

**SOMERS  
ELITE TRAINING**

# STUDENT HANDBOOK

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## **PURPOSE OF THE STUDENT HANDBOOK**

This information (Hand Book) contains important details regarding how we work. It is used as a major part of your induction into Somers Elite Training's courses. Please read all of it, and ask questions about anything you do not understand.

## **THE ENROLMENT PROCESS**

The enrolment process allows Somers Elite Training to collect accurate information on individual students and their programs of study. This information enables Somers Elite Training to plan its resources and helps to identify the learning needs of its students as well as ensure that legislative requirements are met within the required timeline.

Completion of an enrolment form is compulsory and extremely important. Every field in the enrolment form requires your attention and completion. Enrolment data is stored electronically and a paper file is created. The original copy of the enrolment form is stored in the individual student's hard copy file.

Somers Elite Training accepts all students' right to privacy and will treat all student information confidentially, inline with the Somers Elite Training privacy policy.

You will receive your course material on the day/night your course is held. You will also be required to complete a section on your enrolment form to indicate that you have understood the information contained in this handbook and agree to abide by the rules.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

All Nationally recognised qualifications are based on demonstrating competence against set criteria. The various industries and government employer/employee representatives endorse the criteria used.

People may feel they already possess these competencies and feel they would not benefit from attending formal training. These people can go through an assessment procedure known as Recognition of Prior Learning (RPL).

Some people believe that recognition is a simple way to obtain a formal qualification. This is true in the context that you don't have to attend formal training for the competency you want to obtain recognition for, however it takes time to compile evidence and turn it into an assessable portfolio.

### **WHAT IS RPL?**

RPL is the acknowledgment of your current skills and knowledge obtained through formal training, life and work experience. To be granted RPL a process of evidence collection must occur to determine whether your experience and prior learning meets the performance criteria for the competency, this includes being current.

### **RPL EVIDENCE**

Somers Elite Training recognises any competencies that are presently held, regardless of how, when or where the attainment occurred. RPL is about the learner and their current skills, competencies and knowledge, not how the learning took place.

Your current skills must match with the performance criteria within each competency. Evidence must be provided to confirm your current and existing skills and knowledge. This may include but is not limited to:

- Copies of Statement of Attainment and/or Certificates
- Copies of references from managers, clients
- Employment related documents, resumes, duty statements, performance appraisals
- Statutory declarations of work and experience
- Any other information that may be relevant.

### **THE RPL PORTFOLIO**

When you apply for RPL you will be required to complete a portfolio of evidence template. You will be required to outline the units you seek RPL for and record and supply the evidence that your current skills and knowledge can be assessed against. Presentation of this evidence must be clear and systematic to ensure the assessor is able to assess the evidence you provide. You will submit the portfolio of evidence to Somers Elite Training for assessment. If the assessor is unable to find the evidence swiftly, as a result of poor presentation, then the portfolio will be returned to you for modification and resubmission.

### **ASSESSMENT OF RPL EVIDENCE**

When an assessor is assessing your evidence they will be guided by what is known as the Rules of Evidence. These 4 rules are:

- Validity – evidence must address the criteria. Your assessor needs to sight evidence that you have met the criteria. As an example, if the criteria asked you to provide evidence that you were competent at undertaking routine vehicle maintenance and you provided evidence that you drove a car from Sydney to Melbourne, then this evidence would not be valid to the criteria/standard
- Sufficiency – evidence must meet the criteria and show that it has been demonstrated on more than one occasion. If you were asked to provide evidence that you were able to land a plane, showing that you were able to achieve this on one occasion would not provide sufficient evidence that you were able to complete this task on consistent basis
- Currency – evidence must meet the current criteria. As an example if the current criteria were to train small groups, and you completed the qualification 20 years ago, the evidence would not be current. However if you provided evidence that part of your current role is to train small groups in the workplace the evidence would be current
- Authenticity – evidence provided must be your own. Copies of certified qualification must be sighted and signed by a justice of the peace. Originals should only be provided to Somers Elite Training on a face-to-face basis. A copy will be taken and signed verifying its authenticity, the original is then given back to you

The assessor will also take into consideration types of evidence. The 3 types of evidence are:

- Historical evidence – evidence that shows proof of learning has occurred at an earlier time, prior learning and/or your life experience.

