

NuSkills

LEARNING
AND DEVELOPMENT



Student Handbook

It's about you. Always!
Communities@Work

NuSkills Learning and Development is managed by Communities@Work



Our Vision:

***To be the RTO of choice
for community & children's
services in the ACT and
surrounding regions.***

Our Mission:

***To deliver training of social
value and practical benefit***



Introduction

Welcome to NuSkills Learning and Development

NuSkills Learning and Development is a Registered Training Organisation (RTO). We are managed by Communities@Work, a not for profit community organisation which coordinates services from 35 locations, including Child Care and Education Centres, School Age Care Services, Family Day Care, Youth Services, Foster Care, Parenting and Family support, Transition Housing, Respite, Disability Services, Transport, In-Home Support and Social Activities for Seniors.

We pride ourselves on delivering flexible, innovative training and professional development to people working in Youth Work, Aged Care, Early Childhood, School Age Care and other Community Services areas. We also provide intensive parenting skills courses for foster carers and parents. Our courses include accredited qualifications, professional development and community education.

NuSkills understands that training needs are as unique as the learner or organisation that requires them. This is why we focus on designing an individual training program for each of our learners or organisations:

1. We discuss with you your goals and which qualifications will help you achieve them;
2. We assess whether your existing skills and competencies can be credited towards your qualification;
3. We discuss which study methods suit you, your lifestyle and your organisation such as: distance learning; classroom teaching; workplace projects, e-learning or a combination of these.

Why Study with NuSkills?

- We are training specialists in community services. Our experienced team has worked in the sector and is committed to providing you with a high level of skills and knowledge.
- You will receive a qualification which is nationally recognised.
- Flexible learning options allow you to complete your qualification your way! You have the flexibility to “learn while you earn”.
- You can commence training at a time that suits you. We accept enrolments and conduct courses throughout the year.

What is Vocational Education and Training?

Vocational education and training (VET) is ‘education and training for work’ and part of a broader educational network in Australia that includes schools, universities and adult community education.

The Australian VET system is one of the most sophisticated in the world because it is:

- **Industry led**

The employers, unions and professional associations of an industry define the outcomes that are required from training.

- **National**

The VET system is jointly-managed by State, Territory and Australian governments in partnership with industry and training providers.

- **Client focused**

Clients of the VET system are employers and individuals who use it or intend to use it. This simple, flexible and relevant system responds to client needs.

www.training.com.au

What is competency based training?

Competency based training places emphasis on what a person is expected to be able to do in the workplace to complement their theoretical knowledge.

The aim of competency based training is to assess your ability to complete the tasks or activities that are required in the workplace, and the ability to transfer and apply these skills and knowledge to new situations and environments.

When you are being assessed on these competencies, you are being assessed on your ability or competency to carry out the tasks or activities in each unit, as required in the workplace.



Studying with NuSkills

NuSkills is committed to ensuring that its selection processes are fair, equitable and consistent with workplace performance, competency level and training package requirements. Only applicants who meet the entry requirements for a course will be considered for selection to that course.

The following selection criteria may apply:

- satisfying any funding body entry criteria which apply to your training program;
- meeting any prerequisite qualifications or work experience;
- employment (number of hours) or unemployment status;
- meeting any age requirements that may be in place for a particular training program;
- meet the language and literacy requirements for a training program.

NuSkills will ensure that any applicants who do not meet entry requirements are advised of the reason and any appropriate actions they may take to meet eligibility criteria.

Enrolment

Once you have chosen a qualification to enrol in, you will complete the sign up process with a NuSkills representative. More information on this process can be obtained from www.nuskillslearning.org or by contacting NuSkills directly.

Fees and Charges

NuSkills aims to keep fees and charges to a minimum and maintains various payment options. Your eligibility for government funding and fees will be determined before you enrol. A schedule of fees may be obtained from www.nuskillslearning.org or by contacting NuSkills directly.

NOTE: Administration fees are non-negotiable and will be charged in all cases, even if there is no completion of the qualification. Once you have submitted your enrolment form you are liable for the full fee even if you cancel your training contract.

Refunds

Refunds will not be issued after course commencement except in exceptional circumstances or where funding guidelines stipulate this requirement.

Refunds will be issued when:

- A course has been cancelled by NuSkills;
- You give written notice of withdrawal prior to commencement of a course;
- You are unable to attend due to hospitalisation, illness, childbirth, etc and can verify the circumstances with a doctor's certificate.

