

Northnet Incorporated



PARTICIPANT INFORMATION HANDBOOK

STREET ADDRESS:

9b Hall St,
Cessnock 2325

POSTAL ADDRESS:

PO Box 208
Cessnock 2325

TELEPHONE: 49 906366

FAX: 49 911891

EMAIL: contact@northnet.org.au

WEB: www.northnet.org.au

Hours of operation: Monday to Friday 8.30am – 4.30pm excluding public holidays.

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PARTICIPANT INFORMATION

WELCOME

NORTHNET INCORPORATED extends a warm welcome to you.

NORTHNET INCORPORATED is committed to high standards in the provision of vocational education and training and other participant services. We strive to maintain a happy, positive atmosphere in which to learn and work and to assist participants achieve the best possible outcome.

NORTHNET INCORPORATED will ensure that you will receive the opportunity to fulfill your personal potential during your training, and every endeavor will be made by staff to accommodate your individual needs.

The contents of the Participant Information Handbook will be discussed with you during the induction program.

Therefore, it is important to bring this handbook with you to the induction and keep it safe during your training, as it will provide additional guidance and answers as you progress throughout your training.

In this handbook, you will find information about NORTHNET INCORPORATED'S, policies and procedures together with forms and documents that you may have to refer to.

We sincerely hope your time at NORTHNET INCORPORATED is a memorable and productive learning experience.

STAFF

CHAIRPERSON OF THE BOARD

Judy Clark

GENERAL MANAGER

Bronwyn Musgrove

FINANCIAL OFFICER

Mary Hastings

PROGRAMS COORDINATOR

Alan Hufton

GREEN CORPS COORDINATOR

Giles Tester

TRAINING ADMINISTRATION OFFICER

Sandra Peart

TRAINING AND COMPLIANCE OFFICER

Katherine Jones

TRAINING AND MARKETING OFFICER

Nicole Chapman

YOUTH PROJECTS COORDINATOR

Bronwyn Davis-Jones

LINKS TO LEARNING PROGRAM COORDINATOR

Chad Henderson

IT SERVICES & OH&S COORDINATOR

Robert Nicholson

TRAINING ADMINISTRATION OFFICER

Kylie Orr

TRAINING AND MARKETING OFFICER

Kylie Williams

ASSET MAINTENANCE OFFICER

Gail Wheatley

TRAINING AND MARKETING OFFICER

Tesla Welldon

PARTICIPANT INFORMATION

CODE OF ETHICS

1. NORTHNET INCORPORATED shall at all time act with integrity in dealings with all participants and members of the community.
2. NORTHNET INCORPORATED shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
 - (a) Australian Skills Quality Authority (ASQA) and Australian Quality Training Framework (AQTF) National Standards for Registered Training Northnet Incorporated.
 - (b) Commonwealth/State legislation and regulatory requirements.
3. NORTHNET INCORPORATED will ensure:
 - (a) the provision of adequate facilities in which to conduct training programs
 - (b) the employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
 - (c) the accuracy of any marketing and promotional advertising material
 - (d) compliance with an acceptable refund policy
 - (e) compliance with current Occupational Health & Safety and Duty of Care requirements
 - (f) the maintenance of adequate records and security of all current and archival records
 - (g) Participant access to their records upon request
 - (h) the maintenance and continual improvement of a Quality Assurance System
4. NORTHNET INCORPORATED undertakes to maintain quality training and to uphold the highest ethical standards.
5. NORTHNET INCORPORATED undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.
6. NORTHNET INCORPORATED shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics.

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PARTICIPANT POLICIES AND PROCEDURES

EDUCATIONAL STANDARDS

NORTHNET INCORPORATED policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures will safeguard the interests and welfare of participants. NORTHNET INCORPORATED is committed to the success of participants and maintains an environment conducive to learning. We have the capacity to deliver the nominated qualifications and courses, provide adequate facilities, and use appropriate methods and materials.

CHANGE OF ENROLMENT

Change of enrolment is subject to program availability. Change of enrolment will not normally be considered after the program starts unless there is a compelling reason for the change. Change of enrolment may occur if the trainer and participant agree on the benefits of the change and it does not disrupt other participants. Refunds may only be made as a result of change of enrolment subject to the Refund Policy.

CANCELLATION AND REFUND POLICY

All Participant requests for refunds must be submitted in writing.

