



**Southern Solutions**  
Training

# **Student Handbook**

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Revised by Southern Solutions Training - Services Pty Limited: June, 2015

ABN 99 152 285 491

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## Introduction

Welcome to Southern Solutions Training - Services Pty Limited (Southern Solutions Training). Southern Solutions Training provides excellence in training and assessment across industries, with particular emphasis on Early Childhood Education, Aged Care and Business.

Southern Solutions Training has a philosophy which is committed to providing you with quality training and/or assessment and first class customer service. We are committed to assisting you in furthering your career and reaching your goals.

## Our Services

Southern Solutions Training delivers accredited and non-accredited training programs customised to meet your individual needs and the industry you are undertaking training.

### Accredited Training programs

Southern Solutions Training is a Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA) to deliver and assess nationally recognised training. As an approved RTO Southern Solutions Training must ensure compliance against the Vocational Education Training (VET) Quality Framework and the Australian Qualifications Framework (AQF).

The AQF identifies the notional duration of all activities required for the achievement of the learning outcomes specified for a particular qualification. It is expressed in equivalent full-time years as follows

<b>Certificate Level</b>	<b>Volume of Learning</b>
Certificate I	0.5 – 1 year
Certificate II	0.5 – 1 year
Certificate III	1 – 2 years
Certificate IV	0.5 – 2 years
Diploma	1 – 2 years
Advanced Diploma	1.5 – 2 years
Associate Degree	2 years

Students who undertake accredited training must complete their qualification within this period unless otherwise advised by the RTO.

Students who undertake accredited training must complete assessment tasks. Upon completion the trainer/assessor will review the assessments to determine your competency against set standards. If deemed competent you will be issued with either a Certificate or Statement of Attainment depending upon you completing the course and being found competent in all assessment tasks by your trainer/assessor.

### Non Accredited Training programs

Non-accredited training programs are generally run over shorter periods of time. Students are not required to undertake assessments unless stipulated by the course owner or set by the employer when designing the program with Southern Solutions Training. For some training programs students will receive a Certificate of Attendance.

## **Subcontracting**

Southern Solutions Training has not entered into any subcontracting arrangements affecting your course.

## **Pre Enrolment**

Southern Solutions Training will discuss with you or where relevant, your employer, details around the training enquiry which could include:

- the interest in the training program
- your previous skills and experience (known as Recognition of Prior Learning in Accredited Training)
- an overview of suitable training options including delivery and/or assessment methods
- student support required
- feedback and reporting
- fees and charges
- eligibility for Federal/State Funding for accredited programs only

## **Enrolment**

You will be asked to complete and sign a Participant Enrolment Form prior to commencing training. Sign off on the form confirms that you have accessed Southern Solutions Training Student Handbook via our website at <http://www.southernsolutions.nsw.edu.au> or where this is not possible, contacted Southern Solutions Training to request a hard copy version be sent to you.

The Student Enrolment Form asks you to identify if you have any learning needs or require special assistance to undertake the training program. Such needs may include; a physical disability, learning difficulties, vision or hearing impairment or psychological issues. We encourage you to be honest when completing this section and to contact us directly so that we can discuss ways in which we can assist you in your training. Southern Solutions Training will treat this information with respect and privacy.

Southern Solutions Training will confirm with you, or where relevant your employer, confirmation of your enrolment in the training program and specific details around the training program including the delivery method and location and the training/assessment dates and times.

## **Accredited Training programs**

If you are under 18 years of age, a parent or guardian is required to sign the Student Enrolment Form and must be present at any Information sessions.

On occasions we will obtain the assistance of a representative from the Australian Apprenticeship Centre (AAC) to assist with the enrolment process to determine your eligibility for funding. In these circumstances you and your employer will be required to sign a legal agreement which outlines details around the training program you will undertake and all parties' commitment to the program. This agreement will be lodged with the relevant state department as record of your enrolment.

You will be involved in the negotiation of a Training Plan which outlines details around your training program and is used to track your training progress. You, your employer and Southern

Solutions Training will sign off on the Training Plan and a copy will be given to all parties. Throughout the training the Training Plan will be monitored and updated where required.

