



CARLISLE

**Carlisle Learning and Development Pty Ltd
RTO 0581**



STUDENT INFORMATION BOOKLET

VISION

The Carlisle Group has been established since 2009 in South Australia. The directors have strong beliefs in environmental, protection, life-long learning and people development.

MISSION

To be recognised as a leading provider of quality flexible industry training.

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INTRODUCTION

CLD is a Registered Training Organisation servicing the training needs of industries involved in the use of heavy vehicles and mobile plant, including the transport, construction, mining and extractive and agrifood industries. This scope may be broadened, as required, to meet the changing demands of current and future clients.

CLD key strategy is to integrate its training activities with the industry's required services and to promote the principles of safer work places through its training.

CLD specialise in 'On the Job' training and offers its training programs at locations anywhere in Australia. We take training to the industry, to places and at times that suit clients and employers alike.

CLD - provides nationally recognised training and is a Registered Training Organisation in accordance with the requirements of the Australian Quality Training Framework (ASQA 2007).

Documents that supply information, rules and procedures directly affecting you are contained within CLD - Quality and Workplace Health & Safety Procedures.

If you have any questions or need further clarification, please speak to your immediate supervisor/trainer.

In addition to the information contained in this booklet, you will also receive information in relation to the specific course you are undertaking.

TRAINING METHODOLOGY

Training Standards

It is the responsibility of CLD to provide training, resources and infrastructure that comply with the Australian Quality Framework, Australian Quality Training Framework and Training & Skills Commission (SA).

If you believe that CLD is not meeting its responsibilities please advise the CEO who will immediately investigate.

Please feel free to ask questions or pass on comments in relation to training conducted by Carlisle Learning and Development Pty Ltd to:

The CEO
Carlisle Learning and Development Pty Ltd
PO Box 1173
Nairne SA 5252

Alternatively by:

Telephone: (08) 8391 5912
0422 827 602

or

Email: education@carlislelodge.com.au

Flexible Learning & Assessment

Competency based training allows Students to learn and be assessed in a variety of different ways, allowing the Student many flexible options.

Learning

Training can be both 'formal' and 'informal'.

Informal training includes:

- Completing a variety of 'new' tasks, during a normal working routine;
- Formal and informal observation and practice;
- On-job coaching and mentoring, including feedback.

Formal training includes:

- 'Off Job' Training Sessions removed from workplace;
- 'Off Job' Training Sessions at the workplace individually or in a group;
- Formal and informal observation and practice with real time feedback;
- Working through training manual and assessments;
- 'On line' training session via our website.

Assessment

There are a variety of different assessment techniques available. Assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The Assessor will seek evidence to confirm achievement of the competencies. Examples of provision of evidence may include:

- Practical demonstration and observation
- Samples of work completed
- Written assessments
- Oral assessments
- Interview with trainee and/or employer/supervisor

CLD will generally require a minimum of 3 different pieces of evidence per unit, including 1 oral or written assessment. If the written assessment is not conducted in front of a CLD representative, you will be asked a couple of 'sample' questions from the assessment to validate the fact that you completed the assessment.

Minimum levels of attendance are required dependent upon program. Attendance that does not meet the minimum requirement will reflect in the assessment results. Refer to Student's Code of Conduct.

Written Assessments

Conduct & Ethics

No written materials are to be brought into the written assessment environment. All assessment materials are provided by CLD. Utensils such as pens, pencils, non-programmable calculators, erasers, rulers, pencil sharpeners are allowed.

The Student is to act at all times with honesty, integrity and responsibility. Should the Student's actions be in doubt during an assessment, or it is seen that the Student has material not permitted at the assessment, or the Student's conduct is seen to be unethical in any way, the supervisor may remove any materials applicable, and/or extend a caution. If the behaviour causes disruption the supervisor will ask the Student to stop the assessment and leave. It is entirely at the supervisor's discretion whether to allow the Student to continue the assessment or stop immediately.

If the Student is asked to stop the assessment and leave, the Student is to leave immediately. The Student has the right to appeal in writing stating their position and evidence to support their appeal (see Appeal Process). The Student may have the opportunity to re-sit another assessment under strict supervision.

