticeship and traineeship delivery in the NT are approved under the Training and Skills Development Act 2016 and listed on the NT Apprenticeships and Traineeships database.

VETiS (VET in Schools)

Vocational Education and Training (VET) programs are delivered to secondary school students to expand their opportunities and pathways from school and improve educational outcomes
More details are found at the Department of Education website:
https://education.nt.gov.au/education/policies/vocational-education-and-training-in-schools-policy-vetis

Rights and responsibilities of program participants

When you undertake any GTNT Training Plus training programs, you have both rights and responsibilities. As well as considering the legislation outlined within this handbook, you have the right to:

- study a program that meets current industry standards and accreditation requirements
- be given accurate information about program content and assessment
- have your training assessed promptly and receive progress about your progress
- be treated fairly and with respect by other participants and GTNT Training Plus staff
- learn in an environment free from discrimination and harassment
- undertake your learning in a flexible manner to suit your circumstances, where it is practical to do so
- have personal records kept private and available only to authorised users
- learn in a safe environment
- have access to support from GTNT Training Plus trainers and assessors
- access your personal records
- have your complaints or appeals against decisions dealt with fairly
- have your language, literacy and numeracy assessed to ascertain whether you need additional assistant during the program

Last review date: 20/12/2017
Next review date: 13/11/2018
Page 4 of 17
Version number:V2.0
Owner: GTNT Training Plus
Note: This document is deemed UNCONTROLLED once printed.

You have a responsibility to:

- manage your own learning
- complete learning and assessment tasks by the agreed dates
- treat other participants and GTNT Training Plus staff with respect and fairness
- follow all normal safety procedures
- Abide by the appropriate GTNT policies and procedures, as required

Rights and responsibilities of GTNT Training Plus staff

GTNT Training Plus trainers and assessors also have a right to:

- be treated fairly and with respect by others
- try to resolve any complaint or appeal before it goes further

GTNT Training Plus trainers and assessors also have responsibilities to:

- be adequately prepared for training sessions and assessment interviews
- provide participants with accurate information about program content and assessment
- conduct all assessment according to the program requirements and NVR standards
- keep personal information about program participants confidential

Privacy Statement

Student information is collected for the provision of training services and is a requirement for complying with **Standards for RTOs 2015**. In line with these requirements, records of your enrolment must be kept for 30 years and may be reported to the Department of Business NT and the Australian Skills Quality Authority (ASQA). GTNT Training Plus acknowledges and respects the privacy of individuals. Information regarding a student's enrolment is kept confidential always and will not be disclosed to a third party without the written consent of the student in accordance with our Privacy and Confidentiality Policy (PR).

GTNT Full Privacy Policy is located on the GTNT website:

http://www.gtnt.com.au/document-library#corporate

Access and Equity

In accordance with the company procedure (HU026) Access, Equity, Equality and Diversity, GTNT Training Plus is committed to providing an environment that allows access to all groups of people and is concerned with ensuring that all groups of people participate and benefit to the same level. To ensure we meet this commitment GTNT Training Plus staff will:

- Encourage all students to participate in training
- Provide flexible delivery and assessment methods
- Provide appropriate support services for students and clients including access to facilities and resources
- Promote awareness of equity issues to students and clients
- Promote and value diversity
- Behave in a courteous, sensitive, non-discriminatory, and culturally aware manner when dealing with other staff and student
- Seek progressive improvement in the position of disadvantaged groups

GTNT Full Access, Equity, Equality and Diversity Policy is located on the website:

http://www.gtnt.com.au/document-library#corporate

Last review date: 20/12/2017
Next review date: 13/11/2018

Page 5 of 17

Version number:V2.0
Owner: GTNT Training Plus

Note: This document is deemed UNCONTROLLED once printed.

Workplace Legislation

For participants involved with GTNT Training Plus vocational education and training programs it is important for you to abide by Australian workplace legislation such as the Anti-Discrimination, Equal Opportunities and Workplace Health and Safety legislation, as well as the Copyright act.

