



# 2024 Learner Handbook



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## Welcome

Thank you for choosing St Michaels Training as your Registered Training Organisation (RTO) we are committed to providing high quality training programs to assist you in furthering your career and reaching your goals.

Our approach is to provide you with a safe, supportive and inclusive learning environment with quality training and assessment to ensure that you gain the vital skills and knowledge to succeed in the workforce. Programs are tailored to your needs with a structure that is flexible and designed to match your available time.

Please take the time to read through this handbook. It contains our code of practice, an overview of our key policies and procedures, practical information about your course, as well as important legislative and other regulations.

## About us

St Michaels Training is a not-for-profit RTO, we have been delivering highly contextualised and supportive training for people with a disability and for those working in the disability sector, since 2003.

We are a Tasmanian Training Provider working exclusively in the Disability Sector, offering on-the job traineeships, workplace-based skill sets and classroom-based training across the state.

We strive to attract, recruit and retain talented, knowledgeable and dedicated trainers that recognise the value of industry engagement as the driving force in influencing our training and assessment approaches. As an organisation we conduct ourselves ethically and with integrity.

**RTO Provider Code:** 60067

**ABN:** 17 850 072 308

### Training Locations

#### Launceston

Level 1, 15 George Street,  
Launceston TAS 7250

#### Devonport

19 North Caroline Street  
East Devonport TAS 7310

**Telephone:** 03 6333 2600

**Email:** [info@stmichaelstraining.tas.edu.au](mailto:info@stmichaelstraining.tas.edu.au)

**Web:** [www.stmichaelstraining.tas.edu.au](http://www.stmichaelstraining.tas.edu.au)

## Our Staff

### RTO Manager

Kim Dean

### Client Relations and Compliance Officer

Elizabeth Meek

### Administration Support

Sophie Guy

### Trainers/Assessors

Lindy Crack

Dipendra Sanjyal

Alice Goicochea

Nathan Edwin

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## Enrolment

Before enrolment learners will be provided with the following:

- details about the program and the entry requirements
- the requirements to complete the course including assessment criteria, procedures and attendance.
- reasonable adjustments that can be made
- support that is available

A completed enrolment form is required by all learners, the enrolment form will be provided to you.

The following documentation is to be provided with your enrolment form:

- USI VET Transcript
- If you were not born in Australia, you must supply a copy of your Passport and visa

Learners will also be asked to complete a Language, Literacy and Numeracy (LLN) assessment prior to starting training.

If you no longer wish to continue your training program with St Michaels Training, you need to discuss this with your Trainer and Assessor or the RTO Manager. You will be asked to sign a number of forms to enable St Michaels Training to inform Skills Tasmania and issue any certificates you may be entitled to receive at that point in time.

## Learner Support

St Michaels Training is dedicated to providing a high standard of service to learners, if you, your employer or trainer identifies that additional support is required, we will work with you to ensure that the required support is provided. If the support is to be provided by an external agency, we provide contact details and, in some cases, can assist you to make the appointment.

One of our main functions is to support you to achieve your goals.

We do this by:

- making sure you are informed of your rights
- replying to emails and support requests promptly
- being friendly, approachable and easy to reach
- providing learning materials that are relevant
- handling complaints and feedback promptly
- being ethical and compliant to regulations at all times
- continuously improving our programs, systems, policies, procedures, customer service and resources.

## Educational Support

You will be provided with 1:1 sessions with your trainer at mutually agreed times to clarify questions, support your learning journey and to complete assessments.

Examples of educational and support services that can assist learners with disability meet program requirements include:

- study support and study skills programs
- language, literacy, and numeracy (LLN) programs or referrals to these programs
- providing equipment, resources and/or programs to increase access for learners with disability and other learners in accordance with access and equity principles
- use of trained support staff including specialist teachers, note-takers and interpreters
- flexible scheduling and delivery of training and assessment, and
- the provision of learning materials in alternative formats

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### **Language, Literacy and Numeracy and Digital (LLND) Support**

St Michaels Training recognises the importance of language, literacy, numeracy and digital skills in all training and assessment. We recognise the need to break down the barriers to learning by identifying need areas such as LLN and to where necessary, partner with the suppliers of LLND support.

