



STUDENT HANDBOOK

Please read all the information contained in this book thoroughly. If you require more information, please ask staff of Top End Training.

2011

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MISSION STATEMENT

Our mission is to provide quality training and assessment services and to prepare our students for a fulfilling professional career in their chosen industry. We are committed to upholding our values of providing excellence in training.

Student facilities

Top End Training facilities have the following available for student use:

- Drinking water
- Tea and Coffee making facility
- Refrigerator and microwave
- Toilets
- First Aid Kit
- Class room equipment.

For training requiring additional tools/resources, provision of these will be discussed with the student/client prior to the course.

Class Times

Students must be in the classroom **10 minutes** before class times and have by that time signed the Attendance Form.

Attendance

Students are required to attend all days during their training course.

If a student is unable to attend a training session due to illness/unforeseeable circumstances the student must inform Top End Training before commencement of the session that they will be unable to attend.

Mobile Phones

The use of mobile phones during training sessions is prohibited. They must be turned off or on 'silent' mode during class times.

Medical Certificates

Any medical certificates produced for non-attendance must be presented to the course trainer or Top End Training Administration staff.

Change of Name / Address / Telephone Number

Upon change of name, address or telephone number, the student is required to notify Top End Training with the relevant information. The change must be advised in writing stating the previous address and the new address. **No responsibility will be accepted by Top End Training for failure to follow the above procedure.**

Occupational Health and Safety

Top End Training realises its responsibilities to students and staff, to ensure a safe and healthy learning and working environment. Top End Training operates according to appropriate Occupational Health and Safety standards and procedures. For more information, please ask your trainer.

First aid kits are located in all offices and vehicles owned/operated by Top End Training

Assessment

To ensure quality outcomes, assessment should be:

- fair
- flexible
- valid
- reliable
- sufficient

Evidence collected for assessment must be

- valid,
- sufficient,
- authentic
- current.

All units will have some form of assessment. This can be any/or all of practical, theory, written and/or oral assessments.

Students are required to undertake all assessments at the time designated by their trainer. Any student failing to comply with assessment protocol (which includes cheating) will be brought before the Director and will face disciplinary action.

Practical Assessments

If for substantiated medical or other reasons, the student cannot sit a practical assessment at the designated time, the assessment can be rescheduled. If this happens a fee will be charged for each assessment including resits and must be paid prior to the student sitting the assessment.

Failure to meet this condition constitutes that that subject's requirement has not been met and will result in a "Not Yet Competent" for that subject.

Assessment Results

Students are notified of assessment results by the trainer at the end of each unit.

No results are issued or discussed over the telephone.

Awards / Certificates

In order for a student to receive his/her Statement of Attainment or Certificate from Top End Training, the student is required to have fulfilled the following criteria:

- all course requirements
- all work experience requirements (if applicable)
- have paid the required course fees
- have provided correct postal address details for return of certificates – this is very important, if you do not provide the correct postal details on your enrolment form, your results will not get to you.

PLEASE NOTE:

If your course was paid for by your employer, your results will be returned to the employer.

If your course was organised and/or paid for by another organisation, eg CDEP, Job Services Australia, Local Shire, your results will be returned to that organisation.

Please allow 60 days for processing of Statements of Attainment and competency or licence cards.

CERTIFICATES for full courses completed are processed quarterly. If you require results from a certificate course urgently, you can be provided with a transcript of results at no charge, or pay an early processing fee to receive the full Certificate.

STUDENT CODE OF CONDUCT

Student Rights

All students have the right to:

- Be treated fairly and with respect by Top End Training staff and other students;
- Learn in an environment free of discrimination and harassment;
- Learn in a supportive and stimulating environment in which to pursue their goals;
- Have access to counselling if desired or required;
- Privacy concerning records that contain personal information, subject to statutory requirements;
- Be given information about assessment procedures at the beginning of the subject / competency and progressive results as they occur;
- Lodge a complaint without fear of retaliation or victimization;
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.

Student Responsibilities

All students have a responsibility to:

- Treat other students and Top End Training staff with respect and fairness
- Follow any reasonable direction from a member of Top End Training staff
- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing Top End Training or other student's property
- Behave responsibly by not being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- Follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by Top End Training staff.
- Not behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of the Institute that pertain to them.

Breach of Conduct

A Student breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault or threatens a person
- Acts contrary to Equal Opportunity which is committed to the prevention and elimination of discrimination on the grounds of:
 - Age
 - Impairment
 - Industrial activity
 - Lawful sexual activity
 - Marital status
 - Physical features
 - Political belief or activity
 - Pregnancy
 - Race
 - Religious belief or activity
 - Sex
 - Status as a parent or a carer

- Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Willfully disobeys or disregards any lawful direction given by a staff member of Top End Training.
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by Top End Training.
- Willfully obstructs any teaching activity, examination or meeting of Top End Training
- Divulges any confidential information relating to any Top End Training matter.
- Willfully obstructs or attempts to deter any Staff of Top End Training in the performance of their duties.
- Enters any place on the premises when unauthorized by a staff member of Top End Training.
- Fails to leave any part of the building when directed to do so by Top End Training Staff.
- Willfully damages or wrongfully deals with any Top End Training property.
- Attends Top End Training whilst under the influence of alcohol or affected by drugs, etc. or possesses uses or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof.
- Carries or uses such items as firearms, knives, syringes, etc as weapons.
- Fails to comply with OH&S regulations or willfully places another person in a position of risk or danger.
- Constantly interrupts class time through the use or presence of mobile phones and pagers
- Uses abusive language.

