



PARTICIPANT HANDBOOK

Challenge National Pty Ltd Trading as etrainu
Provider Number: 31345

WELCOME TO



Challenge National Pty Ltd t/as **etrainu** is an innovative Registered Training Organisation (RTO) specialising in providing quality training and assessment in a range of industry sectors, such as: Hospitality, Retail, Business, Sales, Construction and Safety

Challenge National Pty Ltd t/as **etrainu** has a diverse mix of staff, all of whom are dedicated to developing a quality training product.

Our commitment in up-skilling Australia's workforce is focused around the unique needs of individual business, the employees within that business and individual learners who undertake a qualification, course or unit with **etrainu**.

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OUR COMMITMENT...

“Our commitment in providing high quality service and standards across all of our operations ensures we are providing the best possible learning and assessment outcomes for all participants who undertake both accredited and non-accredited training with Challenge National and etrainu.”

OUR VALUES

Innovation

Integrity

Reliability

ETRAINU CODE OF PRACTICE

We strive to:

- Deliver a learning experience of the highest educational standards; with qualified and experienced Trainer and Assessors and assistive support staff.
- Provide support services which include Assessors, Trainers, Administration and Management staff who support the learner's experience, from initial sign-up and continuing through until training completion.
- Implement policies and procedures to address any issues that may arise during the provision of training services.
- Promote inclusive learning and equitable access to learners.
- Ensure compliance with legislative and regulatory requirements is applied in relevant training policies and procedures and that compliance is maintained.
- Provide language, literacy and numeracy assistance to any learners who may require such assistance or refer them to agencies who can provide the support.
- Ensure staff will undertake their responsibilities in a professional and ethical manner and will be objective, independent and constructive.
- Ensure staff will be impartial and disqualify themselves if they have an actual, potential or perceived conflict of interest with the trainee or the client.
- Ensure staff will treat all information (including documents and discussions) obtained as part of the learning and assessment process as confidential.

QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT

etrainu have implemented an extensive continuous improvement process into all aspects of day-to-day operations, to ensure we maintain high-quality standards in accordance with the requirements of the VET Quality Framework and the ASQA Essential Conditions and Standards for Continuing Registration.

Under the VET Quality Framework, Registered Training Organisations (RTO's) are required to collect and use data on three Quality Indicators which have been endorsed by the National Skills Standards Council (NSSC):

- Learner Engagement;
- Employer Satisfaction; and
- Competency Completion.

During your learning experience, either you or your employer (if applicable) may be asked to participate in one of these review surveys, at which time we would appreciate your assistance in this process so that we may continually improve our services and adapt to the changing needs of clients and industry.

THE AUSTRALIAN QUALIFICATIONS FRAMEWORK



To meet the requirements of the Australian Qualifications Framework, **etrainu** has a system in place to issue compliant Certificates or Statements of Attainment to learners, as appropriate, and within a reasonable timeframe after they have been fully assessed as competent.

More information on the **Australian Qualifications Framework** can be sourced at www.aqf.edu.au

NATIONALLY RECOGNISED TRAINING



All nationally accredited qualifications/units issued by **Challenge National Pty Ltd** and **etrainu** can be identified by the Nationally Recognised Training (NRT) logo. Nationally Recognised Training ensures training is delivered and mutually recognised across Australia. More information can be found at www.training.gov.au/

UNIQUE STUDENT IDENTIFIER (USI)

From **1 January 2015** every new and existing VET student must have a Unique Student Identifier (USI). The USI is a number that a student retains throughout their lifetime. The USI acts as a key, giving students a single point of access to their VET records.

The USI allows the capturing of a record of enrolment and achievement across the lifetime of individual VET students. The initiative was designed to make it easier to find, collate and authenticate students' VET achievements into a single portable record.

The USI is a ten character alpha-numeric code, which every student participating in accredited VET training from 1 January 2015 requires.