Examples of evidence:

- Past accredited qualifications
- Past work experience
- Examples of past work
- Past third party reports of workplace performance Eg. Performance appraisals
- Past references

- Recent evidence – evidence that is current; it proves that you are performing the current competencies.

Examples of evidence:

- Recent accredited qualifications
- Recent/current work experience
- Examples of current work
- Third party reports of workplace performance Eg. Performance appraisals
- Recent/current references

- Evidence during – evidence that happens during the recognition process. This shows that you are performing the current competencies.

Examples of evidence:

- Observations in real or simulated work environment
- Work samples

- Questioning about current knowledge and skills
- Third party reports

Mixtures of these types of evidence are assessed together to obtain a complete picture of competency.



## THE RPL PROCEDURE

RPL applications will take place before the commencement of the course. This will ensure that you will not complete any unnecessary study if competencies have been found and will allow Somers Elite Training to schedule you accordingly.

1. Identify the units of competency that you require and/or can demonstrate competencies for in order be granted RPL
2. Complete the RPL application form, enclose your application fee and submit to Somers Elite Training
3. Complete the corresponding portfolio of evidence templates for each unit that you applied for RPL and submit to Somers Elite Training.
4. The portfolio of evidence will be assessed by a Somers Elite Training assessor and the following will be taken into account:
  - Authenticity – The evidence submitted is the candidate's own work
  - Currency – The evidence provided is still current and performable
  - Sufficiency – The evidence provided is covers all aspects of the performance criteria for a unit
  - Validity – The evidence provided covers the broad range of skills required to perform the areas being assessed
  - Historical evidence
  - Recent evidence
  - Evidence during
5. Following the assessment of the portfolio of evidence you will be notified of the outcome. On successful assessment of the portfolio, a Statement of Attainment will be issued.

If the assessor requires further evidence you will be contacted and advised of the requirement. Upon fulfilment of the requirements, certification will be provided.

6. If you believe that you have reason to appeal the assessment decision then please see our complaints and appeals process.

## RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER PROVIDERS

Recognition applies nationally and means that Somers Elite Training accepts and recognises qualifications and statements of attainment that have been issued by other Registered Training Organisations (RTOs). Other RTOs must also accept qualifications provided by Somers Elite Training.

To be granted recognition of a gained qualification you will be required to provide a certified copy of the original certificate and/or statement of attainment that reflect the units you are wanting recognition for. Upon enrolment you will be asked if you have previously completed any of the units that you will be studying with Somers Elite Training.

## **LANGUAGE, LITERACY AND NUMERACY SUPPORT SERVICES**

Students requiring any assistance or support with language, literacy or numeracy should speak confidentially with their trainer. Our experienced staff can discuss different ways of conducting training and assessment to assist students and where required, assist students to access additional tutoring/specialist training in language, literacy and numeracy.

## **FLEXIBLE LEARNING OPTIONS AND ASSESSMENT PROCEDURES**

Somers Elite Training is flexible in the delivery of its training. It prides itself on its tailored, hands-on teaching methods and willingness to conduct training at client convenient locations, including regional areas. We offer competency based training which means the training is evidence based and participatory. Competency based training is designed to be an encouraging and motivating training/assessment experience. Learners are encouraged to take control of their own learning and assessment. You are supported by the trainers/assessors during your course to achieve competency. Should you need assistance with any piece of assessment, it is very important that you speak with your trainer/assessor as early as possible. By doing so, you will be able to possibly undertake assessments in a different way. For example, if you feel that you may not be able to read all your written assessment, alternative options may be arranged.

Assessment is the process of collecting evidence and making judgements based on this evidence as to whether a student has demonstrated competency as defined within the Training Package, or achieved the learning outcomes in an accredited course. Somers Elite Training must adhere to the Australian Quality Training Framework (AQTF) standards and the Victorian Registration and Qualifications Authority (VRQA) guidelines as a Registered Training Organisation (RTO).

Throughout your study, a number of different types of assessment will be conducted. The assessment methods will be listed in your course material and discussed with you in the course induction.

All assessments conducted by Somers Elite Training are based on the principles of validity, reliability, flexibility and fairness.