We aim to ensure all learners are given the opportunity to learn based on their current LLND skills, which are assessed prior to training commencement. Where a need is identified, we will endeavour to meet those needs, and where necessary make reasonable adjustments to our training and assessment methodology.

Reasonable adjustments to assessments may be made for learners, providing the adjustments comply with the principles of assessment and rules of evidence. Reasonable adjustments applied to any assessment will be recorded and maintained on the learner's file.

Learners requiring support should discuss with the trainer prior to the commencement of the program so that the necessary adjustments can be made.

### **Health and Well-being**

We understand that at times you may be impacted by a personal event or issue, which can make you feel disengaged, unsafe, or unable to continue with your learning program. We encourage you to speak with your Trainer or the RTO Manager about this so we can support you so you can successfully progress through your learning program.

St Michaels Training will refer learners to external support agencies where necessary such as:

When required, we refer learners to local and accessible support services, such as:

- Launceston Head to Health
- Relationships Australia
- Anglicare Tasmania
- Gambling Help Line
- Alcohol and Drug Services
- Launceston Community Legal Centre
- Launceston Women's Shelter
- City Mission Crisis accommodation

St Michaels Training will make every effort to assist learners to manage issues that could have an impact on the successful completion of training.

### **Educational Standards**

As an RTO registered with Australian Skills Quality Authority (ASQA), we have a responsibility to ensure the quality of the nationally recognised training and assessment we deliver.

We must always comply with the Standards for RTOs 2015 <https://www.asqa.gov.au/standards> which are part of the VET Quality Framework. To ensure compliance we have developed a comprehensive quality system that guides our operations.

St Michaels Training maintains high standards in the provision of vocational education, we have policies and procedures in place to uphold high professional standards in the marketing and delivery of our services which safeguard the interests and welfare of our learners.

We maintain a learning environment that supports the success of our learners by providing adequate facilities and use methods and materials appropriate to the training being delivered.

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## Course cancellation

From time to time, St Michaels Training may find it necessary to make changes to scheduling or staff for a course or unit. If this occurs, St Michaels Training will attempt to give notice to those employers and / or learners who may be affected. We will provide updates to the e-mail address or telephone number you provided on enrolment.

## Access and Equity

St Michaels Training is committed through principles of inclusiveness and non-discrimination to providing all learners with equal benefits and opportunities to pursue their training and development. We promote, encourage and value equity and diversity regarding learners and will ensure all services offered are provided in a fair and equitable manner to all learners, free from bias.

We ensure that in the development of our training and assessment strategies and incorporated programs we link services and products that are important to clients from the specific cohort, for example Tasmanians living with a disability. We are confident that the eligibility criteria and processes for selection to our training programs are as clear and fair as possible so clients from the above cohort can access our services and our programs are promoted in ways that invites participation.

We regularly validate our assessment processes through industry engagement with disability employer representatives. This allows us to evaluate the information gathered when designing new assessment tools to ensure they are industry and client focused.

## Legislative Requirements

Registered Training Organisations are subject to legislation relating to training and assessment, as well as business practice. St Michaels Training will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration. You will be advised at induction and kept up to date with changes to legislation as they arise.

## Feedback and Continuous Improvement

We are committed to delivering high quality services that support you throughout your training and assessment. To ensure our services meet our quality standards and we continually improve, you and your employer will be asked to completed feedback forms during and after the completion of training programs.

## Qualifications and Programs Offered

St Michaels Training offers the following qualifications:

- TLI11321 Certificate I in Supply Chain Operations
- CHC33021 Certificate III in Individual Support
- CHC43121 Certificate IV in Disability Support
- 11076NAT Diploma of Leadership in Disability Services

We also deliver a range of accredited Skill Sets including:

- CHCSS00070 - Assist Clients with Medication Skill Set
- Mental Health and Suspected Abuse
- First Aid/CPR
- Manual Handling

To view the full list of currently available programs, refer to our Scope of Registration:

<https://training.gov.au/Organisation/Details/60067>

We can also tailor programs to suit individuals or organisations and source appropriate funding.