Students will need to apply for their USI. They will need to provide proof of their identity via a drivers' licence number, Medicare card number or other official document, and will then be issued with a USI. A student may apply directly via the USI Agency initially to obtain their life long information.

NATIONAL TRAINING PACKAGES

A **National Training Package** is a consistent and reliable set of nationally endorsed competency standards, assessment guidelines and qualifications for a specific industry, industry sector or enterprise. They provide the national industry benchmarks/requirements for training and recognising or assessing people's skills.

A training package describes what skills and knowledge a person needs to perform effectively in the workplace without prescribing how they should be trained.

Training Package qualifications are recognised throughout Australia regardless of where or how the qualification was gained.

National Training Packages include the following information:

- Training guide including applicable legislation;
- Assessment guidelines, instruments and process;
- Competency-based training and assessment made up of Units of Competency;
- Qualifications Framework;
- Customisation Guidelines;
- Packaging Rules;
- Key Competencies.

As a participant it is advisable that you familiarise yourself with the training packages relevant to your area of work and your career goals before you decide what training will best meet your needs.

If you have any further questions you can always ask one of our trainers from a range of specialist areas.

Further information regarding National Training Packages can be accessed through the website www.training.gov.au

COMPETENCY BASED TRAINING

Training Packages and their Units of Competency make up a Competency Based Training System.

Individuals are assessed as either Competent or Not Yet Competent.

This is not a graded system as in schools or Higher Education, but is based on the achievement of competence in the skills, knowledge and abilities required to be demonstrated in the workplace.

LEARNING OPTIONS AT ETRAINU

Challenge National Pty Ltd t/as **etrainu** (Provider No: 31345) is registered with the **Australian Skills Quality Authority (ASQA)** to deliver a range of qualifications, accredited courses and units of competency that are nationally recognised.

The **Australian Skills Quality Authority** requires **etrainu** to provide accurate and complete information on the attainment of each learner engaging in nationally recognised training.

etrainu must therefore have an effective system in place to ensure that these records are kept and reported as required. The time that Participant records must be kept varies according to the type of training undertaken and must meet ASQA, State or regulated/licensed contractual requirements; this requires the RTO to ensure that records are kept in an accessible format for this time period.

NATIONALLY ACCREDITED TRAINING

etrainu is registered to deliver the following training:

Units of Competency

CPCCWHS1001 Prepare to work safely in the construction industry

SITHFAB002 Provide Responsible Service of Alcohol

SITHGAM001 Provide Responsible Gambling Services

SITXFSA001 Use hygienic practices for food safety

As a Registered Training organisation (RTO) we can also partner with other RTO's to deliver programs outside our scope of registration when required. Participants will always be made aware of this.

MODES OF DELIVERY AT ETRAINU

etrainu recognise the numerous demands on your time and because of this we offer many courses with flexible delivery, where you are not locked into particular times or locations. This provides you with a range of options to give you access to what, when, and where you learn:

E-LEARNING

E-Learning is the online delivery of individual units and short courses which involves you accessing learning materials via the internet, anytime and anywhere.

Competence is assessed via a series of questions and answers which may give you a result in real time. An assessor will be available for support if you require assistance and to check that you have completed all assessments prior to issuing you with your Certificate/Statement of Attainment.

You can communicate with our etrainu staff via email and/or telephone. In some cases, you may be required to demonstrate the skills and knowledge gained through the undertaking of this unit. If this is the case, a trainer and assessor (or nominated person) will provide you the information required prior to you enrolling and information will be provided to you in the introduction stage of the course. If practical demonstration is required and you are unable to be assessed in the workplace you will need to notify us BEFORE proceeding with the course.



FACE-TO-FACE TRAINING

This option enables you to learn in a classroom environment with a qualified trainer and assessor. Assessment can be conducted in the class and may also require workplace assessment and observation tasks. Not all courses are available by classroom delivery, so please check with our Helpdesk for further information.