The refund of fees will only occur if NORTHNET INCORPORATED is compelled to cancel a course and an acceptable alternative cannot be offered. If a participant withdraws from a course within 5 working days before its start date, NORTHNET INCORPORATED will refund the participant's fee less 10% administration charge. Detailed information can be found on the Enrolment Form provided at the time of enrolment.

PARTICIPANT INDUCTION & ORIENTATION

All qualifications commence with an induction and orientation program. Information is provided regarding the course structure, timetable and assessment tasks, OH&S including any legislation that pertain to participants. Queries are answered regarding your learning and training needs, expectations and responsibilities. A list of websites will be given to each participant on induction.

At the end of the Induction you will be asked to sign a declaration that you have received, understand and agree to undertake your training according to the policies and procedures of (NORTHNET INCORPORATED). Please complete this form and hand it to the trainer.

FLEXIBLE DELIVERY

NORTHNET INCORPORATED recognises the principles of flexible delivery. Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by all learners.

CONDUCT

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that you will treat fellow participants and staff with respect. At NORTHNET INCORPORATED we strive to achieve the following "basic principles" of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person.
- Maintain the self-confidence and esteem of others.
- Maintain constructive relationships with staff and fellow Participants.
- Take the initiative to make things better.
- Lead by example.
- Respect the property of the NORTHNET INCORPORATED and fellow Participants.

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- The use of inappropriate language will not be tolerated.
- Mobile phones are to be turned off during classes.

DISCIPLINARY PROCEDURES

Every staff member and participant is to hold every other staff member and fellow Participant responsible for living up to these principles at all times.

PURPOSE

Northnet Incorporated's goal is to create a fair and positive environment for all Participants and therefore expects Participants to follow all policies and procedures outlined in our Participant Information Handbook.

SCOPE

Should any Participant act with disregard to any of the organisation's policies and procedures, it may be necessary for management to take the following disciplinary action:

Stage 1: Discussion and Verbal Warning:

This is a verbal conversation where participant and management will discuss the events, incidents and/or issues of concern. This discussion will result in recommendations for improvements, together with an appropriate action or training plan with timelines. Details will be recorded in the Participant's personal training file.

Stage 2: First Written Warning:

If there is no significant improvement in performance as agreed in Stage 1, or another incident takes place, management will issue the first **Participant Written Warning Form** to participants. If Participants wish to discuss the matter, the conversation will take place in the presence of management. Documents related to the matter will be placed in the Participant's personal file.

Stage 3: Second Written Warning:

A second **Participant Written Warning Form** detailing the reasons will be issued to Participants if there is no marked improvement following the subsequent first meeting and warning. The participant is informed that if the situation continues the next meeting will be a third and final meeting. Documents related to the matter will be placed in the participant's personal file.

Stage 4: Third and Final Written Warning:

If the disciplinary review process fails, management and the participant will meet for a third and final meeting. Management will provide evidence that despite the course of action taken the issue persists. Participants will be issued with the final **Participant Written Warning Form** resulting in management's right to take the necessary disciplinary action required. Where the incident or conduct has been unacceptable and of seriousness nature, immediate dismissal from the training program will take place. Documents of reason and action taken will be placed on the participant's personal file.

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PARTICIPANT PRIVACY

NORTHNET INCORPORATED recognises every participant and the participant's right to privacy. NORTHNET INCORPORATED'S Privacy Policy identifies how we handle information. We collect and store your enrollment details and your progress reports. We use this information to measure your and our performance and also to let you know about the future products and services.

Where State or Commonwealth funding supports training we are obliged to submit your enrollment and progress details for statistical purposes. At the time of your enrollment you are asked to sign a release of this information.

WE DO NOT share, rent, or sell personal information you provide us. The confidentiality of the information we collect from you is protected under the NSW Privacy and Personal Information Protection Act and related Federal statutes.

All NORTHNET INCORPORATED staff and contractors are required to agree with and sign a *Privacy Agreement* in line with the NSW Privacy and Personal Information Protection Act. All staff is required to observe verbal or written discretion in their dealings with Participants, Participants and other stakeholders. All NORTHNET INCORPORATED staff is required to respect Participant and stakeholder information.

All NORTHNET INCORPORATED personal participant files will only contain information pertinent to your training program.

NORTHNET INCORPORATED has documented and implemented procedures to assure the integrity, accuracy and currency of records ensuring that, except as required under the standards for Registered Training Organisations or by law, information about a participant is not disclosed to a third party without the written consent of the participant.