## **Your rights and responsibilities**

Include:

- High quality training that recognises your individual needs and learning styles;
- Access to all Southern Solutions Training programs and services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation
- Qualified trainers/assessors
- A healthy and safe learning environment free of any form of harassment, discrimination, drugs and alcohol
- Privacy, confidentiality and secure storage of your records
- Access to your personal records upon submission of a written letter to Southern Solutions Training
- Recognition of your prior skills and knowledge
- Feedback on your training progression
- Attendance and active participation at all training and assessment sessions
- Mobile phones are turned on silent or off during training sessions
- Allow other students the opportunity to speak without feeling threatened
- Arrive on time to all training and assessment sessions and after allocated breaks
- Where assessments are required, make every attempt to prepare for and undertake and hand in the assessments tasks in the timeframes set by your trainer/assessor
- Notify Southern Solutions Training of any changes to your personal details such as name, address or change to personal circumstances

## **Our rights and responsibilities**

Include:

- To provide a safe working environment
- To notify State Training Services:
  - within 21 days of any matter that affects our capacity to implement the training
  - of any failure by you to progress with your training
  - of any failure by your employer to allow you the opportunity to complete the training
  - if we are denied access by the employer to the workplace
  - if your role in the employer's business does not enable us to undertake workplace assessment of the applicable units
  - any changes in nature of the employers business that adversely affects the employer's capacity to provide the workplace facilities needed for us to assess your competence in the workplace
  - if training cannot be completed within the nominal time
  - if training cannot continue to be delivered because our circumstances have changed

## Legislative requirements

### Access and Equity

Southern Solutions Training is committed to providing opportunities for all participants to undertake training and/or assessment regardless of their individual circumstances, background and identity.

### Work Health and Safety Policy (WHS)

The employer's legal requirements of work health and safety are listed below however WHS is the responsibility of everyone.

To provide:

- a workplace that is safe to work in (including staff, visitors and contractors);
- working procedures that are safe to use;
- adequate training of staff on WHS matters;
- properly maintained and stored facilities and equipment

Refer to the Safe work Australia for details on the Model Work Health and Safety (WHS) Acts at

<http://www.safeworkaustralia.gov.au/sites/swa/model-whs-laws/model-whs-act/pages/model-whs-act>

Prior to training Southern Solutions Training undertakes a site inspection using Southern Solutions Training Workplace Inspection Report or an employer's template to ensure the safety of all students and trainers/assessors.

It is your responsibility to immediately notify your trainer/assessor if you identify any WHS issues.

### Harassment and Discrimination

Racial, sexual or any other kind of harassment or discrimination is against the law. Everyone has the right to be treated with respect, fairly and feel safe in the workplace emotionally and physically.

If you believe you are being harassed or discriminated, speak to your trainer/assessor or your employer. If the problem is not resolved to your satisfaction, you may lodge a formal appeal with:

- Your local State Training Authority if the issue relates to quality of training
- Anti-Discrimination Board if the issue relates to discrimination
- Consumer Affairs or other bodies as considered appropriate

Legislation that covers discrimination includes:

- Sex Discrimination Act 1984
- Racial Discrimination Act 1975
- Equal Opportunity Act 1995
- Disability Discrimination Act 1992

- Racial Hatred Act 1995
- Workplace Relations Act 1996

Refer to the Human Rights Commission for more information at <http://www.humanrights.gov.au/>

### **Drug and Alcohol**

#### Definitions

- Drugs - Any illegal, recreational or non-prescriptive substances. Medication refers to medication prescribed by a doctor

Students participating in Southern Solutions Training programs must not be placed at risk in the training environment due to the effects of their or some other person's use of alcohol, drugs or any medication. Being affected by alcohol or drugs can seriously compromise the health, safety and welfare of participants and also impair an individual's ability to perform competently and professionally.