Assessment processes will:

- Be conducted by a qualified Assessor
- Be equitable for all individuals
- Provide timely and appropriate feedback
- Provide consistency
- Test the competencies based on the Training Package
- Provide reassessments
- Provide an appeals process
- Be flexible
- Provide Recognition of Prior Learning (RPL)
- Provide recognition of qualifications obtained at another RTO

The assessment methods used are written questioning and practical demonstration or role play.

If you are deemed Not Yet Competent you will be given an opportunity to be re-assessed at no further cost.

If you do not agree with the assessment outcome you can appeal the decision. Please see the complaints and appeals procedure.

## **CHEATING**

Under no circumstances should you copy or plagiarise another student's work. If Somers Elite Training assessors find that copying or plagiarism has occurred, students involved will be found not yet competent, and will be required to complete another assessment.

## **DISCIPLINARY PROCEDURES**

Any student who is found to be cheating, harassing other students or staff, or breaking the law in any way will face disciplinary action. This may involve asking the student to leave the course immediately with no refund of monies paid, and in extreme circumstances, may involve a report to the Police and prosecution.

## **PERSONAL PROPERTY**

Somers Elite Training will not be held responsible for any personal belongings. It is advisable not to bring valuables or large amounts of money to training.

## **DRINKING, SMOKING AND DRUGS**

No student shall present for training adversely affected by alcohol or any other substance. This may result in exclusion from the course.

If found with illicit drugs, or aiding and abetting other persons in the sale or taking of illicit drugs on the training premises, you may be reported to the police.

## **TELEPHONE CALLS**

Personal phone calls are not permitted during training sessions, except in emergencies. Phones should be turned off or silent and phone calls made during designated breaks.

## **OTHER CLIENT SUPPORT SERVICES**

If you feel that you will need support in any area such as cultural, religious, physical, or welfare, please discuss with your trainer/assessor. Somers Elite Training will make every effort to put you in touch with the appropriate providers.

## **CERTIFICATION**

Upon full payment of fees and successful completion of your course you will be presented with a Statement of Attainment. There is no additional cost for your Statement of Attainment. Keep these safe, if you lose or damage your original certification then please contact Somers Elite Training in writing so a replacement can be organised, a replacement fee of \$15.00 will be charged

The Statements of Attainment issued by Somers Elite Training are nationally recognised throughout Australia. You can use the units listed on your Statement of Attainment to gain credit in relevant qualifications, should you decide later to undertake more study in the future.

## **COMPLAINTS AND APPEALS PROCEDURE**

Somers Elite Training characterise a complaint as a situation arising which causes a student/staff member concern, discomfort or torment.

Complaints will be dealt with in accordance to the following standards:

- An informal approach will be taken where possible, initially
- All complaints will be dealt with in a prompt manner
- The complainant must describe the complaint in full detail, in writing
- Before any resolution is attempted the accused party will be provided with the details of the complaint and granted the opportunity to inform Somers Elite Training of their side of the story
- All dealings will be dealt with in a fair, honest and non bias manner
- If issues are of a legal matter then they will be referred on to the correct authorities

In accordance with Somers Elite Training privacy policy, the involvement of all parties will be kept private and confidential.

Below are the steps that must be taken in the resolution of a complaint:

Somers Elite Training encourages, if possible, to discuss the issue with person involved in the complaint to try to resolve the matter.

If still unresolved you must complete the complaint / appeal form and send it to the Administration Coordinator. The Administration Coordinator will investigate any substantiated complaint and a written reply will be provided within 7 working days.

If unresolved within 7 working days of receiving the letter, advise the Administration Coordinator that you want to have your complaint heard by a person that is independent to Somers Elite Training. (This should occur within 7 working days)

The independent person should make a written determination stating the reasons for the outcome within 7 working days of the decision. If corrective action is required this will be implemented through the continuous improvement process.

The following diagram provides an overview of the complaints process:

**Attempt to resolve complaint with person/s involved**

☐ Satisfactory Outcome ☐ Result Recorded

Unresolved

☐

**Complete complaint / appeal form and send it to the Administration Coordinator**

(A reply should be received within 7 working days)

☐ Satisfactory Outcome ☐ Result Recorded

Unresolved

☐

**Request independent person to review complaint within 7 working days of receiving outcome notification from the Administration Coordinator**

(Determination of independent review outcome should be received within 7 working days)

## APPEALS PROCEDURE

Somers Elite Training provides opportunities for students to appeal against assessment findings. If a student is not happy with their results it is within their rights to appeal the assessment outcome.

