



GREEN BUSINESS AUDIT & TRAINING

**Registered Training Organisation
40352**

STUDENT HANDBOOK

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Green Business Audit & Training
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Welcome to Green Business Audit & Training

To help you to understand the way our organisation works and to help you get the most from your studies, we provide this Student Handbook which will answer many of the questions you have about studying with us.

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems or questions you may have.

We trust that your time with GBAT is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

Steve Kostoff

Steve Kostoff
CEO

Our Registration

Green Business Audit & Training is a nationally recognised training organisation registered in SA through the Australian Skills Quality Authority (ASQA). Green Business Audit & Training has many training locations and offers a range of training services. The purpose of this handbook is to provide you with a quick reference about training programs and processes at Green Business Audit & Training. We are committed to providing you with education programs of the highest quality. Our commitment to you is outlined in our Code of Practice available at our website at www.greenrto.com.au.

Training programs

Training Services provided to clients follow the policies and procedures developed to meet the National Training Framework and the VET Quality Framework (VQF).

Green Business Audit & Training runs a range of programs that are both accredited and non-accredited. Accredited programs have been ratified by State and /or Commonwealth Government.

Accredited programs

Accredited programs are usually competency based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov.au

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology

These employability skills will be part of the assessment requirements of a nationally accredited course. A summary of the employability skills to be developed through a qualification can be downloaded from <http://employabilityskills.com.au>.

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any client regardless of where they are, or the mode of training delivery provided. You could be a full time client in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements

- Performance criteria
- Required knowledge and skills
- A range of variables
- Critical aspects of evidence
- Any pre or co requisites (if applicable)

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications in the classroom over a period of time.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Enrolling in a Training program

You must be over 18 years older to enrol in courses run by GBAT. To enrol in a training program with us, you will need to contact the Administration Office on 08 84436373. We will send you an application for an enrolment information and forms. When GBAT receives your application an interview will be scheduled. At this interview you will do the following:

- Discuss the course in detail
- Discuss undertaking a training program
- Establish whether you are eligible for any fee subsidies via government funding
- Confirm the fees you will have to pay
- Complete a literacy and numeracy assessment to determine your learning needs

- When you will be notified about your application
- The date of any mandatory orientation session for your course
- Advise us if you wish to apply for Recognition of Prior Learning/ Credit Transfer and if so, we will provide you with applications forms and an RPL Information booklet.

Client Selection

GBAT is committed to ensuring that all client selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

GBAT shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

Access and Equity

Our student selection criteria do not discriminate against individuals on the basis of:

- Disabilities of any nature
- Ethnicity, race or religion
- Gender
- Sexual preference
- Marital status
- Age (except in relation to licensing requirements).

Please refer to our Access and Equity Policy – available from our office.

Client Enrolment

GBAT is committed to the enrolment of clients when the organisation has the capacity to deliver the course for which the client is enrolling and where the client has:

- applied in the prescribed manner
- meets the selection requirements for the relevant course
- meets the selection criteria for the course, or have satisfied the CEO of their equivalent qualification or experience to undertake the course
- supplied accurate personal and previous qualification information
- agreed to abide by the organisation's policies, procedures and code of conduct
- paid the prescribed fees

Right to refuse/ terminate enrolment

GBAT reserves the right to refuse or terminate the enrolment of any student or prospective student

who acts dishonestly towards GBAT, operates in direct competition to GBAT, or fails to disclose at the time of enrolment or thereafter that they are a qualified VET trainer / employed by or subcontracted to work with a training organisation.

Recognition of Prior Learning (RPL)

You have the opportunity to apply for recognition of prior learning (RPL) at the time of your enrolment. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training. RPL Applications can only be lodged at the time of enrolment and fees apply.

GBAT aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Training Manager on 08 84436373, 0417 823 497 or via caz@greenrto.com.au who will provide the information you need to complete an RPL application.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged.