For more information you can visit the following websites:

- NT WorkSafe: www.worksafe.nt.gov.au
- Anti-Discrimination Commission: www.adc.nt.gov.au
- Human Rights and Equal Opportunity Commission: www.hreoc.gov.au
- Copyright Act *(Cth) 1968:* https://www.legislation.gov.au/Details/C2016C00741

Language, Literacy, and Numeracy Support

Participants may be assessed to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained within the proposed training program.

Individuals who are already aware that they require 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 http://readingwritinghotline.edu.au/.

Learning and assessment information

Your trainer or assessor will provide you with detailed information about:

- the program purpose and outcomes
- a learning plan that sets out required training sessions, learning activities and key dates
- an assessment plan that sets out required evidence, assessment criteria and key dates

Recognition of prior learning

GTNT Training Plus believes that no learner should be required to undertake training where they can already demonstrate that they are competent. Under its mutual obligation arrangements, GTNT Training Plus is committed to recognise all qualifications and statements of attainment issued by another RTO.

For this reason, GTNT Training Plus will provide you with an opportunity to seek recognition of:

- qualifications and statements of attainment issued by other RTOs
- prior learning and current competencies achieved elsewhere.

If you wish your skills and qualifications to be considered for prior recognition, GTNT Training Plus will provide you with information in the form of:

- (TRP-AS005) RPL Self-Assessment Procedure, and
- (TRP-AS005-01) RPL Self-Assessment Form

Last review date: 20/12/2017
Next review date: 13/11/2018
Page 6 of 17
Version number:V2.0
Owner: GTNT Training Plus
Note: This document is deemed UNCONTROLLED once printed.

Completing Assessments

To gain competency for accredited training, participants will need to complete assessments tasks, which have been designed to collect evidence of both your knowledge and skills.

Your trainer will explain what assessments you must complete to gain competency in that unit. You must complete and submit your assessment tasks within the given time frame, as agreed by you and your trainer. After you submit your assessment tasks, your trainer has a maximum of two weeks to assess your evidence.

In some cases, your trainer may require you to resubmit work that is not correct. Participants will be able to have three attempts of gaining competency. After the second attempt students must practice the skills and knowledge in the workplace or simulated environment, before attempting the assessment item for the final time.

Appeals

All participants can review and comment on the assessment process. If you wish to appeal against your assessment, you should do so either by stating that you wish to appeal on the assessment activity at the time of finding out your results or in writing within one week of the assessment outcome being received and send to the Training Manager.

You may challenge the:

- Assessment decision if you believe the assessor's judgment is incorrect
- Assessment process if you believe it was not conducted as was agreed in the assessment plan.

In most cases, the appeals process will comprise two stages:

Stage 1: If you disagree with your assessment, you should state the reasons in writing within in one week of the assessment outcome being received. The Trainer/Assessor will then convene a meeting with you to discuss and review the process and outcome of the assessment. You will be informed in writing of the outcome of your appeal.

Stage 2: If any issues remain unsolved after Stage 1, you may choose to lodge another appeal within in one week of the outcome after Stage 1, you must clearly set out your claims in writing. The Training Manager will then appoint an Appeal Committee consisting of two qualified assessors (not including the original assessor) and an external person. The entire assessment process as reported by the Assessor and you will be re-examined by the Appeal Committee.

The Appeal Committee may decide to:

- request additional evidence such as workplace documents, reports from managers/peers/external agency personnel or request a face to face interview with you
- request that a second assessment be conducted by a different assessor
- support your appeal and grant recognition to you without calling for a reassessment
- reject the appeal and uphold the decision of the initial assessment as correct.

The Appeal Committee will submit a report of the findings and outcome to the original Assessor and Training Manager.

GTNT's Complaints and Appeals Policy is located on the website:

http://www.gtnt.com.au/document-library#corporate

Last review date: 20/12/2017
Next review date: 13/11/2018

Page 7 of 17

Version number:V2.0
Owner: GTNT Training Plus

Note: This document is deemed UNCONTROLLED once printed.

Complaints

GTNT Training Plus is committed to the continuous improvement of its program content, methods of learning and assessment and program administration. Please help by letting us know what you like, and don't like, and by giving us suggestions for improvements. For example, you should fill out the (TRP-FE001-01) Training Session Feedback Form at the end of your training session.