DURATION OF COURSES

E-LEARNING COURSES

All eLearning courses based on single units of accredited competencies **have a three (3) month expiry date** where you will not be able to access the assessments after this time. These are for units of competency or courses which generally take between four and six hours to complete. It is the responsibility of the participant to ensure they have completed all assessments within this timeframe.

In circumstances of hardship or exception, etrainu may at the discretion of management, reissue a course to a participant unable to complete in this time frame.

FEEES AND SERVICES

Fees vary depending on the Unit or Course you are completing. Check out www.etrainu.com for pricing on specific short courses, or contact 07 3114 2958 for details.

ONLINE INDIVIDUAL UNITS OF COMPETENCY

Fees for online units of competency are detailed on the website at www.etrainu.com. Fees are typically paid in advance and participants can commence the course at any time after a successful purchase has been registered.

All fees paid will be issued with an acknowledgement receipt/tax invoice as proof of receipt of monies paid for access to courses.

FEE-FOR-SERVICE COURSES

Fee for service courses are run on a commercial basis. There are no courses which etrainu.com provides online that cost \$1,000 – all accredited courses or groups of courses have a maximum course price of \$170.

OTHER CHARGES

Generally your Certificate or Statement of Attainment for single units of competency will be available from your online training profile at www.etrainu.com. You can access and download it at any time and print it yourself.

There are some licensing programs where you will not be able to view a certificate through your training profile but you will receive a hard-copy for your records.

Some state regulatory authorities may charge mandatory fees for the issue of additional certificates. If this is the case the mandatory fee will be included in the website price prior to purchasing the course.

Charges may apply for the re-issuing of Certificates. Please contact our Helpdesk for specific details.

REFUNDS

Accredited Training Refund Requests

etrainu offer the following accredited courses.

CPCCOHS1001A Work Safely in the Construction Industry

SITHGAM002 Provide Responsible Gambling Services

SITHFAB001 Provide Responsible Service of Alcohol

SITXFSA010 Use Hygienic Practices for Food Safety

Refund situations are listed below with conditions and outcomes.

Issue	Condition/s	Outcomes and amount to be refunded
Where Challenge National & etrainu have incorrectly charged a participant/client.		The difference between the cost charged and the cost of the course will be refunded.
Where a participant has commenced a course in error (i.e. selected the wrong course), a new course will be assigned providing conditions have been met.	The participant has not completed more than one stage (20%) of the course.	NB: No refund will be issued – just the correct course will be assigned.

<p>Where the participant is assigned a key via their employer, and the participant has not yet activated their training key to commence the course within 30 days.</p>		<p>The employer may be entitled to a credit on request and the training key will be de-activated from the participant.</p>
<p>Where a course has been discontinued, and fees have been paid by a participant in relation to that course.</p>		<p>etrainu will offer the participant the ability to transfer to another course OR provide a full refund.</p>
<p>Where the course is unavailable due to technical difficulties for more than 5 days, or no acceptable alternative course is available.</p>		<p>etrainu will offer the participant the ability to transfer to another course OR provide a full refund.</p>
<p>In circumstances where it is agreed by the assessor and the participant that online learning is not the best method for that student.</p>	<p>Offer personalised support to work directly with an assessor one to one; and/or suggest and arrange for inclusion in a face to face program (if the course is delivered via this method).</p>	<p>etrainu will offer the participant a full refund if personalized support and / or a face to face program</p>

		is not available.
Exceptional circumstances, for reasons such as sickness, family circumstances or bereavement.		A pro-rata, partial or full refund will be given or assignment of another course which may be more appropriate at the time.
Where a participant's enrolment has been terminated due to disciplinary action.		Fees will not be refundable.

Non Accredited Training Refund Requests

etrainu offers the following non accredited course.

Registered Management of Licensed Venues (RMLV)

It is important that the following refund conditions are read and understood to prevent the loss of monies due to cancellation.