Should we require to use any information about you for advertising or marketing we will seek your written permission.

PARTICIPANT HEALTH

It is in the interest of all staff and participants that self-responsibility for health is seen as a serious concern. Anyone who is suffering from a temporary illness such as, a cold, flu and or viral infections, should not attend sessions at NORTHNET INCORPORATED until recovered.

DRUGS & ALCOHOL

NORTHNET INCORPORATED adopts a zero tolerance approach to drug and alcohol consumption while training. To ensure the integrity of NORTHNET INCORPORATED the consumption and use of alcohol and/or prohibited drugs by any participant during training is strictly forbidden at all times. Any participant who becomes affected by the use of substances whilst attending training is breaching a major violation of NORTHNET INCORPORATED policy and guidelines and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

OCCUPATIONAL HEALTH & SAFETY

NORTHNET INCORPORATED is committed to providing and maintaining a safe and healthy environment for the benefit of all participants, visitors and employees.

Management of NORTHNET INCORPORATED is responsible for ensuring that the level of Occupational Health and Safety is not compromised and also recognises it's obligations under the NSW Occupational Health and Safety Act and the NSW Occupational Health and Safety Regulation, as well as related Federal statutes.

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It is important participants report ANY injury or hazards immediately. If participants have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of your trainer or a staff NORTHNET INCORPORATED member.

ACCESS & EQUITY

NORTHNET INCORPORATED is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with the NSW Anti-Discrimination Act as well as related Federal statutes.

Access by participants to their own personal records is available on request to the Training Department. Information includes personal details, training progress and competency assessments.

In the event of a situation that is considered by either staff or participants to be in violation of NORTHNET INCORPORATED Access & Equity Policy, staff and participants are required to report the situation to the Training and Development Management

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged participants.

PARTICIPANT HARASSMENT & BULLYING POLICY

NORTHNET INCORPORATED will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to duty of care principles in the provision of a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect

Examples of Harassment may include:

- ◆ Unwelcome physical contact
- ◆ Repeated unwelcome invitations
- ◆ Insulting or threatening language or gestures
- ◆ Continual unjustified comments about a Participant's work or work capacity
- ◆ Jokes and comments about someone's ethnicity, colour, race
- ◆ Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- ◆ Unfavourable treatment like aggression
- ◆ Refusing to provide information to someone
- ◆ Ignoring a person
- ◆ Mocking customs or cultures
- ◆ Lower assessment of Participant work

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Examples of bullying may include:

- ◆ A person who uses strength or power to coerce others by fear
- ◆ Behaviour that intimidates, degrades or humiliates a person
- ◆ Aggression, verbal abuse and behaviour which is intended to punish
- ◆ Personality clashes and constant 'put-downs'
- ◆ Persistent, unreasonable criticism of participant work performance
- ◆ Participant violence both physical and threatened against teachers

Participants should be aware that differing social and cultural standards might mean others may perceive behaviour that is acceptable to some as offensive.

Such conduct, when experienced or observed, should be reported to any trainer / assessor engaged by NORTHNET INCORPORATED or any staff member. All complaints will be promptly investigated.

The privacy of anyone filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

All staff and participants are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against participants or staff member who is found to have harassed other participants or staff.

NORTHNET INCORPORATED expects all participants to uphold to the spirit of this policy. Breaches of the policy will be considered to be "misconduct" or "serious misconduct" which may result in expulsion for Participants or dismissal for staff.

COMPLAINTS PROCEDURE

NORTHNET INCORPORATED recognises that differences and grievances or complaints can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

1. As soon as a complaint arises, it will be raised and recorded and discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties.
2. Complaints should not be discussed openly throughout the company.
3. Complainants who are dissatisfied with a proposed solution have the right to appeal the solution and request an independent adjudicator to be appointed.
4. If the Adjudicator is party to the grievance, they will not take part in any discussions or decisions made and another adjudicator shall be sought.
5. The person lodging the complaint has the opportunity to formally present their case before the Independent Adjudicator. A written statement of the grievance or complaint should be issued including the reasons for the complaint or grievance.
6. If a solution has not been reached to the benefit of all parties the complainant has the right to representation and appeal under the relevant State or Federal Law.
7. Participants can lodge formal complaints by going to www.asqa.gov.au – student information link.

Please remember NORTHNET INCORPORATED is committed to delivering quality education and training. If you are experiencing any difficulties during your program of study,

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do not hesitate to discuss your concerns with your trainer. NORTHNET INCORPORATED staff will make themselves available at mutually convenient times if you wish to seek assistance.