Copies of Assessments

It is the policy of CLD that copies of the Student's completed assessment papers are not released. However, the Student may make a written request for feedback and a written response will be provided outlining the focal points that need attention - this information will be provided within 7 working days of the request.

Unsuccessful Assessments

Course Students who do not successfully complete an assessment will have the opportunity to re-sit another assessment on the same subject within 30 days or as required by regulations.

Appeal

Each Student has the right of appeal. Request for an appeal is to be stated in writing to the Training Director or CEO who will investigate in a timely and equitable manner.

Non-attendance

Where a Student is unable to attend the assessment on the allocated date, the Student is to be given the opportunity to sit the assessment on an alternate date and no penalties will apply.

Assignments

Lodgement

Each course assignment is to be completed and handed in by the due dates.

It is advisable that Students keep copies of all assignments as CLD does not take responsibility for lost documents.

Extensions

A maximum of 2 extensions are to be granted if Students are unable to complete in a timely manner due to illness, family or other crisis.

A minimum of 3 working day's notice is required for an extension to be granted without penalty. In exceptional cases this may be waived.

Penalties

Where course assignments are late, without prior agreement, 10% of the total achievable marks will be deducted from each assignment lodged beyond the due date.

Penalties will not apply when the delay is caused by sickness (doctor's certificate required) or family or other crisis.

Competency Based Training

All programs delivered by CLD are assessed under the principles of Competency Based Training.

The aim of Competency Based Training is to assess the Student's ability to do the activities in each unit rather than sit an exam that has a specific "pass mark". Your Trainer/Assessor will assess your ability (or "competency") to carry out the activities in each unit.

Competencies are normally expressed in terms of a 'unit of competency'. Competency standards comprise:

Units Of Competency	A summary of an area of work; a function or purpose.
Elements Of Competency	The major components of each unit of competency. They provide more information about what activities or responsibilities make up this competency.
Performance Criteria	Statements which specify the standards of performance required.

Competencies include the skills and tasks that are required in the workplace. When you are being assessed in these activities, you will be required to perform them to the level required in the workplace.

All assessment results are recorded on internal assessment grids. You will be notified of your result in each assessment, and have access to your assessment records through your Trainer/Assessor.

Record of Results

Statements of Attainment are issued from the Record of Results on the assessment grids.

The Record of Results is a full record of all of the units of competence which comprise the training program. It provides a listing of the Student's assessment results for each unit of competency from the results recorded on the internal Assessment Grids. (Refer to the Process of Appeal for CLD's policy on the appeal of assessment results).

The following reflect assessment outcomes:

Competent:	The Student has demonstrated competency in all learning outcomes for that unit.
Withdrawn:	The Student has withdrawn after one quarter of the way through the unit and not completed all required learning outcomes.
Exemption:	The Student has been granted exemption from studying the unit due to previous study or an approved Recognition of Prior Learning process. CLD has collected and validated evidence of some form that the Student is or has demonstrated competence for this unit.
Deferred Result:	Indicates that assessment has not been finalised.
Not Yet Competent:	The Student has been assessed and has not demonstrated competency in all of the learning outcomes for an individual unit.

Statement of Attainment (Accredited Units)

A Statement of Attainment will only be issued for courses and Units of Competency that are accredited by the Australian Qualifications Framework and for which CLD is nationally registered to deliver.

A Statement of Attainment will be provided when the required VET competency based knowledge and skills of the unit(s) have been achieved.

Under VET Quality Framework, a Statement of Attainment must be issued to students on successful completion of:

- Accredited courses leading only to a Statement of Attainment (with a course title 'Course in'). Each has a National Course Code;
- Partial completion of one or more AQF qualifications.

The Statement of Attainment does not encompass a complete qualification. It is a record of the successful completion of the VET competency based unit(s) that contributes towards a qualification.

It is CLD's policy to prepare and forward all Statements of Attainment not more than ninety days from the Student completing each program.