Southern Solutions Training will not tolerate students:

- consuming alcohol or non-medically prescribed drugs whilst in training;
- being affected by alcohol or drugs (illegal or medically prescribed) in the sense that their ability to learn safely, competently and professionally is impaired;
- to bring any illegal drugs into the training environment at any time;
- to keep, consume, manufacture, deal with or administer any illegal drugs in the training environment at any time;

It is not an offence for students to:

- bring into the training environment drugs for which that persons has a specific medical prescription;
- smoke tobacco products at times and places designated by Southern Solutions Training;

If you are aware of any incident involving alcohol or drugs you must immediately notify the trainer/assessor. If the trainer/assessor is under the influence of alcohol or drugs immediately notify the RTO Operations and Compliance Manager at Southern Solutions Training.

### **Record Management and Privacy**

Southern Solutions Training operates in compliance with current Privacy Act of 1988 and its subsequent amendments in relation to the collection, storage and protection of all the student records in relation to training and/or assessment.

Records of participants who undertake accredited training are stored and archived according to each state contract requirements. Certificates and Statement of Attainment are stored for at least 30 years.

Southern Solutions Training is required to provide the state government departments with your training activity data. These departments may use the information provided for planning, administration, policy development, program evaluation, resources allocation, reporting and/or research activities.

For these and other lawful purposes, they may also disclose information to their consultants, advisers, other government agencies, professional bodies and/or other organisations. Southern Solutions Training has included a declaration for you to sign on your Student Enrolment Form which authorises this release of training information.

Southern Solutions Training archives your records once you have finished or withdrawn from the training program. If you need access to these records you must submit a request to Southern



Solutions Training in writing whereby you will be charged an administrative fee to access your information.

## **Support Services**

Southern Solutions Training aims at all times to provide a positive and rewarding learning experience for all of its students.

Southern Solutions Training asks you on your Student Enrolment Form to identify if you have any learning needs and if you require any support during your training and/or assessment. If you have indicated you have a need or require support, Southern Solutions Training will discuss with you the specifics of your needs and the ways in which we can assist you. This may involve:

- Scheduling additional classes
- Renegotiating your training and/or assessment timetable
- Enlarging the font size of training content and assessment
- Using a blend of delivery strategies including good amounts of visuals
- Provide handouts in an audio format
- Undertaking group exercises so that the responsibility for writing rests with more than one person
- Providing examples and models of completed tasks
- Provide documents and forms that are written and formatted in plain English
- Using clear headings, highlighting certain key words or phrases and providing explanations of all technical terms used
- Verbally undertaking assessments where writing is an issue
- Speaking clearly, concisely and not too quickly
- Giving clear instructions in a logical sequence
- Giving lots of practical examples;
- Encouraging students to ask questions
- Clarifying student's understanding of training and/or assessment
- Asking students to identify in words, what the exact problem is and how they might solve it;
- Showing students how to do calculations through step by step instructions and through examples of completed calculations;
- Helping students to work out what maths/calculations/measurements are required to complete a task
- Encouraging the use of calculators and demonstrating how to use them
- Suggesting students who have a hearing or visual impairment to sit towards the front of the class so that they can hear and see explanations and instructions clearly
- Seeking assistance from a Language, Literacy and Numeracy specialist

Where Southern Solutions Training cannot assist you, we will be happy to work with you to find suitable alternatives. You are responsible for any costs which may be incurred in these circumstances.

You must ensure that you have discussed with Southern Solutions Training any concerns you may have about your capacity to participate in the training program.

## **Recognition of Prior Learning (RPL) (accredited training only)**

Recognition of Prior Learning is an assessment process that assesses the competency(s) you may have acquired through formal, non-formal and informal learning to determine the extent to which you meet the requirements specified in the training package or VET accredited courses.

- formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)
- non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business), and
- informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

If you wish to apply for RPL please immediately contact Southern Solutions Training who will inform you of the next steps.

## **Credit Transfer (CT) (accredited training only)**

Credit transfer is a process that provides you with agreed and consistent credit outcomes for units within the qualification you are undertaking, based on identified equivalence in content and learning outcomes between the matched units within the qualifications.

Where you have in the past achieved a Nationally Recognised Qualification or Statement of Attainment for any unit that you are about to enrol into under the diploma course, please immediately email Southern Solutions Training with a JP Certified copy. A Justice of the Peace (JP) can usually be found in a bank or on occasions at your local shopping centre. You must take the original and a copy to the JP for certification.