The following grounds are appropriate for appeal:

- The assessment has resulted in an incorrect result
- The assessment had not been conducted according to approved procedures.

The appeals process is quick, simple and fair. Refer to following steps:

- STEP 1.** Discuss issues of concern regarding assessments results with assessor so that potential oversights can be corrected or interpretations clarified. (This must occur within 30 days of receiving results).
- STEP 2.** If still unhappy with the assessment outcome, you must complete the complaint / appeal form and send it to the Administration Coordinator. The Administration Coordinator will investigate any substantiated appeal (Written outcome from the Administration Coordinator should occur within 10 working days).
- STEP 3.** If still not in agreement with outcome within 7 working days of receiving the letter, advise the Administration Coordinator that you want to have your appeal heard by a person that is independent to Somers Elite Training. (This should occur within 7 working days).
- STEP 4.** The independent person should make a written determination stating the reasons for the outcome within 7 working days of the decision. If corrective action is required this will be implemented through the continuous improvement process.

The following diagram provides an overview of the appeals process:

**Discuss with the Somers Elite Training Assessor within 30 working days of receiving results.**

(This discussion will be recorded and written notice, along with reassessment results will be conveyed to the student within 10 working days.)

☐ Satisfactory Outcome ☐ Result Recorded

Unresolved

☐

**Complete complaint / appeal form and send it to the Administration Coordinator within 7 working days of discussion with Assessor**

(Written notice of the outcome of the appeal including reasons of the decision to be conveyed to student within 10 working days)

☐ Satisfactory Outcome ☐ Result Recorded

Unresolved

☐

**Request independent person to review appeal within 7 working days of receiving outcome notification from the Administration Coordinator**

(Determination of independent review outcome should be received within 7 working days)

## ACCESS AND EQUITY

Somers Elite Training endorses and abides by the relevant legislation in regards to the sanction of equal opportunity for all persons. Somers Elite Training believes that as an employer and educator it has a responsibility to eliminate any source of discrimination on the basis of any factors not related to work or student performance. All staff are made aware of their obligations under the relevant legislation during staff induction and professional development programs.

Any person believing that they have experienced any form of discrimination through their relationship with Somers Elite Training should report their complaint immediately to Management

Somers Elite Training's policies and practices will meet the requirements of the following legislation:

### The Equal Opportunity Act (Vic)

Summary: The Equal opportunity act prohibits discrimination on any of the following: sex; sexuality; transexuality; marital status; parental status; pregnancy; race; religion; or political; impairment; membership; non-membership of an association or Organisation of employers or employees; age; profession; trade; occupation; or association.

### Human Rights and Equal Opportunities Commission Act (Cmth)

Summary: The Human Rights and Equal Opportunities Commissions Act prohibits distinctions; exclusions or preferences on the grounds of: race; colour; sex; religion; political opinion; national extraction; social origin; age; medical records; criminal records; impairment; marital status; mental, intellectual or psychiatric disability; nationality; physical disability; sexual preference; or trade union activity.

### **The Racial Discrimination Act (Cmth)**

Summary: The Racial Discrimination Act prohibits consideration of race, colour, descent or national or ethnic origin or grounds for discrimination.

### **Racial and Religious Tolerance Act (Vic)**

Summary: The Racial and Religious Act prohibits conduct that incites hatred against, or serious contempt for, a person's racial or religious background. The Act covers public behaviour, including Internet and email, which has affect of inciting hatred, serious contempt for, or severe ridicule of people's racial or religious backgrounds and practices.

### **The Sex Discrimination Act (Cmth)**

Summary: The Sex discrimination Act makes it unlawful to take into account sex, marital status or pregnancy in employment and in the provisions of education, goods and services and accommodation. The Act also defines sexual harassment and renders such behaviour unlawful in employment.

### **The Disability Discrimination Act (Cmth)**

Summary: The Disability Discrimination Act ensures that people with disabilities have the same rights and opportunity to respond to unfair treatment because of disability.