Issue	Condition/s	Outcomes and amount to be refunded
Less than 24hrs notice prior to course commencement will result in no refund payable but participant can transfer to a future course with an administration fee of \$30 payable.		Fees will not be refunded.

<p>Where a participant fails to attend a course (outside of the conditions detailed below).</p>		<p>Fees will not be refunded or allocated to another course. A \$30 administration fee may be charged to transfer to another course, however this is at sales team discretion.</p>
<p>Where a participant provides between one (1) week and 24 hours' notice prior to course commencement.</p>		<p>80% of course fee will be refunded.</p>
<p>Where a participant provides seven (7) days or more notice prior to course commencement.</p>		<p>Full refund less \$30 administration fee OR rebook into another course at no additional cost.</p>
<p>etrainu cancels a course.</p>		<p>A full refund is available OR rebook into another course at no additional cost.</p>

Special Conditions and Information

- etrainu cannot accept responsibility for changes to work commitments or personal/organisational circumstances within the 7 day period prior to non-accredited course commencements.
- Participant substitutions in non-accredited training are welcomed at no extra cost.
- If course programs have adequate numbers and an individual needs to cancel with late notice etrainu may at its discretion transfer the participant to another course/program.
- Refunds will only be made directly to the credit card that the purchase was on or by direct credit to the participant or the entity that paid for the course. In the case of “client” refunds, additional credit may be placed on their account.
- Refunds will be paid within 1 week of refund request being approved.
- It is at the discretion of the Management to issue refunds outside the aforementioned conditions as it is etrainu’s approach to wherever possible, meet the student and client needs and maintain good customer relationships. Therefore, in exceptional circumstances, should a participant have to discontinue a course for legitimate reasons such as sickness, family circumstances or bereavement, a pro-rata, partial or full refund will be given or assignment of another course which may be more appropriate at the time.

HARASSMENT AND DISCRIMINATION POLICY

etrainu strictly adheres to the Anti-Discrimination Act, 1977 and Equal Employment Opportunity, as set out in the Legislation.

etrainu has a legal obligation to ensure that no member of its staff or any of its participants is discriminated upon on the grounds of race (colour, ethnic origin or nationality), gender, age, disability, marital status or sexual orientation. Harassment on the grounds of race or sex will not be tolerated and may lead to disciplinary action.

At **etrainu**, everyone, regardless of whether they are a participant, Trainer and Assessor, administration or support staff, is entitled to expect the same rights.

These rights are listed below:

- The right to learn, teach or carry out their duties.
- The right to be treated with respect and treated fairly.
- The right to be safe in the workplace emotionally and physically.

- The right to have all reports of harassment and discrimination to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- The right to inform management of any harassment or discrimination and management has the responsibility to take immediate and appropriate action to address it.
- The right to be respected and have confidentiality maintained when dealing with all complaints.
- The right to have all complaints resolved by a process of discussion, cooperation and conciliation, whenever possible.
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

PARTICIPANT'S RESPONSIBILITY

- Allow others to learn in safety while participating in training, by not threatening, bullying or hurting others in any way.
- Make face to face training safe by obeying instructions.
- Make **etrainu** safe by not bringing illegal substances or weapons into the training environment.
- Not steal, damage or destroy the belongings of others.

DISCIPLINE

etrainu attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a Trainer or Assessor, or an employee member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable; or
- Ask a participant to leave the class, without refund or acceptance into another course; or
- Immediately cancel the class.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to submit their grievance by following our complaints procedure.

When disciplinary action is taken, Management will notify the participant of the reason for the disciplinary action.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

ACCESS AND EQUITY

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. This includes women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within our scope of registration.

The principles of access and equity are regularly reviewed to ensure the correct interpretation and application.

Where our training programs have a limited number of available places, these will be filled in order of completed enrolment applications.

Any issues or questions regarding access and equity can be directed to the Director of [etrainu](#).