PARTICIPANT COUNSELLING SERVICES & SUPPORT

NORTHNET INCORPORATED caters to diverse participant learning needs and aims to identify and respond to the learning needs of all participants. Participants are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counseling and enrolment stage.

NORTHNET INCORPORATED provides suitable resources to help you identify your learning needs.

NORTHNET INCORPORATED is committed to providing participants requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, NORTHNET INCORPORATED provides:

Participant Vocational Counselling to improve and extend training outcomes. Participants are advised to make an appointment WITH THEIR TRAINER in the first instance. They can then make a time to see the General Manager. Please make appointments for:

Additional support and services include:

- a. Education and Career Counselling
- b. Assistance when applying for Recognition of Prior Learning

Personal Counselling services are available to all participants and staff from management and may take the form of advice or referral to other services. Personal counselling services must meet the Northnet Incorporated's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:

- a. Grievance /conflict resolution
- b. Stress management
- c. Access and equity issues
- d. Participant welfare and support

Language, Literacy and Numeracy (LLN) Support is available to provide Participants with advice and support services in the provision of language, literacy and numeracy assessment services. Participants needing (LLN) support are identified on enrolment. Many Trainers have a background in language learning and teaching and are able to offer participants case-by-case support in this area.

Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying literacy and numeracy requirements, Participants need to:

- a. Count, check and record accurately
- b. Read and interpret
- c. Estimate, calculate and measure

Where formalised LLN support is required by the Participant, extra curricula assistance can be referred to Specialists. This service can be accessed by contacting your trainer for more information.

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Post Program and Exit Counselling Services includes assistance and referrals for job seeking, resume and interview skills vocational advice and mentoring. Participants are advised of this service towards the completion of their qualification or course.

RECOGNITION OF PRIOR LEARNING (RPL)

NORTHNET INCORPORATED recognises equivalent statements of attainment and qualifications issued by Registered Training Organisations (RTO's) Australia wide. RPL is available for all subjects and units of competency listed on NORTHNET INCORPORATED'S scope of registration.

RPL is available on provision of verification at the beginning of a course.

WHAT IS RECOGNITION OF PRIOR LEARNING (RPL)?

If you know you are competent in any unit of competency you are enrolled in, you can apply for RPL. Recognition is granted as a result of identifying and assessing your previous and current formal and informal education and training, work experience and/or life experience and knowledge. Your previous learning and the evidence you supply are measured against pre-determined performance standards.

To prepare for Recognition you should indicate your decision to apply for RPL as soon as possible after the induction and orientation program.

In consultation with your trainer you should:

- Obtain a copy of the RPL Procedure and Application Form.
- Decide which units(s) are to be recognised
- Provide an Evidence Portfolio in line with and agreed evidence plan.
- Seek peer assessment
- Be prepared to 'show, tell and apply' your skill and knowledge.

Evidence for recognition of prior learning may include:

- Evidence of current competence and/or mutual recognition.
- Performance, demonstration, or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview & questions
- Simulations

Participants seeking recognition are provided with:

- RPL Procedure and Application forms and RPL KIT pertaining to the qualification that the participant is seeking recognition for.
- Performance criteria for competency learning outcomes
- Guidance on identifying, gathering and submitting evidence of your achievements
- Guidelines as to possible sources of evidence
- Self-assessment opportunities
- Opportunities for further support and application assistance from a trained member of staff
- The opportunity for refresher learning prior to assessment
- The opportunity to negotiate the form of assessment

RPL participants must document their claim for competency in sufficient detail to enable the assessor to make clear judgements.

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If you require further information please ask your trainer.

ATTENDANCE PROCEDURES

Attendance is an essential element of a learner's program, where workshops or off-the-job training is required.

It is important that you try to arrive to class on time, including returning from morning and lunch breaks, as lateness interrupts other participants and valuable work is missed.

Daily Attendance All Participants are to be in class by their set training session time
The Participant attendance roll is recorded for each session of the day.

PLAGIARISM

Taking an idea from any source without properly acknowledging it is plagiarism. It is the use of someone else's work without proper recognition.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author's sentences in order to present them as your own. Plagiarism also involves copying another's work. All of these can be avoided with correct referencing procedures.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

Trainer/Facilitator will advise participants of the many ways to avoid plagiarism. Remember that plagiarism is punishable by failure.