If you would like for me to check the equivalence of the units before embarking your qualification or statement certified, please email Southern Solutions Training a copy and we will advise you if you are eligible for CT. Please be advised that Southern Solutions Training will also verify the issuance of this award with the issuing provider.

## **Outcomes (accredited training only)**

Your trainer/assessor will provide you with regular feedback on the outcomes of your assessment tasks throughout the training program.

The outcomes that could be achieved are:

- Competent (C) – the evidence presented met all of the standards to deem you competent
- Not yet competent (NYC) - the evidence presented suggests that you have not as yet demonstrated competency in all the standards. In this case, your trainer/assessor will discuss with you your options.

If a competency is not achieved at the initial assessment, you are given one (and one only), opportunity to submit additional paperwork. Additional submission after this are negotiated and may incur a fee. Refer to Fees and Charges section.

## **Cheating/Plagiarism**

Definitions:

- Cheating—breaking rules to gain personal advantage
- Plagiarism—the act of taking or copying another person’s ideas, language or written work and claiming it as your own

If you are suspected of plagiarism or cheating:

- You will be informed that this is not acceptable behaviour. If employed the issue will be reported to your employer
- You will be provided with the opportunity to put your case forward to your trainer/assessor and employer if you are employed
- A discussion will occur between your trainer/assessor, Southern Solutions Training management and your employer to determine further actions to be taken
- If you don’t agree with decisions made you can follow the Complaints process

If Southern Solutions Training determines there is cause to check if the content being submitted is authentic, the content will be submitted to the following website for confirmation—Grammarly: <http://ed.grammarly.com/editor/view/?f=1>

If it is determined that you have plagiarised or cheated:

- You may be removed from the program
- You may be provided with the opportunity to re-do the work
- Other actions or legal consequences may be determined
- Please note that repeated actions will not be tolerated

If it is determined that you have not plagiarised or cheated:

- Your trainer/assessor and your employer will inform you

Southern Solutions Training will document and retain records of the outcomes of the issue.

## **Complaints and Appeals**

If you have a complaint/grievance or appeal we ask that in the first instance you raise this with the person with whom you have a complaint to try and resolve the matter amicably.

Where this is not suitable or does not work, please notify us in writing by sending us an email. Where this is not possible, feel free to phone us.

Southern Solutions Training will acknowledge receipt by close of business within 2 days of receipt.

Southern Solutions Training will contact you and allow you the opportunity to discuss your complaint/grievance or appeal with us. We will work with you to reach a resolution within 24 hours.

More complex matters may take up to 5 days.

If the complaint is of a serious nature and cannot be resolved within 5 days of receipt of the complaint, then the complaint will be escalated and resolved within 15 days. Where the complaint cannot be resolved within 60 days, Southern Solutions Training will notify you in writing explaining the delay.

An agreed outcome will be established between all parties to resolve the complaint.

Where the complaint cannot be resolved, it will be referred to the Southern Solutions Training Director and where relevant an external party such as the Australian Human Rights Commission or the NSW Vocational Training Tribunal – Department of Education and Communities. Where this matter is referred to an external parties, you are responsible for all costs.

Where you are signed up under the Smart & Skilled contract, you can make a complaint or provide feedback via email at [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au) or over the phone with the Customer Support Centre on 13 28 11, or in person with the State Training Service Regional Offices.

You will be asked a series of questions and the complaint investigated by a State Training Services Officer who will attempt to resolve the issue through information and mediation. You may also be provided with options of other agencies who can assist you.

The State Training Services Office will inform you and Southern Solutions Training when they believe they have done all they can to assist. At that stage, it will be up to you and Southern Solutions Training to seek a more formal process to resolve their dispute.