If you have a complaint you should use the following process to resolve it:

- Give clear feedback to the person (s) closest to the problem
- If the problem is not resolved in a reasonable time, refer the problem to the trainer/assessor
- If the problem is still not resolved in a reasonable time, it will be referred to the Training Manager.
- If you have exhausted all possible avenues within GTNT Training Plus without solving the problem, you may choose to refer the matter to an external agency.

GTNT's Complaints and Appeals Policy is located on the website:

http://www.gtnt.com.au/document-library#corporate

Resources and support

Resources such as materials and books may be needed to complete training and assessments, if fees apply you will be advised prior to enrolment.

If you feel that you require extra support or are having difficulties with any of the following matters, please discuss with your trainer:

- Language, literacy or numeracy
- Personal or work-related issues

Plagiarism & Copyright

Plagiarism: is "*the act of taking and using another person's work as one's own*" (Australian National University Handbook, 1997).

When submitting assessment evidence, it is important to ensure that you have not plagiarised another person's work. Should you wish to quote another person's work as it is relevant to your assessment task then ensure that you reference where you accessed the information. By doing this you have not plagiarised their work and you also have not breached the Copyright Act.

Any of the following acts constitutes plagiarism unless the work is appropriately acknowledged:

- Copying the work of another student.
- Directly copying any part of another's work.
- Summarising the work of another.
- Using an idea derived from another person's work.

Any of the following acts doesn't constitute plagiarism:

- discuss assessment tasks with your trainer/s or other students to understand what is required
- access help to correct minor errors in spelling, grammar or syntax (sentence construction)
- submit one assessment task from a group of students where this is explicitly permitted or required and include a statement identifying the tasks that everyone completed
- use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, end notes or the Harvard system of referencing.

Last review date: 20/12/2017
Next review date: 13/11/2018

Page 8 of 17

Version number:V2.0
Owner: GTNT Training Plus

Note: This document is deemed UNCONTROLLED once printed.

Remember that the integrity of a group project is the joint responsibility of all members of the group. Therefore, if plagiarism or copyright breach of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary processes.

Penalties: GTNT Training Plus will not allow plagiarism or copyright breach under any circumstances. If you are suspected of either, the Trainer will investigate to establish evidence to support the suspicion. If there is no clear evidence available, no further action will follow.

If there is evidence to support the suspicion, the Trainer will notify the Training Manager and set up a meeting with you to discuss the matter. You will have the opportunity to respond to the allegations made against you.

Once you have provided your information, GTNT Training Plus may come to one of three decisions:

1. If it is found an unintentional offence, your submitted assessment will be marked Not Yet Competent for that unit. You will need to undergo another or alternative form of assessment, such as an oral assessment, which may involve talking about the work or questioning. This re-assessment may involve additional cost and will be determined by the Training Manager.
2. If the plagiarism or copyright breach is intentional, your submitted assessment will be marked Not Yet Competent for that unit. You will need to undergo another or alternative form of assessment and provide a supporting report from your workplace supervisor (where applicable). This re-assessment will incur additional costs and will be determined by the Training Manager.
3. If this is a repeat offence, your submitted assessment will be marked as Not Yet Competent for that unit. Repeated offences will result in failure of the offending units plus a record on your student file, together with the reason. You will not be given the opportunity of another re assessment and the unit/s will be graded "Not Yet Competent". You may need to choose additional units to complete your qualification, additional costs will be incurred to complete additional units. You may be asked to show cause why you should not be expelled from the course.

You will be advised of all penalties writing.

Appeal Process

You may of course Appeal the any assessment decision made as per the Complaints and Appeals Policy

GTNT's Complaints and Appeals Policy is located on the website:

http://www.gtnt.com.au/document-library#corporate

Fees

If fees apply to training you are participating in, you will be notified of the amount and due date for payment at the time of enrolment in the program.

If you are deemed Not Competent (after completing all the allowed attempts – See Completing Assessments) for a unit, and you wish to keep learning and attempt assessment again; you will be required to enroll in that unit again and complete the training again from scratch. The individual unit fee will be provided to you if you request this process.

GTNT Training Plus will not request more than $1500 upfront fee from students.