NuSkills will not issue refunds for:

- A change in your working hours;
- Inconvenience of travel;
- Moving interstate;
- Job change or retrenchment;
- Withdrawal from a commenced course.

Financial Assistance

Some of our courses attract government assistance. You must apply directly to Centrelink to enquire about benefits and assistance available to you.

An Inclusive Environment

The team at NuSkills is committed to providing a learning environment that encourages everyone, no matter their abilities to participate and to be able to successfully complete their training program.

NuSkills 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. NuSkills respects your right to privacy and confidentiality.

Changes to Enrolment/ Personal Details

It is important that our records are accurate and up to date. Should you withdraw from a course, change your name, address or other details during your period of study please notify the administration staff as soon as possible.

Access and Equity

NuSkills is committed to ensuring its training and courses are responsive to the diverse needs of all clients. NuSkills will comply with the principles of access and equity and aims to ensure that no learner or potential participant should be disadvantaged or discriminated against on the basis of race, sex, age, pregnancy, religion, marital status, sexuality, or physical or intellectual impairment.

Any allegation of discrimination or misconduct will be taken seriously and must be brought to the immediate attention of the Director.

Privacy and Freedom of Information

NuSkills collects personal information necessary for the creation and maintenance of learner records. This information may include name, date of birth, address and contact details, attendance records, and assessment results. Individuals have rights of access to documents held by NuSkills under the Freedom of Information (FOI) Act.

The FOI Act is a legally enforceable right for the public to be given access to a document or information upon application. A written application to access personal information under the FOI Act is required.

Occupational Health and Safety

NuSkills takes every step to provide a safe learning environment. All learners have a responsibility to adhere to OH&S guidelines. These can be found in the Work Safety Act 2008. Should you have any concerns regarding a safety issue contact NuSkills directly.

Assessment

NuSkills provides all learners with an assessment process which is fair, valid, reliable and equitable. Assessment is the means by which we determine whether or not a competency has been achieved. It is the process of collecting evidence that demonstrates the knowledge and skills as determined in the unit of competency. You may be asked to complete workplace projects, undertake self paced learning tasks, obtain observable skills or third party reports, participate in classroom sessions and complete various other forms of assessment.

Mutual Recognition (Credit Transfer)

If you have already successfully completed any of the competencies in the qualification in which you are enrolling, you may be eligible for credit transfer. Under Mutual Recognition Arrangements, NuSkills will recognise

Australian Qualifications Framework (AQF) Statements of Attainment and Qualifications issued by other Registered Training Organisations.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the acknowledgement of skills and knowledge obtained through learning achieved outside the formal education and training system. This might include work and life experience including paid and volunteer work.

RPL recognises any prior knowledge and experience and measures it against the qualification in which you are enrolled. This means that you may not need to complete all of a training program if you already possess some of the competencies to be studied in the program.

If you think you have the necessary knowledge and skills to match a Unit of Competency or a qualification at the required standard, you need to contact NuSkills directly. One of our training facilitators will inform you of the process for applying for RPL.

Plagiarism

Plagiarism involves using the work of another person and presenting it as your own. It is expected that you will prepare and submit work which is your own, and which acknowledges the work of others. If you are unsure if you have correctly referenced your assignments, check with your training facilitator. Assistance can be provided in referencing requirements and techniques.

Penalties for plagiarism and cheating apply. If you've been found to have plagiarised, there are penalties and processes that will follow:

You may:

- be reprimanded and required to repeat the assessment or complete a new assessment task;
- be required to show cause as to the reason why your enrolment should not be cancelled.

Submission of Assessment

When submitting your assessment there are some guidelines which you should follow. These guidelines exist to ensure that your assessment is kept safe, is compliant with requirements and can be assessed and passed back to you as soon as possible. You should:

- Number your pages and write your name clearly on each page;
- Cite your references to avoid plagiarism;
- Write in pen, or type your assessments on a computer;
- Keep a copy of your assessment;
- Complete both sections of the 'assessment submission receipt', and submit this with your assessment. This will be completed by a team member at NuSkills and returned to you as validation of submission;
- If you are not able to hand your assessment to NuSkills by the due date, you will need to discuss an extension of training with your Training Facilitator before the due date of submission of your assessment.