CLIENT APPEALS AND COMPLAINTS

We aim to provide an enjoyable training environment and foster good relations amongst employees and participants, however problems may arise. These problems may arise from the behaviour or decisions of personnel or other participants. A complaint can relate to anything done, or not done, which you feel affects you unfairly or unjustly, including discrimination, harassment or assessment.

[etrainu](#) will deal with any participant complaints in an effective and timely manner, typically resolving all complaints within 30 days.

All appeals and complaints are reviewed at management meetings and, if appropriate, will result in a continuous improvement activity.

If you have a complaint, please contact:

Helpdesk on 07 3114 2958

or

email: helpdesk@etrainu.com

LEGISLATIVE REQUIREMENTS

As an RTO we are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all staff are made aware of any changes on an ongoing basis.

Current legislation is available online at:

<http://www.austlii.edu.au>
<http://www.legislation.nsw.gov.au>
<https://www.legislation.qld.gov.au/OQPCHome.htm>
<http://www.legislation.vic.gov.au>
<http://www.legislation.tas.gov.au>
<http://www.legislation.act.gov.au>
<http://www.legislation.nt.gov.au>
<http://www.slp.wa.gov.au>

The legislation that particularly effects your participation in Vocational Education and Training includes:

COMMONWEALTH LEGISLATION

Disability Standards for Education 2005
Privacy Act and Australian Privacy Principles
Skilling Australia's Workforce Act 2005
Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill
2005.
Vocational Education and Training Regulator Act 2011

WORK HEALTH AND SAFETY POLICY

etrainu follow the National Standard Code of Practice in respect to duty of care to provide a safe and healthy working environment for all employees, and it is both the employer and the employee's duty of care to take reasonable care for the health and safety of others within the work place.

This includes the provision of:

- A workplace that is safe to work in, with working procedures that are safe to use.
- Adequate staff training including topics such as safe work procedures.
- Properly maintained facilities and equipment.

- A clean and suitably designed work place with the safe storage of goods such as chemicals.

PLAGIARISM, COPYRIGHT AND CHEATING

Collusion, plagiarism or cheating in any assessment will not be tolerated.

The Trainer and Assessor will advise all participants of the many different ways to avoid plagiarism.

Participants who are proven to be involved in such activities will not be permitted to continue their course and will be deemed Not Yet Competent. No refunds will be paid in these circumstances

ASSESSMENT GUIDELINES

All assessments conducted as part of a qualification or accredited course will lead to the issuing of a Statement of Attainment; under the Australian Qualification Framework (AQF), providing a person is assessed as competent against the nationally endorsed units of competency

ASSESSORS AND TRAINERS QUALIFICATIONS

Assessments will comply with the assessment guidelines defined in the relevant nationally endorsed training package.

In the case of our qualifications we will ensure that the competency assessment outcome is determined by a vocationally competent assessor who holds the qualifications determined by the NSSC (National Skills Standard Council).

ETRAINU ASSESSMENT GUIDELINES

Assessment procedures will be equitable, culturally and linguistically appropriate, involve procedures in which criteria for judging performance are made clear to all participants, employ a participatory approach, provide for participants to undertake assessments at appropriate times, and where required in appropriate locations.

All methods, tools and processes used for assessment will be:

- **VALID** - Assessment methods will focus on the intended learning outcomes as described in the relevant Training Package and an assessor's role will be to measure a participant/s competency based on those learning outcomes.

- **RELIABLE** - Assessments must be reliable; that is, they must result in a consistent outcome or at least a consistent interpretation of evidence from the learner and from context to context.
- **FAIR** - Fairness in assessment requires consideration of the individual participant's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them.
- **FLEXIBLE** – Assessments will be flexible and should reflect the participant's needs, provide for recognition of competencies no matter how, where or when they have been acquired, draw on a range of methods appropriate to the context, competency and the candidate; and, support continuous competency development.

CONSULTING WITH INDUSTRY

The RTO consults with industry when developing training and assessment strategies to gain a clear picture of a competent participant – any unusual circumstances they need to deal with, any competing pressures they may need to manage and any specific requirements they need to know about (for example, legislation and operating procedures) – in order to work effectively.