Statement of Attainment and qualification parchment will include RTO name, RTO number, full name of student, student date of birth and/or identity number, qualification/course achieved including title and national code, units achieved, parchment number, date on which Qualification or Statement of Attainment was successfully completed. The Statement of Attainment will also identify the qualification that the units contribute toward.

Qualification (Accredited Programs)

A qualification is achieved when the required competencies of all units of a Certificate 1 – IV, Graduate Certificate, Diploma, Advanced or Graduate Diploma training program are achieved.

CLD does not deliver qualifications at this stage.

Statement of Attendance (Non Accredited Units)

A Statement of Attendance applies to units or courses that are not VET competency based and accredited and will include RTO name, full name of student, student registration number, unit description, and date of issue.

It is CLD's policy to prepare and forward certification for attendance not more than 90 days from completion of course.

Recognition of Prior Learning

All CLD's Students will be given the opportunity to seek Recognition of Prior Learning (RPL) for industry skills or life skills for which they believe relate to specific current industry competency standards.

Students will be interviewed and relevant experience detailed and mapped against the content of the training program.

Those Students without a portfolio of evidence of experience will be given an opportunity to demonstrate competence by 'challenge assessment' by experienced and qualified assessors.

An Application for Recognition of Prior Learning can be made to any of our offices.

Recognition of AQF Qualifications

CLD recognises the AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations nationally. The courses offered by CLD are nationally accredited and are recognised nationally and articulate with other accredited programs containing these units of competency.

Credit Transfer

Credit transfer involves assessing a previously completed course or subject to see if it provides substantially equivalent learning or competency outcomes to those required within the student's current course of study. It is based on agreements between institutions or organisations as to the credit value to be given for specific units of competency and learning outcomes within a course or qualification.

CLD's National Recognition Policy is to recognise Students' VQF qualifications and statements of attainment issued by any other National VET Regulator Registered Training Organisation (RTO). Documented evidence in the form of a notated copy of a certificate, statement etc is required from the Student for CLD to commence with verification procedures. This means that the document must be a copy which is witnessed by a Justice of the Peace, or other duly authorised person as being a legal copy of the original document, or, the original document must be presented for CLD staff to duly copy and notate.

Where a Student's evidence is more than 5 years old, CLD may determine to utilise the Recognition of Prior Learning (RPL) procedures which are explained below.

SELECTION, ENROLMENT AND INDUCTION

Some courses may require pre requisites for enrolment or minimum LLN entry level testing be carried out. Our organisation ensures that the educational background of intending students is assessed by suitably qualified staff. All staff are appropriately trained and qualified.

Current regulations require a USI (Unique Student Identifier) code to be recorded at enrolment.

Enrolment

Once the employer has provided enrolment details and registration is accepted a letter confirming enrolment will be sent to the student.

The Enrolment Form must be filled out and lodged with CLD.

Induction Orientation

Induction is conducted on the first day of the course.

FEES MANAGEMENT

Short course fees are payable prior to stating or can be paid by card on day of the program.

Qualification are paid on course acceptance and offer, a payment agreement maybe enter into with CLD for programs over 3 months in duration and excessing \$1500 in fees.

CLD can hold \$200 administration cost if 7 day's notice is not given of withdrawal from course.

CLD provides services to business and job active provides a purchase order is required prior to the trainee starting the course or program.

If a parchment or card is lost a fee of \$30.00 for a replacement applies.

ASSISTANCE & SUPPORT SERVICES

We offer students support to ensure the successful achievement of their qualification including:

- Flexible learning options
- One-on-one tutoring
- Website information
- Alternative assessment strategies
- Other support assistance as required

We endeavour to provide welfare and guidance services to all Students including:

- Workplace Health & Safety
- Review of payment schedules where possible
- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs

Language/Literacy/Numeracy Barriers

CLD monitors the needs of our Students' language, literacy and numeracy skills through our induction process, application and enrolment forms and interviews. We make provisions for special needs and/or support upon request or when needs are identified. Please contact our office for more information.

Where a Student has difficulties due to language or literacy an oral assessment will be offered permission is to be granted for a scribe to assist depending on regulations.

An independent person must witness as true and accurate the Student's response to the supervisor's verbal questions and transcribed written responses.