TRAINING DELIVERY & ASSESSMENT

Classroom Training

Training is delivered 'face to face' by qualified trainers and you are required to attend each scheduled class and the trainer will moderate the learning pace, method and sequence appropriate to the learning needs.

Learning methods will vary and can include case study scenarios, field trips, 'hands on' practical classes, role-play techniques, discussions, presentations and assignments.

Classroom Assessment

Assessment tasks and strategies cover a wide range of methods and may include the creation of specific written documents, projects or reports, formal questions (multiple choices, short and long answer), practical demonstrations, small or large group tasks, oral presentations, problem solving tasks, case studies, and discussions. Broadly classroom assessments have two or three assessment tasks for each unit of competency.

As a general rule for major assessments, you will be provided with task assessment instructions including the date the task is due for completion.

Workplace Training

Workplace training is arranged with your employer. Some programs contain mandatory workplace training, which is assessed in the workplace.

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Apart from the mandatory assessed workplace training, NORTHNET INCORPORATED offers no supervision whilst the actual workplace training is being undertaken. Supervision is left to those employers who have offered to participate in workplace training. .

ASSESSMENT POLICIES & PROCEDURE

ASSESSMENT POLICY

To be assessed as competent, you will be required to demonstrate you can perform to the necessary AQF level.

NORTHNET INCORPORATED assessments are competency based and are designed to determine whether the participant can demonstrate the targeted competencies.

NORTHNET INCORPORATED must ensure that assessment evidence is:

- Authentic (your own work)
- Valid (directly related to the most current version of the unit of competency
- Reliable (show's that you (the participant) consistently(over a period of time) meet the requirements of the unit of competency.
- Current (reflects your current capacity to perform the aspect of work covered within the unit of competency.
- Sufficient (covers the full range of elements in the relevant unit of competency)

Participants who are unable to demonstrate competency at a given time or who successfully appeal assessment results may be reassessed at an appropriate later date.

NORTHNET INCORPORATED assessments will meet the assessment criteria of the training package on which the program is based. Assessment may be undertaken on or off the job. If conducted in the workplace, suitable workplace assessors and assessment procedures are to be used. All assessment materials must be appropriate to participants' needs and program delivery methods. Consultation with employers and industry take place every three months to ensure that the assessment reflects industry standards.

ASSESSMENT PROCEDURE

Participants are notified in advance of assessment dates and times by the assessor /trainer responsible for the assessment.

The Following Conditions Apply to Assessments:

1. Participants who are absent on the day of a class assessment **must notify** NORTHNET INCORPORATED of their inability to attend prior to the assessment time.
2. Participants who know in advance that their assessment tasks cannot be met must inform the member of staff responsible for setting the assessment.

If a Participant has previously attempted an assessment and has been deemed **NOT YET COMPETENT** they will be invited to undertake reassessment.

ASSESSMENT APPEALS PROCESS

All Participants have the right to appeal any assessment decision made by NORTHNET INCORPORATED if they:

- ◆ believe that the assessment is invalid and/or
- ◆ feel that the process was invalid, inappropriate or unfair.

Before making an appeal, we ask that you discuss the matter with us in an attempt to reach a decision.

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If you are still not happy, you are then entitled to lodge a formal Assessment Appeal Form (available from the administration office) within 7 days of the initial discussion. Once a formal appeal is lodged a third party will be appointed in an attempt to resolve the issue. Any decision recommended by this part is not binding to either part in the dispute.

If you are still not satisfied another registered provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary

If no satisfactory solution is reached you can appeal to Australian Skills Quality Authority (ASQA)

You have the right to a support person to be involved at all times during the appeal process.

ISSUING OF CERTIFICATION

Vocational education and training undertaken at NORTHNET INCORPORATED is competency based. Assessments determine whether a participant is competent/or not yet competent.

Participants are issued with a Statement of Attainment listing units of competency undertaken and stating whether competency has been achieved. As well as being issued with a statement regarding competency, participants are issued with certification listing the units of competency undertaken. If the qualification undertaken has Employability skills attached to the qualification this will be stated on the certificate.

WHAT ARE COMPETENCIES?

A competency is a statement about the skills, knowledge and attitudes a learner needs to complete and these statements are contained in each UNIT. Each UNIT is often made up of several parts called ELEMENTS.