By addressing these requirements all the dimensions of competency should effectively be covered in training and assessment.

ENSURING THAT EVIDENCE IS SUFFICIENT, VALID, AUTHENTIC AND CURRENT

Sufficiency, validity, authenticity and currency are the rules of evidence. Providing comprehensive assessment tools including clear information to the assessor and the participant about the conditions under which assessment is conducted and recorded, helps to ensure that these rules are met.

PRIVACY

etrainu takes the privacy of our participants very seriously and we will comply with all legislative requirements such as the Privacy Act and Australian Privacy Principles.

In some cases we will be required by law or regulatory licensing bodies or the National VET Regulator standards to make participant information available to others.

In all other cases we ensure that we will seek the written permission of the participant.

Our Privacy Policy is available on the website and when registering as an online participant, it is a requirement for you to read and receipt your understanding of this policy before starting your course.

Further information on our Privacy Policy, can be found on the website or by calling our Helpdesk on 07 3114 2958.

WORKING WITH CHILDREN

We will comply with all Federal and State Working with Children legislation.

A list of all relevant legislation is available from the Federal Police Website:

<http://www.aifs.gov.au/nch/pubs/sheets/rs13/rs13.html>

STORAGE OF PARTICIPANT TRAINING RECORDS

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual participant records will be stored in a locked secure office area. Our electronic records are stored in the **etrainu** LMS and are protected by password access. We further protect our records by maintaining up to date anti-virus, firewall and spyware protection software.

Access to individual participant training records will be limited to those required by the *Standards for Registered Training Organisation's 2015* such as:

- Trainers and assessors to access and update the records of the participants whom they are working with.
- Management staff as required to ensure the smooth and efficient operation of the business.
- Officers from the Department of Education and Training or their representatives for activities required under the Standards for Registered Training Organisations.
- People as permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

or

- Participants authorising releases of specific information to third parties in writing.
- The participant themselves, after making application in writing. For example, participants seeking a replacement Qualification or Statement of Attainment.

RECOGNITION OF PRIOR LEARNING (RPL)

The Recognition of Prior Learning (RPL) process conducted by **etrainu** is an established and recognised assessment process which provides acknowledgement of all skills and knowledge gained through life experiences, work experience, previous training and formal education that may be relevant to completion of a competency or set of competencies under current training packages delivered within our scope of registration.

TO APPLY FOR RPL, YOU NEED TO FOLLOW THE STEPS OUTLINED BELOW:

- Request an RPL application form by calling 07 3114 2958 or speak with your Trainer and Assessor.
- Complete the items in the RPL application kit your Trainer and Assessor will provide you.
- Read through the application process. If the decision is to continue with the RPL you will need to complete the process as detailed on the form.
- Gather your portfolio of evidence and any other evidence you feel will assist the Assessor to make their decision.

Attached to the application should be:

- Certified copies of relevant qualifications, transcripts, course outlines and other academic records including the title of the unit, duration (hours) of learning and results (marks and grades).
- Evidence of clinical practice, as mentioned above, if exemption is sought.
- **etrainu** will then review your RPL Application to identify which units may be eligible to be granted an RPL outcome.

NB: Some Licensing Regulatory bodies do not permit RPL for licensing courses when there is an expiry date on that license.

CREDIT TRANSFER POLICY & MUTUAL RECOGNITION

Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration.

Credit Transfer means credit towards a nationally accredited qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally accredited training package qualifications with another Registered Training Provider.

This certificate will need to be certified by a J.P. or the original sited by your trainer/assessor. Funded courses require certified copies in all instances.

NB: Some Licensing Regulatory bodies do not permit RPL / CT for licensing courses when there is an expiry date on that license. Your trainer and assessor will be able to advise you at the time of registration

PARTICIPANT SELECTION

In some cases, there are pre-requisite requirements that you may need to meet prior to enrolling into some of our training programs /courses.