Last review date: 20/12/2017   **Page 9 of 17**   Version number:V2.0
Next review date: 13/11/2018   Owner: GTNT Training Plus
Note: This document is deemed UNCONTROLLED once printed.

Refund criteria

GTNT Training Plus will use the following criteria to assess an application for the refund of program fees:

- GTNT Training Plus cancels a program or short course in which you have enrolled and paid fees, a full refund of all fees will be approved.
- You withdraw 48 hours prior to the commencement of the program, a refund will be granted.
- You withdraw within 48 hours of commencement of the program, a refund will not be granted.
- You claim exceptional circumstances and provide documentary evidence, GTNT Training Plus will sympathetically consider a refund.
- If GTNT Training Plus is unable to provide the agreed service then a full refund will apply
- If GTNT Training Plus ceases operations before the end of the program, they will arrange for the student to receive a refund on the pro rata delivery of the program

Cooling Off Period

The only cooling-off period applicable to VET students is associated with Commonwealth Government managed VET Student Loans which have a two-day cooling-off period. GTNT does not offer VET Student Loans and consequently a cooling-off period is not applicable.

Reprints of certificates

If you require a reprint of your original certificate you will be charge a reprinting fee. The current reprint fee is $60. This fee may increase without notice in the future.

Retrieving/Accessing student files and results

GTNT Training Plus is required to keep information regarding student enrolment and qualification/unit completion for 30 years. If you require access to your student file to retrieve information, you must request in writing and you will be required to pay any fees associated with the retrieval of your information from storage. Hard copy files can only be viewed under the supervision of a GTNT Training plus staff member.

Changes to qualifications

Training packages and units of competency are reviewed by Industry through Service Skills Organisations on a cycle. GTNT must comply with the Standards for RTOs 2015 in relation to a "12-month Transition Period", this means that GTNT has 12 months to implement the updated qualification and its associated units of competency.

You will be advised if the qualification/unit of competency you are participating in has been changed to reflect current Industry requirements. Should your completion date of the course be within the "12-month Transition Period then you will be issued the qualification you were initially enrolled into.

Should your completion time fall outside of the "12-month Transition Period" GTNT will review the changes to the Training Package and adjust delivery and assessment accordingly. This may mean you will have additional assessment requirements, if this occurs you will be issued with new Delivery and Assessment Plans to reflect the changes.

Last review date: 20/12/2017
Next review date: 13/11/2018

Page 10 of 17

Version number:V2.0
Owner: GTNT Training Plus

Note: This document is deemed UNCONTROLLED once printed.

Student Code of Conduct

Breaches of the following guidelines may result in a student being removed from the training program

Respect & consideration for others

Performance and attitude are just as important when you attend off the job training as they are when at work. You need to remember to show mutual respect to other students and staff of GTNT, their possessions and property. Harassment in any form against an individual or group will not be tolerated and will be treated as inappropriate behavior.

Legitimate directions

Students shall follow all legitimate directions given by the trainer/assessor or supervisor.

Attendance

All students shall attend on the specified dates and participate fully in all activities.

Lateness or absenteeism

If you are running late or are unable to attend training, please advise us as early as possible by contacting reception on – Darwin 08 8980 0600. If you are taking time off during your training course, please advise your trainer in advance so you don't miss out on vital training/learning material. In some cases, if you miss any days of the allotted workshops you will be required to attend another workshop at a later date (provided there is space for you in the class and provided that your traineeship duration has not expired).

Equipment usage policy

All equipment shall be handled with care, safety and respect. Any loss or damage to equipment needs to be reported to the trainer or administration officer immediately. All equipment is to be left in a clean and tidy manner at the end of training.

Inappropriate behavior

Inappropriate behavior will not be tolerated, and students will be asked to leave the training room. Any behavior breach will be notified to the Training Centre, Apprenticeship Centre and your employer (where applicable). Under duty of care the reporting of any behavior breach will be reported as soon as possible. A second occurrence of the same breach will result in a letter being generated to your school, employer and/or Australian Apprenticeship Centre (where applicable).

Alcohol and Illegal substances

Possession or the use of either drugs or alcohol during working/training hours is strictly forbidden. Any breaches of this policy will be treated under the same procedure as for inappropriate behavior.