CLD recognises that Students may have circumstances that do not directly concern the company but may impinge on the Students' ability to achieve competencies. In this instance CLD will offer advice in referring Students to appropriate external support groups for assistance. Referral is at no cost to students, however, costs associated with the external services will be the responsibility of the student.

Course Information (including content and vocational outcomes)

Courses are contextualised in collaboration with employers and students will be provided with information relating to the training program.

POLICIES

Workplace Health & Safety

We aim to achieve the highest degree of occupational health, safety and security by adhering to government legislation and taking an interest in the well-being of our Students, trainees, employees, contractors and visitors.

All of our stakeholders (Students, trainees, employees, contractors, host employers, employers and visitors) are encompassed by our Workplace Health & Safety policy.

As an organisation committed to the health, safety and security of our stakeholders, our organisation abides by, and requires employers and host employers to abide by, the following Commonwealth acts and applicable State acts/legislation:

- Workplace Health & Safety 2011
- Applicable "State" Workers Compensation legislation
- Applicable "State" Workplace Rehabilitation legislation

Please view the sites listed relevant to your state for further information:

- SA: www.workcover.com
- NSW: www.workcover.nsw.gov.au/LawAndPolicy/Acts/WHSact.htm
- VIC: www.workcover.vic.gov.au/vwa/home.nsf/pages/WHSact
- QLD: <http://www.dir.qld.gov.au/workplace/>

Who is responsible for Workplace Health and Safety?

Under law all individuals are responsible for their personal Workplace Health & Safety in the Workplace and for ensuring the safety of their workmates and colleagues. If an individual injures themselves they may be held responsible and penalties may apply. CLD strongly encourages that our stakeholders consciously consider their safety and that of others at all times.

Course Students and trainees must report unsafe conditions, faulty equipment, accidents and near misses in the learning environment and/or workplace immediately to their CLD trainer/representative or their employer supervisor/manager. Students must abide by safe working practices and comply with health and safety procedures whether involved in a training course or on site working. Course Students and trainees are responsible for not only their own health and safety but the health and safety of others within their learning/working environment.

Requests for information pertaining to this policy should be made to the CEO or the trainer.

Access & Equity

It is the policy of CLD to ensure an environment that is safe and equitable through zero tolerance of any form of harassment, bullying, discrimination and/or racial vilification and is in line with State and Federal legislation.

For the purposes of this document 'zero tolerance' means the potential for expulsion for course Students if allegations are proven to be true and the mediation process is unsuccessful.

Note: CLD will enforce zero tolerance in regard to complaints of a frivolous or malicious nature.

CLD does not condone and enforces zero tolerance of the following behaviours:

Harassment

Behaviour that is directed at an individual or group of individuals which is considered by the individual, group, or other reasonable person to be offensive, humiliating or intimidating.

Sexual Harassment

Behaviour of a physical, verbal or non-verbal nature, directed toward an individual or group of individuals and which is considered by the individual, group or other reasonable person to be of a sexual nature and offensive, humiliating or intimidating.

Bullying

Behaviour of a physical, verbal or non-verbal nature, directed toward an individual or group of individuals and which is considered unreasonable or anti-social behaviour that is offensive, degrading, intimidating or humiliating. This behaviour can include but is not limited to public reprimand; behaviour intended to punish, ridicule or insult; the making of unsubstantiated allegations; behaviour which is cruel and unjust.

Discrimination

Behaviour that results in a person being treated less favourably than another or others due to certain personal attribute. These attributes may include, but are not limited to ethno/religious background, gender, pregnancy, marital status, disability and age.

Concerns regarding Equal Opportunity, Harassment, Discrimination or other inappropriate conduct should be reported to your supervisor immediately and in writing to the CLD Training Manager as soon as possible.

CLD's Access and Equity Policy is based upon application of the following principles:

Equity for all people through fair and appropriate allocation of resources and involvement in vocational education and training.

Legislative Compliance

It is the policy of CLD to abide by all Australian Government and State legislative requirements.