## **Feedback and Reporting**

Southern Solutions Training will provide feedback and assistance to you and/or your employer as follows:

1. Southern Solutions Training trainers/assessors inform students that they have can email their trainer/assessor at any time through the online system and that the trainer/assessor commits to responding back to you within 72 hrs.
2. Where training programs run for more than 2 days, Southern Solutions Training will have you complete an Internal Evaluation Form mid way and at the end of your program. Southern Solutions Training will review the feedback and take any necessary steps to improve the program; rectify issues; or relay positive feedback to you and/or your employer.
3. As part of our RTO compliance, some programs require completion of an ACER Learner and Employer Questionnaire. Where this is required, the trainer/assessor will ask you to complete this towards the end of your program. This feedback is uploaded to government authorities for statistically purposes.
4. Or as per negotiated with yourself and/or the employer

## **Fees and Charges**

### **Accredited Training**

#### **Fees**

The fees charged with Southern Solutions Training will depend on the training program you are undertaking, the current government contracts Southern Solutions Training has and your eligibility for Federal and/or State funding. Southern Solutions Training will work with the Australian Apprenticeships Centre (AAC) in each state to assist us in determining your eligibility for Federal funding.

Where you are eligible for funding, if training has not commenced within (3) months from enrolling into the training program you will be deemed ineligible and charged at a Fee for Service (FFS) rate.

#### **GST**

Accredited training is GST free however GST will be incurred on all other expenses and ancillary services.

### **Payment Terms**

#### **Non Funded Training**

Fees are invoiced and must be paid in full within 40 days from receipt of invoice unless negotiated with Southern Solutions Training.

#### **Funded Training**

Student Fees can be paid either upfront or via instalments as discussed and agreed with Southern Solutions Training. If paying by instalments a third party collection service such as Ezidebit will be used to administrate the collection of fees. Any setup costs for the instalment plan and collection are the responsibility of the student.

If your employer is paying for your training, they must send Southern Solutions Training signed authorisation on company letterhead by an officer of authority prior to commencement of training.

Where you or your employer are having difficulties paying the fees, you can discuss payment arrangements with Southern Solutions Training.

If your account exceeds our trading terms and is passed over collection, you are liable for all reasonable expenses. This includes contingent expenses such as debt collection commission and legal costs (on a full indemnity basis) incurred by Southern Solutions Training for enforcement of obligations and recovery of monies due from you to Southern Solutions Training. Interest on any overdue accounts will be charged and invoiced at 2% per month with associated collection costs added.

Payments to be made by direct deposit or credit card. Southern Solutions Training accepts Mastercard, Visa and American Express and Diners. Refer to the Ezidebit form for specific details including charges.

### **Concessions/Exemption**

Southern Solutions Training follows the requirements under each government contract when determining any concessions or exemptions. Where you are eligible Southern Solutions Training will keep a verified copy of your proof of concession or exemption.

Southern Solutions Training may grant a concession on fees if we consider that collection in full would impose extreme hardship. Where this is the case you can discuss arrangements with Southern Solutions Training.

## **Other Fees**

### **Additional or missed sessions**

Where you have missed a training/assessment session or require additional assistance, Southern Solutions Training will charge an hourly rate of \$90.00 plus GST.

### **Additional assessment decisions**

Where Southern Solutions Training reviews your assessment evidence and finds you Not Yet Competent, and where submission of further assessment evidence is required on your third submission, Southern Solutions Training will charge you an hourly rate of \$90.00 plus GST.

### **Course Materials**

Where you misplace or lose your course material or award, Southern Solutions Training can provide you with another copy at a cost of \$30.00 per workbook or award plus GST. Course materials remain your property and are non-refundable.

### **Change in assessment due dates**

Where an extension is granted by Southern Solutions Training, in addition to those fees already agreed, you will be charged an hourly rate of \$90.00 plus GST to review, validate and administer your assessment.

## **Non Accredited Training**

### **Fees**

Southern Solutions Training maintains arrangements for the protection of any Fees paid in advance.

Fees are invoiced and must be paid in full within 40 days from receipt of invoice unless negotiated with Southern Solutions Training's finance department

### **GST**

GST will be incurred on all training.

## **Refunds**

The following outlines the only circumstances where Southern Solutions Training will provide a refund:

1. 100% refund if Southern Solutions Training cancels the training program
2. 100% where you enrol into a Funded training program and you are not eligible

3. Where you advise Southern Solutions Training within 12 business days of the training program commencing that you are withdrawing from training, then Southern Solutions Training charge a fee of \$200.
4. Where you have overpaid

In the event that a refund is given, all refunds will be forwarded to you within 2 weeks. Please email Southern Solutions Training to apply for a refund and state the reasons you wish to receive a refund.