Failure to make satisfactory progress

If your attendance to training is unsatisfactory, you have consistently failed to meet assessment deadlines, or you have had consistent warnings regarding breaches of any of the above requirements, the appropriate action will be taken in consultation with yourself, and the appropriate staff members from GTNT Training Plus, Australian Apprenticeship Northern Territory (if applicable), your employer (if applicable) and your school. Such action may include your expulsion from the program.

Last review date: 20/12/2017
Next review date: 13/11/2018

Page 11 of 17

Version number:V2.0
Owner: GTNT Training Plus

Note: This document is deemed UNCONTROLLED once printed.

Useful Contacts

Websites

- Australian Apprenticeships Network NT: www.australianapprenticeshipsnt.com.au
- NT WorkSafe: www.worksafe.nt.gov.au
- Anti-discrimination: www.adc.nt.gov.au
- Equal Employment Opportunity: https://www.legislation.gov.au/Details/C2016C00775
- Awards and agreements: https://www.fairwork.gov.au/awards-and-agreements/agreements
- ASQA: https://www.asqa.gov.au

Frequently Asked Questions (FAQ's)

How do I hand my assessment in?

To help us assess your work here are some guidelines to follow:

- Ensure your name and the unit title you are completing is on your work (see Student Style Guide for details)
- Assessment work must be word processed
- Please number the questions you are answering so there is no confusion
- Answer all the questions in your assessment, otherwise it will be returned for resubmission. If you have any difficulties with questions or need to clarify, please ask your trainer, they are there to help.

I have done some courses and training before, does that mean I still must do the work?

Ask your trainer, they will be able to assess whether you will be applicable for the RPL process. Remember to keep any certificates of any training or courses you undertake.

I lost my certificate can I get another copy?

You can have another original certificate created for a small fee, see your trainer or contact the administration officer.

If I leave the course before I finish, what happens?

Any of the units of competency that you have completed will go on a statement of attainment. The units are all nationally recognised so you can take this record and continue your training elsewhere. The sooner you let your trainer know that you will be leaving the better, as they can tell you what things need to be finished or collected to complete.

How long will the training take me to finish?

Competency based training has no set time frames. Each unit is given a nominal duration (expected hours to learn and complete), your trainer will be able to advise you of these, and after you have chosen your units, an approximate time to complete the Qualification.

I haven't finished my assignment and its due next week?

If you haven't completed all the work required, contact your trainer as soon as possible to negotiate an extension and new due date.

When will I receive my certificate?

If you have completed all the assessment requirements to achieve the full qualification you will be issued a certificate within 30 days of being deemed competent for your last unit completed (therefore you will submit your assessment, you will be assessed and hopefully deemed competent, then 30 days from this date you will be issued with your Certificate.

Last review date: 20/12/2017
Next review date: 13/11/2018
Page 12 of 17
Version number:V2.0
Owner: GTNT Training Plus
Note: This document is deemed UNCONTROLLED once printed.

If you have not completed all the assessment requirements, but you have notified the RTO that you are not continuing the training; you will be issued a Statement of Attainment, 30 days after the date of notification to not continue.

Glossary of Terms

Appeal process	A process whereby the person being assessed, or other interested party, such as an employer, may dispute the outcome of an assessment and seek reassessment
Assessment	Assessment means the process of collecting evidence and making judgements on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.
Assessment plan	An assessment plan is a document developed by an assessor that includes the elements and units of competency to be assessed, when the assessment will occur, how the assessment will occur, the assessment methods to be used and the criteria for the assessment decision. Also see Evidence plan.
Assessment process	The assessment process is the agreed series of steps that the candidate undertakes within the enrolment, assessment, recording and reporting cycle. The process must best suit the needs of all stakeholders and be both efficient and cost-effective. The agreed assessment process is often expressed as a flow chart.
Assessment tool	An assessment tool contains both the instrument and the instructions for gathering and interpreting evidence: • Instrument(s) – the specific questions or activity developed from the selected assessment methods) to be used for the assessment. (A profile of acceptable performance and the decision-making rules for the assessor may also be included.) • Procedures – the information/instructions given to the candidate and/or the assessor regarding conditions under which the assessment should be conducted and recorded. *Also see Evidence gathering tool.*
Australian Apprenticeships	Australian Apprenticeships means structured training arrangements, usually involving on and off-the-job training, for a person employed under an apprenticeship/traineeship training contract.
Competency	Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. *(Standards for RTOs 2015)*

Last review date: 20/12/2017
Next review date: 13/11/2018
Page 13 of 17
Version number:V2.0
Owner: GTNT Training Plus

Note: This document is deemed UNCONTROLLED once printed.