Marking and Return of Assessments

Your Training Facilitator aims to have your assessment returned to you within 10 days of date of submission. You will be deemed Competent or Not Yet Competent.

If you have been assessed as Not Yet Competent you may be asked to resubmit your assessment. You will have two opportunities to resubmit assessments. Resubmissions must be returned to the Training Facilitator within the period notified.

If you are marked Not Yet Competent after three submissions, you may need to move on to another assessment and re-visit the assessment at a later date.

Support

It is very important to make the most of your training opportunity. As you are engaged in the adult learning process it is your responsibility to take advantage of study time allocated to you, and the skills and knowledge of those you work with.

Some tips to help you optimise your own learning:

- Make time to study on a regular basis, daily or weekly;
- 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 learners;
- 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 your 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.

NuSkills can access support services if you are experiencing any difficulties with your studies such as literacy, language or absence from the workplace for an extended time period. NuSkills will assist you directly, and will direct you to other services which can help. Contact your Training Facilitator to discuss your needs.

Regular Contact

Training Facilitators will contact you each month, however members of the NuSkills training team are always available to support you and can be contacted on **6100 6674** or **nuskills@nuskillslearning.org** with any queries you may have throughout your training. Training facilitators may initiate contact with you via emails, letters, phone calls and visitations.

All contact with you is recorded so training facilitators can support you efficiently and regularly.

Guarantee of Training and Protection of Fees

As a Registered Training Organisation NuSkills is governed by national standards which require us to be financially viable at all times. We meet the requirements of these standards and are subject to financial viability checks from our registering body, the Australian Skills Quality Authority, when they are requested. As a result you can have confidence that we are a consistent, stable company and that your training, once begun, will be completed.

Your fees are also protected by the NuSkills Protection of Student Fees Policy which states:

NuSkills will not request, nor will it accept, an advance payment from an individual student of more than \$1000 prior to the commencement of a course. Additional payments in advance may be required following commencement however no additional payments will be required or accepted if this would result in the total amount paid by a student in advance of training or assessment services exceeding \$1500.

Additional charges will also not be issued if this would result in the total amount charged to an individual for a course being greater than the advertised cost of the course.

Complaints and Appeals

NuSkills is committed to ensuring that all grievances and complaints are dealt with appropriately and promptly. If you are experiencing difficulties, or have a complaint, we ask that you bring it to the attention of your Training Facilitator in the first instance. If you are not satisfied with the response, a formal complaint should be lodged in writing to the Director.

Complaints should be sent to:

**The Director,
NuSkills Learning and Development,
PO Box 1066, Tuggeranong, ACT 2901.**

Right of Appeal

NuSkills provides adequate opportunity for appeals regarding assessment to be addressed by its management in a confidential and sensitive manner for all parties involved.

Should you have a concern regarding an assessment outcome you must discuss the outcome with your Training Facilitator in the first instance.

After this, if you feel the outcome is unjustified then you may appeal the decision. Appeals are required to be submitted in writing using the Dispute Resolution Form (DRF) which you can access at **www.nuskillslearning.org** or by contacting the NuSkills office on **6100 6674**.

Each appeal will be reviewed, a decision will be reached and you will be notified within 14 days. Students will be notified in writing and all details will be kept confidential.

Appeals should be sent to:

**The Director,
NuSkills Learning and Development,
PO Box 1066, Tuggeranong, ACT 2901.**

Continuous Improvement

To ensure NuSkills reviews and improves its policies, procedures, training products and training services it will provide the opportunity for learners and stakeholders to provide feedback.

This will be at least annually, in the form of surveys. Additionally, whenever you undertake a training or assessment service provided by NuSkills you will be provided with a feedback form to complete.

Qualifications and Transcripts

Completion of Training: Award of Qualification

A qualification is issued when you have successfully completed all the requirements of your training program and your fees have been paid in full. You will be provided with your certification and your statement of results. You will also be offered the opportunity to attend the NuSkills graduation ceremony.

Partial Completion of Training: Statement of Attainment

A Statement of Attainment is issued when you have completed one or more accredited units. There are several reasons why you may complete units but not the entire course, such as:

- You withdraw from the course before being assessed as competent in all units;
- The course in which you enrolled was a package of units (skills set) from a qualification rather than a whole qualification;

Your Statement will be issued when you withdraw from a qualification after completing one or more units, or when you complete a course which was designed to achieve a Statement.