You may need to provide your Trainer and Assessor with evidence of current and or previous skills and knowledge you may have acquired.

This evidence could be through items such as a job description, resume, performance appraisal or other training you have completed.

***Specific details of pre-requisites are contained in individual course information brochures and documentation.**

If you have any questions please do not hesitate to discuss the course with our HELPDESK.

LANGUAGE, LITERACY AND NUMERACY (LLN)

We recognise that not all people are able to read, write and perform calculations to the same standards.

At all times we aim to provide a positive and rewarding learning experience for all of our participants. We require all participants enrolling in an accredited course to complete a short 10 question quiz, which assists us in determining if additional support is required. The online LLN quiz is an evaluation quiz that has been developed in line with the Australian Core Skills Framework (ACSF). The purpose of the tool is to provide an indication of the level of a learner across the 5 core skills as a starting point for training. This will help to make sure they have the skills to meet the requirements of the job once in the workplace and minimum requirements as stated in training packages. It is

important to note that the core skill of Oral Communication (speaking) is not addressed within this test and needs to be assessed using other means or methods, when required.

For our non-accredited training, our enrolment form asks participants to provide information regarding their LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the RTO Manager, Trainer or Assessor will contact the participant to discuss their requirements.

Participants must ensure that they have discussed with an etrainu representative any concerns they may have about their capacity to participate because of any LL&N difficulties to ascertain suitability for enrolment into a course.

Where language, literacy and numeracy competency is essential for course participants, we will make every effort to ensure that participants are adequately supported to enable them to complete their training. Some examples of the type of support that we are able to offer include:

- Assistance from the Trainer and Assessor in reading and/or scribing work.
- Referring the participant to an external support provider.

PARTICIPANT SUPPORT, WELFARE AND GUIDANCE

We will assist all participants in their efforts to complete our training programs.

In the event that you are experiencing any difficulties with your studies we would recommend that you speak with Helpdesk or your Trainer and Assessor, or another staff member of **etrainu**.

We will ensure that the full resources of our RTO are made available to allow you to achieve the required level of competency in nationally recognised training.

If you are experiencing any personal difficulties, you should make contact directly with **etrainu** through Helpdesk or Trainer and Assessor who will assist you to the full extent of our capacity or you may elect to nominate a person (who will need to be approved by etrainu) to act as your mentor.

If your needs exceed the support capacity of **etrainu**, we will refer you onto an appropriate external agency.

You can seek support immediately by contacting:

<i>Australian Council of Adult Literacy</i>	WWW.ACAL.EDU.AU/
<i>NSW - DEPT OF EDUCATION AND COMMUNITIES</i>	WWW.DEC.NSW.GOV.AU/
<i>VIC – DEPT EDUCATION AND EARLY CHILDHOOD DEVELOPMENT</i>	WWW.EDUCATION.VIC.GOV.AU
<i>QLD DEPT EDUCATION, TRAINING AND EMPLOYMENT</i>	www.training.qld.gov.au/
<i>SA – SKILLS FOR ALL</i>	WWW.SKILLS.SA.GOV.AU/
<i>TAS – DEPT EDUCATION TASMANIA</i>	WWW.EDUCATION.TAS.GOV.AU/
<i>WA – DEPT TRAINING AND WORKFORCE DEVELOPMENT</i>	WWW.wa.gov.au

FLEXIBLE DELIVERY AND ASSESSMENT PROCEDURES

etrainu recognise that not all participants learn in the same manner, and that with an amount of “reasonable adjustment” participants who may not learn best with traditional learning and assessment methods may still achieve good results.

etrainu will make any necessary adjustment to meet the needs of a variety of participants. The ability to complete a written assessment is not to be interpreted as a barrier to competency provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant’s spoken responses to assessment questions.

etrainu undertake to assist participants achieve the required level of competency standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your Trainer and Assessor or RTO Manager.