Competency standard	Competency standards define the competencies required for effective performance in the workplace. Standards are expressed in outcome terms and have a standard format comprising unit title, unit descriptor, elements, performance criteria, range statement and evidence guide. Also see Unit(s) of competency. *From Training Package for Assessment and Workplace Training*
Element	An element is the basic building block of the unit of competency. Elements describe the tasks that make up the broader function or job, described by the unit. *From Training Package for Assessment and Workplace Training*
Evidence and 'quality' evidence	Evidence is information gathered which, when matched against the performance criteria, provides proof of competency. Evidence can take many forms and be gathered from a number of sources. Assessors often categorize evidence in different ways, for example: - Direct, indirect and supplementary sources of evidence - Evidence collected by the candidate or evidence collected by the assessor - Historical and recent evidence collected by the candidate and current evidence collected by the assessor. Quality evidence is valid, authentic, sufficient and current evidence that enables the assessor to make the assessment judgement.
Evidence gathering techniques	Evidence gathering technique means the technique or method used to gather different types of evidence. This may include methods or techniques such as questioning, observation, third party reports, interviews, simulations and portfolios. *Also see Assessment method.*
Evidence plan	An evidence plan is a document developed by an assessor, often in collaboration with the candidate and the supervisor or technical expert. It includes the units of competency to be assessed, details of the type of evidence to be collected, information regarding who is to collect the evidence and the time for doing so. *Also see Assessment plan.*
On the job and off the job training	On the job training refers to the experience and exposure to tasks and skills that you will gain at your workplace from other experienced colleagues and supervisors. Off the job training refers to formal courses, workshops, theory books or training manuals. Off the job training is usually conducted away from the workplace with your RTO.
Performance criteria	Evaluative statements which specify what is to be assessed and the required level of performance. The performance criteria specify the activities, skills, knowledge and understanding that provide evidence of competent performance for each element. *From Training Package for Assessment and Workplace Training*
Qualification	Qualification means, in the vocational education and training sector, the formal certification, issued by a Registered Training Organisation under the Australian Qualifications Framework (AQF), that a person has achieved all the requirements for a qualification as specified in an endorsed national Training Package or in an accredited course.

Last review date: 20/12/2017
Next review date: 13/11/2018

Page 14 of 17

Version number:V2.0
Owner: GTNT Training Plus

Note: This document is deemed UNCONTROLLED once printed.

Reassessment	An assessment activity initiated because of an appeal against the outcome of a previous assessment. *From Training Package for Assessment and Workplace Training*
Recognition process	Recognition process is a term that covers Recognition of Prior Learning, Recognition of Current Competency and Skills Recognition. All terms refer to Recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the National VET Regulations, competencies may be attained in several ways. This includes through any combination of formal or informal training and education, work experience or general life experience. To grant Recognition of prior learning/current competency the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualification Framework (AQF) accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.
Recognition of Current Competency	*See Recognition process.*
Recognition of Prior Learning	*See Recognition process.*
Reassessment	An assessment activity initiated because of an appeal against the outcome of a previous assessment. *From Training Package for Assessment and Workplace Training*
Records of assessment	The information of assessment outcomes that is retained by the organisation responsible for issuing the nationally recognised Statement of Attainment or qualification.
Registered Training Organisation (RTO)	Registered Training Organisation (RTO) means a training organisation registered in accordance with the Australian Quality Training Framework, within a defined scope of registration.
Self-assessment	Self-assessment is a process that allows candidates being assessed to collect and provide evidence on their own performances against the competency standards. Self-assessment is often used as a pre-assessment tool to help the candidate and assessor to determine what evidence is available and where the gaps may be.