Complaint

A complaint arises when a client is not satisfied with an aspect of CLD's service and requests action to be taken to resolve the matter.

It is the policy of the CLD that all clients, staff and stakeholders of CLD will receive quality service at all times.

If a Student has a complaint in relation to an aspect of CLD's service they should follow the steps as listed below.

If, however, the Student finds that for whatever reason they are unable to undertake any of the following steps themselves, they should speak with a senior member of staff with whom you are most comfortable.

NB: At each stage of the process the Student is encouraged to invite an advocate or support person to participate.

If you have a complaint please speak with the trainer who will assist you to commence and progress through the complaints process.

Appeals

All Students have the right to appeal decisions made by CLD. These may include assessment decisions or a decision to exclude a Student from a program.

All appeals are to be recorded in writing.

The Student has a period of thirty (30) days from either the last official date of their course if the appeal relates to assessment or from the date on which other decisions were recorded.

In the case of assessment the Student may be re-assessed by a second assessor based on the decision of the CEO. The decision and re-assessment outcome is recorded in writing and a copy of this given to the Student.

In all cases if the Student considers that the appeals process was unsatisfactory, they may contact the appropriate regulatory body as referred to above.

If you wish to lodge an appeal please speak with the trainer in the first instance and they will assist you to commence and progress through the process.

Privacy

Carlisle Learning and Development Pty Ltd takes its obligations under the Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000) very seriously and will take all steps in order to comply with the Act and protect the privacy of our Students.

All information regarding Students will be treated by CLD in the strictest confidence. Information will not be provided to a third party except when requested by either the Student or required by law.

The Personal Information the Organisation collects

CLD may collect personal information such as names, addresses and phone numbers, assessments and Record of Results, and employment details of Students.

Collection Statement

“Carlisle Learning and Development P/L collects personal information. This information is collected for the purpose of recording academic statements, informing funding bodies of academic achievements and employment outcomes, including employer details, number of hours per week etc. We may also use personal information to notify Students of potential employment opportunities or graduation details.”

Storage

CLD will take all reasonable steps to protect the security of the personal information that we hold. This includes appropriate measures to protect both electronic and hard copy information.

Contracting Out

CLD does not contract out your personal information under any circumstances.

Legal Reasons

CLD collects personal information in order to comply with compliance and legal obligations.

STUDENT ACCESS TO PERSONAL RECORDS

Individuals may access their personal information by putting their request in writing and submitting their request to the Managing Director. Identity must be verified before information is released. This may incur a small fee.

When requesting access to personal information, individuals will:

- Provide a formal written request for access to their personal information;
- Provide two (2) acceptable proofs of their identity;
- Advise what format they require the information;
- Provide data storage, if necessary;
- *Pay any reasonable associated fees (CLD may need to charge an administrative fee for access to and copy of personal information);
- Allow 15 working days for processing (i.e. 3 weeks)

* The fee will be dependent upon the amount of copying or archival search or USB costs required to provide the information in the format requested. CLD will give the student a quote prior to supplying the data.

STUDENT EVALUATION & FEEDBACK OF CLD

As a self-managed organisation CLD must continuously improve and one of the mechanisms used for that improvement is the Training Evaluation Form.

Please assist us by being honest and open in your responses.

The Trainer will be responsible for the collection of all Evaluation Forms at the completion of each course. The employer will also be contacted for feedback in regards to CLD's provision of service.