Reissuing of Qualifications

If your qualification or transcript is misplaced or damaged, you will need to contact NuSkills directly to order a replacement. Requests for a replacement certificate must be in writing and accompanied by copies of two pieces of identification. This protects your right to privacy by ensuring that information is disclosed only to the appropriate person.



Frequently Asked Questions

1. What Government Funding is available and am I eligible?

If you are an employee and work more than 15 hours per week you may be eligible for an Australian Apprenticeship or Traineeship. An apprenticeship or traineeship is an agreement between you, your employer, the Australian government and NuSkills Learning and Development.

Under this agreement the government will pay for some or all of your qualification training fees. You will pay a \$300 student fee, and your employer will pay any fees which the government does not pay. This keeps your costs down to a minimum and because it's a workplace based agreement it allows you to keep working whilst you study.

Even if you're not eligible for a traineeship NuSkills is sometimes able to access special funding through government programs, such as the Productivity Places Program, the

Priority Support Program and the National Workforce Development Fund. These programs tend to be based on industry need, meaning that funding is not always available and when available it is not always suitable for everyone. Enquire with NuSkills for more information.

2. How much does it cost to enrol in a qualification if I do not receive government or employer funding?

NuSkills is able to arrange your training on a fee for service (FFS) basis. Fee for service is an arrangement under which you pay your own fees for training and are not financially supported by the government.

Your workplace may assist you in making your FFS payments. If you would like to pursue this option it will need to be negotiated between you and your employer. NuSkills will invoice you directly if you are involved in a FFS arrangement.

A FFS arrangement only applies to full fee paying courses; there is no concession for students enrolling in a FFS course. You may choose to pay your fees in several lump payments, or the fee can be paid in instalments whereby that you pay on a unit by unit basis in advance of your training and assessment.

Please contact the NuSkills team on **6100 6674** or visit **www.nuskillslearning.org** for more information regarding the costs of specific courses.

3. How do I enrol in a qualification?

The process for enrolling in a qualification depends on the funding method you'll be using.

Australian Apprenticeships and Traineeships

If interested in a Traineeship with NuSkills you first must discuss this with your employer and contact an Australian Apprenticeship Centre (AAC). The AAC will facilitate the creation of the contract between yourself, your

employer and the Australian government. Your employer may have an AAC of choice, or we can assist you in contacting an AAC if you require.

When you contact the AAC you will be asked to nominate your registered training organisation (RTO). This is the time to tell the consultant that you'd like to study with NuSkills Learning and Development.

For more information on Australian Apprenticeships please visit <http://www.australianapprenticeships.gov.au>

There are three apprenticeship centres in the ACT.

Regional Group Training (RGT)
1800 891 117

Mission Australia
1300 855 564

Caloola Skills Training & Job Placements
1300 366 977

Fee for service or other government funding

If you would like to study on a FFS basis, or access other government funding, you'll need to speak to NuSkills directly. Contact us on **6100 6674** or on **nuskills@nuskillslearning.org** to discuss.

We will arrange a time when you can get together with a trainer for disclosure of relevant training information and completion of enrolment forms.

4. What are the fees involved in a Traineeship and is the fee compulsory?

The fee invoiced to trainees is a student administration fee of \$300. Student administration fees are non-negotiable and will be charged in all cases, even if there is no completion of the qualification. This fee is sometimes paid by the employer on behalf of the trainee.

Payment plans are available from NuSkills to pay your fee in instalments throughout your training.

5. If I do not complete my qualification can I receive a refund of my student administration fee?

Refunds will not be issued after course commencement, except in exceptional circumstances or where the Australian Apprenticeship guidelines require.

We will issue refunds when:

- A course has been cancelled by us;
- A student gives written notice of withdrawal prior to commencement of a course;
- A student is unable to attend due to extended hospitalisation/illness and/or pregnancy/childbirth (a doctor's certificate will be required).

We will not issue refunds for:

- Change in participant work hours;
- Inconvenience of travel to training centre;
- Moving interstate;
- Job change or retrenchment;
- Withdrawal from a commenced course.

6. If I enrol how is the training delivered?

Each course is delivered in a different way, depending on the requirements of the industry and qualification. NuSkills delivers a blend of structured and informal training methodologies which incorporate classroom training, workplace based training and distance learning.

You can *learn while you earn* by studying in the workplace and taking control of your own learning. Using our blend of workplace tasks, distance learning tools and trainer support you can complete your qualification with minimal time away from your job.