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## Complaints and Appeals

If at any time you feel we have not met our responsibilities as an RTO, you have the right to make a complaint by following our Complaints and Appeals Policy – available on our website.

## Fees, Charges and Refunds

Learners are provided with information about any fees for individual training program prior to enrolment as fees can vary according to the program and funding contract arrangements

The charge for reissuing a Statement of Attainment or Certificate is \$30.

Please refer to the Fees, Charges and Refunds Policy on our website.

## Privacy

In accordance with *Privacy Act 1988*, St Michaels Training protects the privacy and confidentiality of all learners by ensuring that all records and information about you is kept in a secure place and are only accessed by or disclosed to those people who require the information. We will not disclose any information without your written consent to any third party not covered by legislation You can access your training records or results or correct any inaccuracies at any time by talking to the Client Relations and Compliance Officer.

## Work Health and Safety

St Michaels Training is committed to implementing, maintaining and continuously improving Work Health and Safety in all of its training locations. The management of St Michaels Training recognises that it has a responsibility under the *Work Health and Safety Act 2012* to provide and maintain a safe environment for staff, learners and visitors alike. These responsibilities and obligations are communicated to all staff to ensure a safe and healthy workplace is maintained.

## Unique Student Identifier (USI)

All learners are required to supply St Michaels Training with their Unique Student Identifier (USI) at the time of enrolment. We are unable accept enrolments without a USI.

The purpose of the USI is to enable the collection and storage of learner records of participation in vocational education and training on a central database and allow learners easy access to their records.

Any learner who does not provide a current USI on enrolment may not be allowed to commence. Learners without a valid USI are not eligible to receive their Qualification/ Statement of Attainment on completion.

## Issuance of Qualifications/Statement of Attainments

St Michaels Training can only issue Qualifications and Statements of Attainment that are within our scope of registration.

You will not be issued with Qualifications or Statements of Attainments until you are deemed Competent.

Qualifications and Statement of Attainments are issued within 30 days of completion of training.

Note: Certificates or Statements of Attainment will not be issued until full and final payment has been received (where applicable).

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## Retention of Learner Assessments

Your completed assessments will be retained for **seven years** after you have been deemed competent. This is to meet regulatory requirements as outlined by the National VET Regulator and State Training Authority.

## Reporting Requirements

As an Endorsed Registered Training Organisation with a funding agreement with Skills Tasmania we are required to report training activity data to Skills Tasmania. Where your training is supported by your employer, they will receive progress updates.

## Learner Rights and Responsibilities

### **Learners have a right to:**

- learn in a safe, secure and clean environment
- be treated fairly and equitably and with respect
- learn in an environment free of discrimination, harassment, bullying or victimisation
- receive support during the course of their training
- obtain information about assessments and the assessment process in prior to an assessment
- receive feedback from trainer/assessors about their performance and progress
- have their personal information and privacy protected
- be able to access their personal records on request
- appeal any assessment decision and ask for it to be reviewed
- make a complaint by using the proper procedure and have it treated confidentially and dealt with fairly and quickly
- discuss their concerns or problems confidentially with staff

Learners are expected to take responsibility for their own learning and behaviour during training and assessment.

### **Learners are required to:**

- obey workplace health and safety rules at all times
- ensure that behaviour is of a level acceptable to the workplace at all times
- complete training and assessment activities within agreed timeframes
- communicate any difficulties with completion of activities or assessment with their trainer

### **Attendance**

You are required to attend all training sessions for the completion of the course. If you are unable to attend a training session you must notify our office as soon as possible.

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## Assessment Information

### Overview

Prior to commencing the assessments, your trainer/assessor will explain each assessment task and the requirements for submission of your completed assessment tasks. Please consult with your trainer/assessor if you are unsure of any questions. Your trainer/assessor will be available to support you throughout the assessment process.