### **Disability Standards for Education (Cmth)**

Summary: The main purpose of the *Disability Standards for Education 2005* is to clarify the obligations of education and training service providers, and the rights of people with disability, under the *Disability Discrimination Act 1992* (the DDA).

## **CODE OF CONDUCT**

Somers Elite Training aims to provide a positive learning environment for all. No person should behave in such a way to tarnish or affect the learning or work process of another person or the organisation of the facility.

### **Somers Elite Training Code of Conduct is set around the following standards:**

- Every person has the right to participate in Somers Elite Training programs unencumbered by unacceptable behaviour ensuring no harm comes to their well being or any disruptions to their learning or work process or performance
- All members of Somers Elite Training have an vested interest and responsibility in preventing unacceptable behaviour towards themselves and others
- Where possible all problems and complaints are dealt with through discussion before more formal procedures are resorted to

### **All students and employees have the following responsibilities, to:**

- Respect the rights of others including upholding and endorsing the Somers Elite Training access and equity policy
- Behave in ways that will encourage the competent and safe operation of the Somers Elite Training training/workplace
- Be professional in their actions, use of language, presentation, manners and punctuality
- Use Somers Elite Training's equipment appropriately and with the required permission. Do not use any property that you are not entitled to use
- Comply with directions supplied by responsible staff whilst on Somers Elite Training property or when involved in a project supported by Somers Elite Training
- Ensure all learning training is conducted in a fair, equal, professional method
- Ensure all course information is disseminated for all to understand
- Inform of changes to training at the earliest opportunity
- Comply with attendance obligations of course and will not disturb class through a lack of attendance or non-punctuality
- All work submitted for assessment is presented in an honest manner and all non-original material is acknowledged
- Somers Elite Training will not tolerate any hostile, disruptive or damaging behaviour or any other unacceptable conduct.

### **The following are examples of unacceptable behaviour:**

- Failure to observe reasonable requests or safety instruction made by a trainer or employee of Somers Elite Training
- Any deliberate damage, removal of, or interference of Somers Elite Training student, client property
- Any form of threat, bullying or violence gestured towards any person while on Somers Elite Training property
- Breaching or publishing any of Somers Elite Trainings confidential information
- Consumption of alcohol that affects performance or safety of self or others
- Cheating or plagiarism
- Any act of unlawful activity, eg using a weapon, gun, knife, syringe, bat etc
- Using or trafficking drugs on Somers Elite Training premises or and other premises used by Somers Elite Training
- Not acting according to Somers Elite Trainings access and equity policy
- Obscene or offensive language or gestures towards any person

### **HARASSMENT**

**Somers Elite Training under no circumstances tolerates Harassment in our training or workplace.** Somers Elite Training recognises that you are unable to succeed to the best of your ability if you are feeling threatened or harassed in anyway. All trainers are responsible for ensuring that the training environment is free of this behaviour. Harassment constitutes unwanted behaviours, below are some examples of this:

- Behaviours an individual doesn't want and doesn't return
- Embarrasses, scares or offends an individual
- Sexual
- Racial
- Targets gender

If you are unsure as to whether an action characterises harassment, see [www.eoc.vic.gov.au](http://www.eoc.vic.gov.au)

**Trainers/Employers role in harassment prevention:**

- Ensure all students/employees understand our harassment policy and the legislations that relate
- Make it clear to students/employees Somers Elite Trainings non tolerance policy regarding harassment
- Ensure the environment is free of stereotype materials
- Immediate action is taken if harassment is witnessed
- Ensure students/employees are informed of the correct procedures to follow in cases of harassment

**Student/Employees role in harassment prevention:**

- Be careful about behaviours that could be construed as harassment
- If you are informed that your behaviour is offensive cease the actions immediately
- If you are harassed inform, your trainer/employer immediately so the relevant action can be taken
- If you witness someone else being harassed inform your trainer/employer
- If you find an individual inflicting uncomfortable behaviour explain to them that you find this offensive
- You must keep allegations of harassment confidential to ensure the incident is kept private

**What will Somers Elite Training do if harassment is evident?**

Somers Elite Training will take action against any behaviour that is characterised as harassment; we will also discipline anyone who victimises someone for informing us of harassment

**You can obtain further information from:**

- Somers Elite Trainings complaints and appeals procedures
- The Equal Opportunity Commission
- Victorian WorkCover Authority