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency(s),
- Meets any Regulatory requirements
- Is your own evidence and can be authenticated
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF)
- Is sufficient to make a judgment about the above

GBAT is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- **C** which means that you have been deemed competent against that Unit of Competency(s)
- **NYC** which means you are not yet competent.

Your assessor will advise you what you can do if you receive a NYC for your assessment task(s). If you are deemed not competent in your initial assessment, you are allowed a second attempt. However, if you are deemed not competent in the second attempt, fees will apply for additional training and assessment services, as per our Fees Terms and Conditions Policy available at www.greenrto.com.au. Please talk to your Trainer if you have any concerns.

Fees and Terms and Conditions

GBAT aims to keep fees and charges to a minimum and have payment plans for clients. Your eligibility for government funding and fees will be determined at your interview before you enroll. GBAT also has a refund policy which will be discussed at your orientation session. If you would like to find out more about fees, charges and refund options please call reception to make an appointment or visit our website at www.greenrto.com.au.

Making the most of the training program

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend the workshops and complete all required reading and learning activities
- Prepare well in advance of each workshop
- Be a willing participant
- Work with fellow clients
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements

- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your trainer if you do not understand the training activity(s) or assessment task(s)

Getting help

At GBAT your Trainers and Assessors are your best support. If you are in need of some support please speak to them. GBAT can also refer you to some services to assist you. You can also refer to our Student Services Support – Useful Links List – please enquire at Reception.

Competency Based-Training and Assessment

Our flexible delivery and assessment process is specifically designed for industry training. Each course consists of both theoretical and practical components. Our assessments are

- Valid
- Reliable
- Fair
- Flexible

Some of the methods of assessment we use are:

- | | |
|----------------------|-------------------------------------|
| • Observation | • Formal Tests |
| • Demonstration | • Questioning |
| • Project | • Role Play |
| • Portfolio | • Workplace based project/ activity |
| • Written Response | • Credit Transfer |
| • Supervision Report | • Recognition of Prior Learning. |

Once competency is achieved in **all** the performance criteria for a unit candidate will be marked **C** for **Competent**; if not they will be marked **NYC** for **Not Yet Competent**. Students may receive additional training and assessment. Fees apply in some cases – please refer to our Fees Terms and condition Policy. Students concerned about their results should talk to their Assessor.

Applying for Extension

It is expected that all assessment tasks are handed in on the due date. If you wish to apply for an extension, please do so via the Assessment Extension Request Form – GBAT will consider your request and advise you accordingly.

Training Pathways

There are many training opportunities available to you and if you would like to find out about these please speak to your Trainer or Assessor.

Rules and regulations while completing a program

GBAT is committed to providing a learning environment that encourages clients of all abilities to participate and to successfully complete their training program. GBAT ensures that all training programs are delivered in accordance with the rules and regulations set out by ASQA. If you require any special assistance please inform our staff at the interview or on enrolment. GBAT respects the client's right(s) to privacy and confidentiality.

Accidents

All accidents must be reported at Reception and recorded on the Incident Report Form which must be signed by the CEO. Any action taken must be recorded. Follow-up will be completed the following day to ensure the student's well-being.

First Aid

In the event of a student requiring First Aid, a trainer or staff member will administer First Aid and the student must complete a *Student Incident Report Form*. Should medication be required, students will be referred to a medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

Academic Progress

It is expected that a student should demonstrate continuing progress, eventually achieving competency in all units undertaken. Students are expected to participate actively in class discussions and activities and fulfil all course requirements. If students are unable to achieve competency at the first assessment in a unit, Trainers will work with students to identify areas of need and support students efforts to achieve competency. Opportunities are provided for students to re-sit assessments. Students who do not show academic progress by meeting the published submission dates for required course assessments may have their enrolment terminated by GBAT.

Dress Code

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. For some courses there may be required footwear or dress.

Behaviour

Students are expected to reflect the ideals and code of behaviour of GBAT in their dealings with fellow students, members of staff and the general public. All students are expected to adhere to the rules and to co-operate in the effective running of GBAT .