HOW CAN WE HELP?

HELPDESK SUPPORT

Access our live chat via our website www.etrainu.com This is available from 8.00am to 5.00pm Monday to Friday AEST.

We are here to help - call our Helpdesk or 07 3114 2958. This is available from 8.00am to 5.00pm Monday to Friday AEST.

E-MAIL SUPPORT

Email requests can be sent to etrainu Helpdesk at any time.

Email address for assistance is: helpdesk@etrainu.com

All email requests are acknowledged within one working day.

If a request will take longer than one working day to complete, you will be notified by email.

YOUR TRAINER AND ASSESSOR

If you are completing a single unit of competency or a short course then phone 07 3114 2958 and they will connect you with your assigned Trainer and Assessor. Contact hours are between 8:00am and 5:00pm Monday to Friday AEST.

Only qualified Trainer and Assessors can answer assessment questions, so the Helpdesk team may need to take your details until a Trainer and Assessor is able to return your call. A Trainer and Assessor will be in contact with you within 24 hours. If the following day is a public holiday or weekend they will contact you the next working day.

ASSESSMENT AND TRAINING TERMS/GLOSSARY

ASSESSMENT

The process of collecting evidence to judge whether or not a participant has demonstrated the skills and knowledge required to complete a unit of competency.

ASSESSMENT GUIDELINES

An endorsed component of a Training Package which sets out the industry approach for valid, reliable and fair assessment. The guidelines underpin assessments carried out by Registered Training Organisations under the Australian Recognition Framework.

ASSESSMENT INSTRUMENT

The tools that can be used by a participant to gather their evidence of assessment.

ASSESSMENT METHOD

The method used to gather evidence of competency, such as case study, role play, workplace project, observation checklist, documentary evidence or questions.

ASSESSOR

A person qualified to assess competency.

AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)

A comprehensive policy framework defining all qualifications recognised nationally in vocational education and training in Australia. It comprises guidelines which define each qualification, principles and protocols for articulation, issuing qualifications and transition arrangements.

COMPETENCY-BASED ASSESSMENT

A system of assessment that enables a person to directly demonstrate their skill and knowledge applied to a unit of competency.

COMPETENCY STANDARD

The specification of knowledge and skills and the application of that knowledge to the standards of performance required in the workplace. Competency standards define the outcomes for training delivery, assessment, and issuing qualifications and Statements of Attainment under the Australian Recognition Framework.

ELEMENT OF COMPETENCY

The outcomes contributing to a unit of competency.

ENDORSED COMPONENTS

The endorsed components of a Training Package, being competency standards, assessment guidelines and qualifications packaging.

EVIDENCE

The information provided by the participant which an assessor uses to assess competency.

EVIDENCE GUIDE

Part of a unit of competency designed to guide assessment in the workplace or institution.

KEY COMPETENCIES

Underpinning competencies that are integrated into all units of competency.

PERFORMANCE CRITERIA

A part of the competency standards which specify the required level of performance.

QUALIFICATIONS

Qualifications awarded under the Australian Qualifications Framework.

RANGE STATEMENT

The range of context and conditions to which the performance criteria apply.

REGISTERED TRAINING ORGANISATION (RTO)

An organisation registered with the Australian Skills Quality Authority to deliver training and assessment and issue nationally endorsed qualifications.

SELF ASSESSMENT

The process of a participant determining their own level of performance, both in terms of the level achieved and the rate at which progress is being made.

SUPPORT MATERIALS

Materials used to support the endorsed components of a Training Package, which may include learning strategies, assessment resources and professional development materials.

TRAINING PACKAGE

The list of competency standards for an industry, assessment guidelines, qualifications packaging and any support materials.

UNIT DESCRIPTOR

Information, additional to the title of the unit of competency, which clarifies the purpose of the unit and notes any relationship with other industry units.

UNIT TITLE

A title for the general area of competency.

PARTICIPANT HANDBOOK

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