## PRIVACY

Somers Elite Training complies with the Victorian Information Privacy Act 2000

The following privacy standards are referred to in the above Act:

- Somers Elite Training will not collect any information about a person unless it is relevant to their enrolment or working conditions.
- The collection of information is fair, lawful and non-intrusive. Reasons for collection of information will be outlined along with how it will be used, how you may obtain access to the information and what the consequences of not providing the information.
- Somers Elite Training will only use and disclose the information you provided for the reason it was obtained. Information may be disclosed in the concern of public interest, such as law enforcement or the interest of individual or public health and safety.
- Somers Elite Training will take the appropriate steps to ensure that all data collected, disclosed or used is accurate and up-to-date.
- Somers Elite Training will take the appropriate steps to ensure the integrity and security of all information collected.
- Somers Elite Training will provide individuals with access to their own personal information on request where the individual can prove identity. Where there may be incorrect, out dated or incomplete information held on the student, updates will be performed accordingly.
- Somers Elite Training will only transfer information interstate or overseas if the data contained is protected and ensured will arrive with the intended persons.
- Somers Elite Training will not collect sensitive information unless the individual has consented, or is required by law or in the interest of individual or public safety.
- The Privacy Act does not replace Somers Elite Training existing obligations under other laws Eg. Providing information under the Freedom of Information Act 1982.
- If you or a third party requires access to your personal file you will need to contact the Somers Elite Training stating your request in writing.

## **VOCATIONAL EDUCATION AND TRAINING**

Vocational Education and Training (VET) is 'education and training for work'. It exists to develop and recognise the competencies or skills of learners.

It has traditionally been seen as post-secondary, non-university education and training, focusing on apprenticeships. However, reforms in the past decade now see VET programs offered in secondary schools, stronger links with university study options and six levels of qualifications offered in most industries, including high growth, new economy industries.

## **THE AUSTRALIAN QUALITY TRAINING FRAMEWORK**

The Australian Quality Training Framework (AQTF) is a set of nationally agreed standards to ensure the quality of vocational education and training (VET) services throughout Australia.

States and Territories apply the AQTF when:

- Registering Training Organisations (RTOs) deliver training, assess competency and issue Australian Qualifications Framework (AQF) qualifications
- Auditing RTOs to ensure they meet (and continue to meet) the requirements of the AQTF
- Applying recognition qualifications issued by other providers and
- Accrediting courses.

The AQTF ensures that RTOs provide quality VET products and services that are delivered by suitably qualified and experienced trainers and assessors. The AQTF also ensures quality and confidence in VET as well as national consistency and better outcomes for learners and other VET system clients.

## TRAINING PACKAGES

Training packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills.

A Training Package describes the skills knowledge and attitude needed to perform effectively in the workplace. They do not prescribe how an individual should be trained. Teachers and trainers develop learning strategies depending on learners' needs, abilities and circumstances.

Training Packages are developed by industry through National Industry Skills Councils, recognised bodies or by enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement, developers must provide evidence of extensive consultation and support within the industry area or enterprise.

Training Packages complete a quality assurance process and are then endorsed by the National Training Quality Council (NTQC) and placed on the National Training Information Service (NTIS).

Reviews ensure Training Packages remain current to meet industry needs and allow issues that arise during their implementation to be addressed.

The nationally recognised short courses delivered by Somers Elite Training are based on units of competency from national Training Packages. The short courses are assessed in accordance with the criteria set out in these nationally recognised units of competency.

## RELEVANT WEBSITES

National Training Information  
Service  
[www.ntis.gov.au](http://www.ntis.gov.au)

Victorian Registration and  
Qualifications Authority  
[www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au)

Australian Quality Training  
Framework (accessed via  
training.com)  
[www.training.com.au](http://www.training.com.au)

The Australian Qualification  
Framework  
[www.aqf.edu.au](http://www.aqf.edu.au)

Service Industry Skills Council  
[www.serviceskills.com.au](http://www.serviceskills.com.au)

REMEMBER IF ANY OF THE PRECEDING INFORMATION IS NOT CLEAR, PLEASE CONTACT YOUR TRAINER OR A S.E.T. STAFF MEMBER TO HAVE IT EXPLAINED.