Last review date: 20/12/2017
Next review date: 13/11/2018

Page 15 of 17

Version number:V2.0
Owner: GTNT Training Plus

Note: This document is deemed UNCONTROLLED once printed.

Simulation	Simulation is a form of evidence gathering that involves the candidate in completing or dealing with a task, activity or problem in an off-the-job situation that replicates the workplace context. Simulations vary from recreating realistic workplace situations such as in the use of flight simulators, through the creation of role plays based on workplace scenarios to the reconstruction of a business situation on a spreadsheet. In developing simulations, the emphasis is not so much on reproducing the external circumstance but on creating situations in which candidates are able to demonstrate: • technical skills • underpinning knowledge • generic skills such as decision making and problem solving workplace practices such as effective communication
Skills Recognition	*See Recognition process.*
Statement of Attainment	Statement of Attainment means a record of recognised learning which, although falling short of an Australian Qualifications Framework (AQF) qualification, may contribute towards a qualification outcome, either as attainment of competencies within a Training Package, partial completion of a course leading to a qualification or completion of a nationally accredited short course which may accumulate towards a qualification through Recognition processes.
Training Contract	An agreement outlining the training and assessment and other information agreed to by all parties involved in the training.
Training Package	Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework qualifications for a specific industry, industry sector or enterprise.
Training Plan	Training plan means a program of training and assessment which is required under an apprenticeship/traineeship training contract and is registered with the relevant State or Territory Training/Recognition Authority.
Unit of competency	Unit of competency means the specification of knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.
Qualifications and competency based training	A qualification is made up of units of competency. Your trainer will explain to you at your induction the rules of the qualification, like how many units you need to complete and what sort of units you can choose to undertake. You must achieve competency in all your units to gain a successful qualification at the end of your training. Being competent means: • The ability to perform a task • Understanding why it should be done that way • Being able to do different tasks at the same time • Dealing with everyday problems that may occur • Understanding workplace policies and procedure When being assessed for competency, you need to remember that your assessor will

Last review date: 20/12/2017
Next review date: 13/11/2018

Page 16 of 17

Version number:V2.0
Owner: GTNT Training Plus

Note: This document is deemed UNCONTROLLED once printed.

need to know that you can do all those things mentioned above, not just once, but all the time, and even when things are not going smoothly.

There are different types of evidence and different methods used to collect this evidence to prove your competency and ability.

Your trainer will set you an assessment strategy which will set out the tasks you will need to do and the evidence you will need to collect.

These could be at least two or more of the following:

Third party reports – A checklist of the competencies you need to perform.

Your supervisor or workplace coach will complete this and may discuss some aspects of your work with you, ask questions or get you to demonstrate some tasks.

Workplace assessment – A checklist that your trainer/assessor will complete with you by means of asking questions, getting you to demonstrate tasks and showing evidence of your work.

Assignments – A set of questions, which when complete, will demonstrate that you have the theoretical knowledge required for that particular unit. *Activity Book Questions-* Same as for assignment, but questions are from an activity book and will be supported with a resource book.

Videos – Where a third-party observation or a skill demonstration is required, a video demonstration can be used as evidence. If you are in a group of people, you will need their permission to record your video.

Workshops and training – In this environment, the Trainer/assessor may get you to complete activities, roles plays, participate in brainstorming and discussions to demonstrate competency.

Workplace evidence – Supporting evidence such as letters, emails, reports and other workplace documents to demonstrate that you can do certain tasks and meet competencies.

Recognition of Prior Learning (RPL) - Recognition of Prior Learning is a procedure that assesses your skills, knowledge and attitudes that you may have acquired through formal training, work or life experiences. It formally recognises these skills and experiences and matches them against units of competence. For further details please arrange a time to discuss with the Training GTNT manager.

This procedure also relates to the following policies:	PR Privacy and Confidentiality Policy & Complaints and Appeals Policy
This procedure also relates to the following other procedures:	HU-ST001 Access Equity, Equality and Diversity
This procedure relates to the following forms:	TRP-FE001-01Training Session Feedback Form

Last review date: 20/12/2017
Next review date: 13/11/2018

Page 17 of 17

Version number:V2.0
Owner: GTNT Training Plus

Note: This document is deemed UNCONTROLLED once printed.