We also offer a variety of classroom competency based sessions for some qualifications. These are generally held at the Tuggeranong Community Centre.

7. What is Recognition of Prior Learning (RPL)?

RPL is the acknowledgement of skills and knowledge obtained through learning achieved outside the formal education and training system. This might include work and life experience including paid and volunteer work.

RPL recognises any prior knowledge and experience and measures it against the qualification in which students are enrolled.

You may not need to complete all of a training program if you already possess some of the competencies being studied in the program.

If you apply for RPL and your application is successful you could:

- Reduce the need for training in skills and knowledge you already have;
- Save time by reducing the number of units undertaken or classes attended, and completing unnecessary work;
- Complete your qualification in a shorter time;
- Reduce your course fees if you are in a FFS arrangement.

8. What is competence? What is evidence?

In vocational training, competence is the ability to demonstrate skills and knowledge which can be matched against the performance criteria in a nationally recognised unit of competency.

Each unit of competency is divided into elements, and each of these elements is further broken down into a set of performance criteria which will be used to assess you following training or an RPL application. Further, each unit of competency contains essential skills and knowledge which you must hold to be competent.

Evidence is the collection of material which your assessor will use when determining whether you are competent or not-yet-competent. Matching your evidence against each of the elements/performance criteria may help you demonstrate competency in your unit more quickly.

Some of the types of evidence you might present include:

- Examples of work;
- Photographic evidence (permission obtained);
- References;
- Feedback from your supervisor;
- Certificates from workshops/training you have completed;
- Reflective journals;
- Examples of observations;
- Examples of program planning;
- Evidence that you are aware of policies and procedures.

9. *What contact and support will I receive from NuSkills if I enrol into a qualification?*

NuSkills Learning and Development offers a wide range of contact and support to its learners. NuSkills assessors initiate contact with our trainees via emails, letters, phone calls and visitations.

Assessors will generally contact trainees monthly; however the assigned assessor is always available to support the trainee and can be contacted on **6100 6674** or at **nuskills@nuskillslearning.org** with any queries you may have throughout your training.

All contact from trainees is recorded so assessors can support our trainees efficiently and keep in contact regularly.

All trainees must be engaged in the adult learning process. This means that you are responsible for driving your own learning. If you'd like to study with NuSkills you should be able to apply your own independent learning strategies to study, training and assessment tasks.

You will be provided with assessments, work books, workplace projects, information and practical tasks. It is the responsibility of each trainee to manage their own workload and ensure they seek the help and support needed to get the most from their training.



Assessors Code of Conduct

Assessment specialists have developed an international code of ethics and practice (The National Council for Measurement in Education (NCME)). The Code of Practice below is based on the international standards.

- a. The differing needs and requirements of the person(s) being assessed, the local enterprise(s) and/or industry are identified and handled with sensitivity.
- b. Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals are made, if necessary.
- c. All forms of harassment are avoided throughout the planning, conduct, reviewing and reporting of the assessment outcomes.
- d. The rights of the candidate(s) are protected during and after the assessment.
- e. Personal or interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes.
- f. The candidate(s) is made aware of rights and processes of appeal.
- g. Evidence that is gathered during the assessment is verified for validity, reliability, authenticity sufficiency and currency.
- h. Assessment decisions are based on available evidence that can be produced and verified by another assessor.
- i. Assessments are conducted within the boundaries of the assessment system policies and procedures.
- j. Formal agreement is obtained from both the candidate(s) and the assessor that the assessment was carried out in accordance with agreed procedures.
- k. Assessment tools, systems, and procedures are consistent with equal opportunity legislation.
- l. The candidate(s) is informed of all assessment reporting processes prior to the assessment.
- m. The candidate(s) is informed of all known potential consequences of decisions arising from an assessment, prior to the assessment.
- n. Confidentiality is maintained regarding assessment results.
- o. Results are only released with the written permission of the candidate(s).
- p. The assessment results are used consistently with the purpose explained to the candidate.
- q. Self – assessments are periodically conducted to ensure current competencies against the Assessment and Workplace Training Competency Standards.
- r. Professional development opportunities are identified and sought.
- s. Opportunities for networking amongst assessors are created and maintained.
- t. Opportunities are created for technical assistance in planning, conducting and reviewing assessment procedures and outcomes.

*nu*Skills

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