Attachment 1 – STUDENT CODE of Conduct

Responsibilities

1. Interactions and communication with all persons regardless of their status or position must be respectful and courteous.
2. To maintain confidentiality in regards to all information they may access from time to time in regards to CLD, its operations, employees and other students.
3. Respect the privacy of others.
4. Accept responsibility and accountability for learning and actions and adhere to CLD policies, procedures and guidelines at all time.
5. Full attendance and participation in all training activities and carry out any tasks that may be asked by the Trainer/Assessor to the best of their ability.
6. Complete Self-Paced Learning Work Books and/or assessments on time and as required.
7. Ensure all documentation received from and provided by CLD is maintained in safe and good condition at all times.
8. Ensure that all documentation submitted to CLD includes the student's name and course group identification.
9. Not engage in cheating or plagiarism. Confirmed cheating or plagiarism will result in expulsion from the program without status for any completed units.
10. Appropriate clothing and PPE is to be worn at training sessions conducted on and off-site.
11. Students must maintain an appropriate standard of presentation, personal hygiene and behaviour at all times.
12. Produce a Doctor's Certificate for all sick days upon returning to class. Students must advise CLD before course commencement if they are unable to attend class for a particular day. Absenteeism may result in:
 - Units not being completed, and/or
 - Competencies not being achieved. Excessive absenteeism may result in removal from the program. Excessive tardiness may result in being marked absent for that training session.Both of the above outcomes will result in an incomplete qualification.
13. Advise the Trainer/Assessor of any concern or issues that negatively impact the successful completion of the qualification.
14. Advise CLD of any changes in personal details on a Change of Student Details Form as soon as practicable.
15. Keep training areas and facilities tidy at all times.
16. Not engage in theft or larceny or other illegal activities. Proven illegal activities will be cause for immediate expulsion and report to SA Police.
17. CLD maintains zero tolerance of consumption of, or being under the influence of alcohol or illicit substances during training hours and will result in a student being asked to leave the premises/venue. An investigation will be implemented and may result in expulsion from the program. Confirmed evidence of illicit substances will be reported to SA Police.
18. Behaviour must not be disruptive to other students or company personnel. Failure to comply may result in expulsion from the program.
19. CLD maintains zero tolerance of aggressive or discriminatory behaviours.
 - Bullying, threatening, abusive, violent (verbal or physical) or discriminatory behaviour will result in instant expulsion from the program.
 - Bullying and other discriminatory behaviours are prosecutable offences and may result in report to SA Police.
20. Individual differences of all persons regardless of status or position are to be acknowledged and respected.

Expected to be conscious of actual and potential differences and to actively recognise and respect the boundaries directly or indirectly set by others.

Rights

Students have the right to:

- be treated respectfully, equitably and fairly;
- be emotionally and physically safe in the learning environment;
- have all reports of harassment treated respectfully, seriously, impartially, sensitively and with reasonable confidentiality and for those issues to be addressed immediately and appropriately;
- appeal and complaint processes:
 - where resolution may be reached by a process of discussion, cooperation and conciliation;
 - that provides information, support and assistance in resolving the issue for all parties involved.
 - where no person lodging a complaint, or assisting in the investigation will be victimised or treated unfairly;
- privacy and confidentiality;
- timely access to their student or personal records/files;
- receive quality and appropriate training and fair and equitable assessment.

I,

(INSERT NAME)

confirm that I have read, understand and accept the conditions and consequences of the CLD Student Code of Conduct.

Signed:

Dated:

Attachment 2 – RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is an assessment process that acknowledges the current skills and knowledge that a person has accumulated through formal learning/training and/or informal training that has been gained through on-the-job training, voluntary/community work and life experience.

Recognition of Prior Learning is a formal assessment of an applicant's current competency against each unit applied for. Students are assessed against the VET competency assessment criteria for each unit. Competency may be assessed through various means such as (but not limited to):

Work Samples	-	Actual examples of work undertaken
Documentation	-	Certificates, photos, resumes, copies of performance reviews, letters of commendation, licences, references and supporting documents from employers.
Practical Demonstrations	-	Skills assessing, fault finding, on-the-job or class room demonstration, video evidence.
Written Test	-	Formal examination, short answers, essays, multiple choice questions.
Projects	-	Group discussion or project, case studies.
Challenge/Oral Testing	-	Verbal questioning, role play, oral presentation.

Please seek clarification from the CLD trainer if you have other evidence not listed above as it may be acceptable.

The advantages of Recognition of Prior Learning for both industry and students are:

- It reduces duplication of learning that has already been acquired;
- It provides a fairer system of skills recognition for individuals;
- It creates greater understanding and recognition of workplace training needs;
- It increases career options for individuals;
- It encourages individuals to assess their own skills and knowledge, and raises self esteem;
- It can provide a cost reduction in the provision of training.