Theft

Students are advised not to leave their valuables unsupervised. GBAT cannot be held responsible for anything which may be stolen from its premises.

Discipline

Green Business Audit GBAT will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and wellbeing of all students and staff.

Smoking

GBAT premises (including classrooms, toilets, and general office areas) are smoke free zones.

Change of Address

Students are required to promptly notify GBAT of changes to their name, address, email address and telephone numbers within seven (7) days of the change.

Course Withdrawals

If a student wishes to withdraw from course prior to completion of the normal expected training period, notice must be given in writing. No refund will be payable after course has commenced. Please refer to our *Fees Terms and Conditions Policy* at www.greenrto.com.au . The student will be

issued with a nationally recognised Statement of Attainment for any units in which the student has been assessed as competent as recognition of partial completion of the course.

Issuing of qualifications

Students must be assessed as competent in all units of competency before being issued a qualification. GBAT will issue all AQF qualifications and statements of attainment within 21 days of being deemed competent in all units of a qualification, or upon withdrawal from a qualification.

Student Training Records and Access

Student training documentation will be stored in electronic and/or hard copy in a secure manner for 30 years. Requests for access to information must be in writing using the *Students Records Access Form*, available from Administration on request.

Student Support, Welfare and Guidance

GBAT wishes to ensure that all students are supported in their studies to the fullest extent possible, thus any student who is experiencing any difficulties with their studies should see their Trainer, or another member of the RTO staff. The staff member will ensure that the full resources of GBAT are made available to ensure that the student achieves the required level of competency in all accredited courses. Please refer to *Student Support Services – Useful Links* for a useful list of resources for GBAT students.

Complaints and Appeals

If you have a complaint, grievance or wish to appeal any decision while completing your training program GBAT has a fair and transparent documented process for you to access and follow. If you have a complaint, please bring to our attention as soon as possible so we can attempt to resolve the issue. If we can't resolve it, we will ask you to fill out a Complaints and Appeals Form, which we will act on in accordance with our policy. Our current policy is available on our website at www.greenrto.com.au. If you would like to find out more please contact Admin Manager at 08 8443 6373/ 0417 823 497 to make an appointment.

Privacy

GBAT takes the privacy of participants very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (2014). Information is only shared with external agencies such as registering authorities to meet our compliance requirements as an RTO as well as ASIC when required to meet licencing specifications. All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases we are required by law or required by the Australian VET Quality Framework to make student information available to others such as the National Centre for Vocational Education and Research (NCVER) and the Australian Skills Quality Authority (ASQA). In all other cases, we will seek the written permission of the student for such disclosure.

Academic Misconduct

GBAT does not condone cheating or plagiarism. This applies to all students who study with GBAT. Your assessment submissions must be your own work and referenced appropriately. You will be asked to sign a declaration of authorship each time you submit an assessment.

Definitions

Plagiarism has been defined as “the copying of sections of any published work without acknowledging the source”.

Cheating is defined as:

- Handing in someone else’s work as your own (with or without the original authors knowledge)
- Allowing someone to hand up your work as his or her own
- Several people writing an assignment and handing up multiple copies, all represented (implicitly or explicitly) as individual work; or
- Using any part of someone else’s work without proper acknowledgement.
- Copying another student’s work during exam conditions

Academic misconduct means:

Presentation of data with respect to all student’s work/ assessments that has been copied, falsified or in other ways obtained improperly. This includes;

- Including of material in individual work that has involved significant assistance from another person, where such assistance is not expressly permitted in the relevant Training Plan or Assessment instructions to students;
- Providing assistance to a student in the presentation of individual work, where such assistance is not expressly permitted in the relevant Training Plan or Assessment instructions to students;
- Falsifying or misrepresenting academic records;
- Plagiarism, as defined above; other actions not covered by the above clauses that may be judged to be acts of academic misconduct.

If GBAT concludes that the action of the student constitutes deliberate academic misconduct, students will be advised of the penalty that applies.

Penalties range from Failure in a Unit of Competency through to expulsion from GBAT. Please refer to our website for more information if needed.

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