The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence and skills, which match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- ◆ Collecting, analysing and organising information
- ◆ Communicating ideas and information
- ◆ Planning and organising activities and tasks
- ◆ Working with others in teams
- ◆ Leading teams
- ◆ Using mathematical ideas and technological tools
- ◆ Solving problems
- ◆ Demonstrating understanding
- ◆ Employability skills attached to the unit of competency

YOUR RESPONSIBILITIES AS A LEARNER

All participants are provided with information about the training program structure, the learning and assessment strategies and the assessment tasks/ tools or evidence required to demonstrate your competencies.

How are competencies assessed?

Assessment may attract both direct (Show and Tell) and indirect (apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate your skills and apply related knowledge associated with that unit of competency.

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While demonstration of skills can be seen, underpinning skills such as problem solving, working in teams and understanding etc. can only be assessed through indirect and supplementary assessment. This is often undertaken through projects, case studies, third party reports, and written and oral questions.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

During assessment your assessor reviews your evidence and observes the demonstration of your competencies. The Assessor records your evidence and/or demonstrations as “C” - Competent or “NYC” - Not Yet Competent”. Competencies are not ‘scaled’ or ‘marked’.

Broadly it’s simply a matter of whether you can (‘C’) or cannot (‘NYC’) demonstrate your skills and provide supporting evidence to the performance standard.

If your evidence fails to demonstrate the level of competency for any unit or performance criteria appropriate to the qualification the assessor can design an alternative training pathway.

What if you successfully demonstrate competencies in some areas and not in others?

If you are enrolled in a qualification and can only demonstrate competencies in some and not all units a certificate for the full qualification cannot be issued.

You can however, receive recognition from for the competencies and units of learning you have successfully completed. This recognition is a Statement of Attainment and will identify the qualification name, unit numbers and national identification number.

If you elect to continue and complete the full qualification or any outstanding units your assessor will work with you and together, a training pathway and plan can be developed to complete the outstanding learning units.

YOUR TRAINER’S RESPONSIBILITIES

1. Your Trainer will provide clear instructions about what is expected from you during your training.
2. Training may consist of group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.
3. Your trainer will provide their contact details and you will be able to contact your trainer between workshops. This provides additional support for any self-paced and 'take home' learning activities.

GENERAL INFORMATION

PARTICIPANT DRESS CODE

A high standard of professional dress is expected of all participants. This allows participants to familiarise themselves with the correct type of attire suitable for a professional and safe environment and uphold NORTHNET INCORPORATED image for prospective employers. Some qualifications are subject to OH&S protective clothing requirements. This information is available at the time of your training program inquiry. All participants are required to wear enclosed shoes under Northnet’s OH&S policy.

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NORTHNET INCORPORATED'S PROPERTY

During the term of enrolment participants may be issued with extra resources to aid them in their studies. These resources remain the property of the NORTHNET INCORPORATED and are only on loan.

Participants are required to return the Northnet Incorporated's property within the time specified by the issuing staff member.

PARTICIPANT FEEDBACK AND QUALITY IMPROVEMENT

NORTHNET INCORPORATED collects regular statistical information to monitor, maintain and achieve on going continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our participants, participants and staff concerning educational and service improvements or changes that would improve our existing educational and participant services provided by NORTHNET INCORPORATED.

To provide management with this feedback you will be asked to complete a participant survey, which will be distributed after induction and orientation and during your training. Please complete these surveys and return them to your trainer.

Participants and participants wishing to provide additional feedback on any issues or areas for improvement are encouraged to complete an Opportunity for Improvement Report located at the NORTHNET INCORPORATED Office.

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NORTHNET INC.

ACKNOWLEDGEMENT OF INDUCTION FORM

PARTICIPANT NAME:

I have received:

- Information about my Training Program
- The units of competency (from the Training Package) for the qualification I will be undertaking.
- A copy / detailed overview of the Participant Information Handbook relevant to my training
- My Training Materials

I know about:

- Recognition of Prior Learning and how to apply for it.
- How to gather my evidence and present it
- Being re-assessed if I am found 'not yet competent'.
- The appeals process
- Skill gaps
- My role as a participant
- My trainer's role
- Northnet Incorporated's Role

I know how to:

- Contact the training Administration Officer
- Contact my Trainer
- Contact my RTO
- Contact authorities such as ASQA
- Access the building
- Exit the building in case of an emergency

I understand that:

- My personal information will remain confidential
- Government agencies may use my personal information for statistical purposes only.

Signature of Participant:		Date:
Signature of Person conducting Induction:		Date: