



## STUDENT INFORMATION HANDBOOK

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## Contents

Welcome .....	3
Training programs.....	3
Accredited programs.....	3
Assessment process .....	5
Applying for Extension .....	5
Enrolling in a Training program .....	5
Client Selection.....	5
Recognition of Prior Learning (RPL) .....	5
Making the most of the training program .....	6
Getting help .....	7
Reasonable Adjustments .....	7
Training Pathways .....	7
Rules and regulations while completing a program .....	8
Appeals .....	8
Fees and charges .....	8



## Welcome

Thank you for considering training with IN 4 Training.

IN 4 Training is a nationally recognised training organisation registered in Queensland through the ASQA.

IN 4 Training offers a range of training services, scope be viewed on:

<http://training.gov.au/Organisation/Details/32041>

The purpose of this handbook is to provide you with a quick reference about training programs and processes at IN 4 Training.

## Training programs

Training Services provided to clients follow the policies and procedures developed to meet the National Training Framework and the Standards for NVR Registered Training Organisations (SNR).

IN 4 Training run 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.ntis.gov.au](http://www.ntis.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 organizing
- 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> or at [www.ntis.gov.au](http://www.ntis.gov.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

## **Assessment process**

The assessment process will be explained at the orientation session and will be available upon request to your assessor

## **Applying for Extension**

All extensions must be applied. It is expected that all assessment tasks are handed in on the due date.

If there are difficult circumstances, please contact your assessor to complete a 'Request for Extension' form.

## **Enrolling in a Training program**

To enroll in a training program at IN 4 Training, you will need to contact the Administration Office on 07 4987 7188. They will send out an application for an enrolment form and the information flyer about the course.

## **Client Selection**

IN 4 Training 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

IN 4 Training 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.

## **Recognition of Prior Learning (RPL)**

You have the opportunity to apply for recognition of prior learning (RPL). 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.

IN 4 Training believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.



IN 4 Training aims to maximise the recognition of 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 Administration on 07 4987 7188 who will provide the information you need to complete an RPL.

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

IN 4 Training 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. 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, you will be required to re-enroll. Please talk to your assessor if you have any concerns.

### **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 optimize 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 or assessment task

## Getting help

At IN 4 Training your Trainers and Assessors are your best support. If you are in need of some support please speak to them. IN 4 Training can also arrange the following:

- Free study room with computers and internet access for all clients commenced in training

## Reasonable Adjustments

IN 4 Training will ensure to take actions to provide a student with a disability the same educational opportunities as everyone else. Adjustments will be appropriate for that person and will not create undue hardship for a registered training organisation and will ensure that that the reasonable adjustment is allowed within rules defined by the training package.

The reasonable adjustment will be discussed between the students IN 4 Training due to most situations the person with the disability will be able to tell organisation, what adjustments he or she needs to be able to study. If necessary, IN 4 Training will also seek advice from government agencies or support organisations to determine what needs to be done to accommodate an individual's needs.

Reasonable adjustment activities could involve:

- Modifying or providing equipment
- Changing assessment procedures
- Changing course delivery
- Modifying premises.

The determination of 'reasonableness' requires judgement that must take into account the impact on the organisation and the need to maintain the integrity of the unit of competency. Where the qualification outcome is specifically related to an 'occupational' outcome, any reasonable adjustment may only be accommodated in the assessment process if the workplace can be similarly 'adjusted' to accommodate the needs of the applicant/employee.

## 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**

IN 4 Training is committed to providing a learning environment that encourages clients of all abilities to participate and to successfully complete their training program. IN 4 Training ensures that all training programs are delivered in accordance with the rules and regulations set out by the relevant regulatory body. If you require any special assistance please inform our staff at the interview or on enrolment. IN 4 Training respects the client's right to privacy and confidentiality.

## **Appeals**

If you have a complaint, grievance or wish to appeal any decision while completing your training program IN 4 Training has a documented process for you to access and follow. This will be explained to you in your orientation program when you enroll. If you would like to find out more please contact Administration at 07 4987 7188 to make an appointment.

## **Fees and charges**

IN 4 Training aims to keep fees and charges to a minimum and have payment plans for clients. IN 4 Training guarantees training and assessment services, once enrolment is started. If any unforeseen circumstances arises and the course needs to be postponed, you will be advised of the next available dates as soon as possible.