RPL will be recorded as Competent for the units in which competency is achieved.

RPL is available to all of our clients at any time and is conducted by appropriately qualified Trainer/Assessors following AQF and ASQA standards and guidelines at all times.

Procedure for Student for RPL Process

Student receives Student Information Handbook which includes RPL policy, process, evidence guide and application form.

Student lodges application form with CLD.

Nominated assessor arranges an interview, with a minimum of two weeks preparation time offered to the student.

Student gathers information and liaises with nominated assessor in regards to the type of evidence they will be presenting.

Assessor meets with and provides initial feedback to student.

Assessor assesses evidence against competency criteria and completes an 'Assessor Record Sheet' for RPL for each unit assessed.

Assessor provides feedback on assessment of competency to Student.

Competency achievement is recorded in Student Training Plan as RPL and recorded on Statement of Attainment or Parchment as 'Competent' against the unit.

The CLD will provide individuals applying for RPL with support and information throughout the process. Please speak with CLD Head Office staff for additional information.

If you do not agree with a determination you have the right to appeal. Please refer to Complaint/Appeal in this Handbook.

Forms of Credit

RPL may be used for entry into a course when the specified prerequisites based on completion of a formal course of education have not been undertaken or where other access mechanisms are not applicable or appropriate.

The award of credit in a course as a result of a successful RPL application may include:

- Specified credit for designated subjects, units or competencies
- Unspecified credit, resulting in a student being required to complete fewer subjects, units or competencies (for example, by exempting a student from undertaking elective units)
- Block credit, resulting in the exemption from the requirement to undertake a block component of a course (for example, first semester of the year)
- Exemptions or advanced standing. This involves exempting a student from undertaking preparatory subjects, units or competencies in the early stages of the course or qualification, while still requiring them to undertake the same number of subjects, units or competencies as they would be required to complete if they had not been granted the exemption. This usually involves substituting the exempted subjects, units, units or competencies with others.
- Credit may be awarded on the basis of a combination of credit transfer plus an individual RPL assessment for additional non-formal or informal learning.
- Once a student has been awarded credit on the basis of RPL, subsequent credit transfer based on these learning outcomes should not include revisiting the RPL assessment, but should be based on credit transfer agreements, articulation arrangements or other agreements between institutions.

Initial Advice and Support

CLD provides potential applicants with;

- a copy of relevant learning outcomes/competency standards to enable applicants to undertake a self assessment;
- suggestions for evidence they might submit to verify they have met the competencies (e.g. third party reports, portfolio's etc);
- ability to contact Assessor to clarify any issues.

Application Stage

CLD provides:

- an easy to read form that assists applicants in matching their evidence against the standards required;
- a form designed to include contact details for applicants requiring further support in completing the application.

Assessment Stage

CLD examines a range of evidence to verify the applicants claim including:

- third party reports (e.g. references from employers);
- portfolios (i.e. examples of work);
- practical demonstration in the workplace;
- practical demonstration in a simulated environment;
- oral questioning and presentations;
- audio-visual evidence (photographs, tapes).

Evidence

CLD ensures the evidence used to make the assessment is:

- authentic (i.e. is it the applicants work);
- reliable (i.e. is it consistent with other evidence);
- sufficient (i.e. is it enough);
- current (i.e. how recent is the evidence);
- valid (i.e. is the evidence relevant to what is being assessed).

Assessment Process

CLD ensures the assessment process is:

- valid;
- reliable;
- flexible;
- fair;
- ensures assessors have recorded the evidence considered, the process undertaken, and the reasons for granting/not granting RPL/Credit Transfer.

Post Assessment Guidance Stage

CLD:

- provides clear, prompt and constructive feedback to the applicant;
- provides prompt recognition in the form of a qualification or Statement of Attainment;
- describes an appeals process and document this process for applicants.

Record Keeping and Monitoring Stage

CLD:

- uses a record keeping system that describes the evidence considered, the process undertaken, and the reasons for granting/not granting RPL/Credit transfer
- identifies the number of applications and outcomes of these applications;
- records and reviews client feedback re RPL/Credit transfer