### How you will be assessed

You will have to complete a number of activities / tasks designed to test your skills and answer a number of questions designed to test your knowledge in relation to the unit of competence. Your trainer/ assessor will mark them and let you know whether your answers are or are not satisfactory. If they are not satisfactory you must re-do them and re-submit. It is important that you address each assessment task fully. If any assessment task is not fully addressed, then your assessment task will be returned to you for resubmission

You will also be required to demonstrate your ability to perform the practical, observable components of each unit of competence.

If you think you already have any of the skills required for this unit talk to your trainer/ assessor about the process for having them recognised.

### Types of evidence your assessor will look for

- Observations of you doing the tasks
- Work samples
- Logbooks (to capture workplace tasks)
- Reports from your supervisor
- Answers to questions, activities or tasks including case studies

### Submitting Assessments

Your trainer will negotiate a reasonable due date for assessment tasks to be submitted, this is usually **one month** from the commencement of a unit of competency. It is important that you submit your work on time, if you need more time you will need to apply in writing for an extension. Handwritten assessments must be clear and legible. Any attachments must be on A4 paper clearly marked with the unit code and learner's name. Assessments are to be completed online where applicable or uploaded via your student portal.

### Achieving Competence

To demonstrate competence in each unit you must undertake all activities provided by your trainer/assessor and have them deemed satisfactory by the assessor. If you do not answer some questions or perform certain tasks, and therefore you are deemed to be Not Yet Competent, your trainer/assessor may ask you supplementary questions to determine your competence. Once you have demonstrated the required level of performance, you will be deemed competent in the unit.

If you are deemed "Not Yet Competent" you will be provided with feedback from your assessor and will be given another chance to resubmit your assessment task(s). If you are still deemed as "Not Yet Competent" you will be required to re-enrol in the unit of competency.

### Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the skills and knowledge obtained by the learner through previous training, work experience and/or life experience. This can mean that you don't have to study something you already know. Please contact the RTO Manager for further information.

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### **Credit Transfer**

Credit transfer is the recognition of learning achieved through formal education and training. St Michaels Training recognises the AQF qualifications and statements of attainment issued by all other RTOs. Credit transfer allows units of competency previously achieved by a learner to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification.

You must provide a copy to your USI VET Transcript at enrolment.

### **Assessment appeals process**

If you feel that you have been unfairly treated during your assessment, and you are not happy with your assessment and/or the outcome because of that treatment, you have the right to lodge an appeal. You must first discuss the issue with your trainer/assessor. If you would like to proceed further with the request after discussions with your trainer/assessor, you need to lodge your appeal to the course coordinator, in writing, outlining the reason(s) for the appeal. – refer to the Complaints and Appeals policy on our website.

### **Reasonable adjustment**

Adjustments can be made to the way in which evidence is collected. Learners who require reasonable adjustment can access and utilise appropriate support and alternative assessment methods. Examples:

- Verbal questioning or practical demonstrations in place of written assessment when required
- For learners with special needs (eg. interpreter for hearing impaired students)
- You can use a scribe to help write down your answers

### **Plagiarism (Copying)**

Copying another person's work is not acceptable. Copying is using another person's ideas and words without clearly saying where that information came from. You will be required to sign a plagiarism statement for each unit of competency. You may use ideas expressed by others, but you have to contribute to the answers as well. Plagiarism includes material from any source, staff, students or the Internet – published and un-published works.

Using Artificial Intelligence (AI) such as ChatGPT to generate answers will not be accepted as it is not your own work.

### **Consequences of Plagiarism**

Any form of cheating or plagiarising is considered to be unacceptable and will result in you being assessed as NS (Not Satisfactory) for the assessment task. You will be required to resubmit your assessment work.

### **Confidentiality**

If using workplace documentation for assessment tasks or projects, it is essential that any client information (if applicable) is removed or de-identified when submitting assessment tasks.

Your Assessor can discuss options for obtaining client consent when providing information for assessment.

### **Working Safely with Children**

All RTO Staff must be familiar with and comply with the [Child and Youth Safe Organisations Framework](#) In addition, all staff must comply with the requirements under the [Child and Youth Safe Organisations Act 2023](#).

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