## **Deferring and Discontinuing**

If you wish to defer or discontinue your training, you must contact Southern Solutions Training who will discuss with you the reasoning for the deferment or discontinuing of the course and any fee implications or refunds.

Where the reason relates to our performance, we will ensure that reasonable efforts are made to address your concerns.

We ask that in notifying us in writing by emailing us.

Please note we cannot permit a deferral of no more than 12 months from the date you notify us.

Note: All withdrawal notifications must be in writing addressed and sent to Southern Solutions Training.

## **Training and Assessment**

Southern Solutions Training ensures their trainers/assessors have the necessary skills and industry knowledge to deliver quality training programs. Trainers/assessor who are delivering accredited training programs will hold the relevant qualifications and Industry currency and VET professional development.

Southern Solutions Training delivers public and private training programs via a mixed mode of delivery comprising classroom, on job and online training and assessment

Upon confirmation of your enrolment into the training program, you will sent an email advising you of access to our online training system along with your login and password. You will be emailed a link to a guide with information on how to you use the system. Where you need further clarification, please do not hesitate to contact our office.

You are required to read the learning resources and undertake the assessments. You trainer/assessor is on call to assist you at any time. You will be advised of the due dates for these assessments which form the theory component of your assessment. Where you cannot meet these due dates, you must notify Southern Solutions Training at least 2 weeks before the assessment due date to discuss the reason why you cannot meet this date. Southern Solutions Training will look at your individual circumstances and may grant an extension. Where an extension is granted, you will be charged as per the Fees and charges section. Where you do not

hand in your assessment by the due date or contact Recover within 2 weeks before the assessment due date as to why you cannot meet this date, that part of your assessment will be marked as Not Yet Competent. Note: Southern Solutions Training will not accept any further submissions related to this part of your assessment

We will also organise with you, and where relevant your employer, suitable times to attend the workplace to observe you undertake various tasks relating to your program. Prior to this visit, you will be emailed documentation which informs you of the tasks that your trainer/assessor will observe you undertake. It is important that you read this documentation and start practicing these tasks in your workplace. These tasks are likely to form part of your job role. Where they do not form part of your job role, you will need to discuss with your employer how they can expose you to these tasks. Where this is not possible, please discuss this with your trainer/assessor. You are also required to complete the documentation and have this on hand when your trainer/assessor visits.

During the observation visit your trainer/assessor will also spend time with you on 1:1 basis, away from the children, to discuss the program, ask you questions and clarify any queries you may have regarding your training program. Generally observations within the workplace take around 20 mins per unit of competency. This is the skills component of your assessment.

All assessment tasks you complete as evidence of your competence must be your own work. You will be asked to sign a statement confirming that all evidence you provide is your own work. If your trainer/assessor has a concern in regards to the authenticity of your evidence the Cheating/Plagiarism process will be followed. Your trainer/assessor will review the assessments evidence to determine whether or not you have achieved competency against set standards. If you have achieved competency, your trainer/assessor will forward all documentation to Southern Solutions Training and arrange an award to be issued to you. If you have not achieved competency, your trainer/assessor will discuss the following options with you:

- Complete further training
- Undertake additional assessment tasks (*additional charges may be incurred*)
- Gain more on-the-job experience

Throughout the training and at the end of the training program you will be asked to complete an Evaluation of the training. This feedback is used to improve the training program and action any issues that have been raised.

## **Course Withdrawals**

If you withdraw from the training program you must immediately notify your employer, trainer/assessor and Southern Solutions Training in writing.

## **Issuing of Awards**

Upon completion of training Southern Solutions Training will issue the following awards:

### **Non Accredited Training**

- Where agreed, a Certificate of Attendance

### **Accredited Training**



- Nationally Accredited Qualification - if your trainer/facilitator has deemed you competent in all assessment tasks for the whole qualification
- Nationally Accredited Statement of Attainment – if your trainer/assessor has deemed you competent in some assessment tasks for the whole qualification

All awards will be issued and posted to the address on the Student Enrolment form unless you have provided Southern Solutions Training with updated contact details.