Principles to be applied in dealing with breaches of conduct

The following principles of Natural Justice will apply:

- all parties to a grievance should have the opportunity to put their case forward and have it considered;
- any allegation made against a student of Top End Training community should be made known to the individual concerned;
- all investigations and decisions should be made impartially; confidentiality is to be strictly maintained;
- a student or friend / advocate of that student who is involved in disciplinary procedures are not to be victimized or discriminated against because of that involvement.
- Resolution of behavioural problems is in the first instance to be attempted through discussion and mediation.

Police Matter

If the matter is of a criminal nature, the police will be notified immediately.

Training Staff

Training staff may use their own discretion as to when they deem it necessary to put the Student Code of Conduct into place.

Where the nature of the breach of conduct places the personal safety of other students or Top End Training staff in a position of risk or danger or, there is real concern regarding willful damage or wrongful dealings of Top End Training property. The following steps must be taken:

1. Trainers and other Top End Training staff may direct a student to leave a classroom, activity or area for a breach of discipline, which impacts on class learning or the performance of their duties.
2. An incident report must be written, regarding the event and handed to managers / supervisor.
3. The student will be given a copy of this Student Code of Conduct.

The Director Top End Training:

Where the appropriate steps have been taken and where the matter is referred to the Director, the following penalties may be imposed:

1. Where the misconduct is drunkenness or in relation to drugs of addiction or dependence or such other misconducts which in the opinion of the Manager warrants such action. The Director may exclude / expel the student or refer the misconduct to the police.
2. When the misconduct of a student is such to warrant reference to a higher authority for further consideration, the student shall be informed in writing.

Notice of penalty and/or decision

Where a penalty is imposed, the student concerned shall be given a notice in writing by the Director, or the trainer involved, which includes:

- A copy of this Student Code of Conduct;
- Brief details of the misconduct for which the penalty was imposed;
- The provision of this regulation under which the penalty was imposed;
- A statement of the penalty including particulars of any sum payable for damage or loss of Top End Training property.
- The date on which the penalty was imposed;
- The office and the date by which any fine imposed must be paid;
- A statement that this regulation confers certain rights of appeals and should therefore be consulted by the student.

Compensation for damage

The Director may, in addition to any other penalty imposed, require a student to pay Top End Training compensation for damage to TET property caused by that student.

- The certification of the Director as to the value of the property damage shall be conclusive.

Student appeal procedures

A student has the right of appeal against any decision made by Top End Training in regard to disciplinary measures imposed upon the student.

Grievances about penalties or processes dealing with misconduct are to be dealt with through Top End Training appeals process.

A student must lodge an appeal to the Director Top End Training not more than seven days after the date on which the notice of decision was given to the student.

A written and signed notice of appeal must contain:

1. The name of the person or body that made the decision.
2. Brief details of alleged misconduct.
3. Outline of grounds of appeal.

ACCESS AND EQUITY

1. The aim of this policy is to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that are free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
2. All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.
3. A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other students.
4. All Top End Training staff and contract staff are responsible to observe and be advocates for the policy.
5. Top End Training's policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.
6. Top End Training's Director will be the person responsible for the implementation and maintenance of the policy.

Top End Training is committed to providing all students with equal opportunity to pursue their training and development. Top End Training will integrate access and equity principles into all training and assessment activities it conducts or are conducted on its behalf.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

Top End Training prohibits discrimination towards any group or individuals in any form inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background,
- Marital status
- Physical, intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age
- ESL

Top End Training views sexual harassment as a type of discrimination. It is also unlawful under Equal Opportunity legislation. Sexual Harassment can consist of the following:

- Unwelcome comments about a person's sex life or physical appearance
- Suggestive behaviour such as leering or ogling
- Unnecessary familiarity such as deliberately brushing up against a person
- Sexual jokes
- Offensive telephone calls, photographs, reading matter or objects
- Sexual propositions or continual requests for a date
- Physical contact such as touching or fondling

Top End Training's view on discrimination or harassment of any type is specific. Any member of Top End Training staff found conducting themselves in an unprofessional manner towards a student or staff member will be immediately dismissed from Top End Training.

Any student or client of Top End Training found conducting themselves in an unprofessional manner towards a student or staff member will be immediately expelled.

Definitions:**Access and Equity principles** include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training (VET):

- People with a disability
- Aboriginals and Torres Strait Islanders
- Women
- People from non-English speaking backgrounds
- People in rural and remote areas
- Long term unemployed

Discrimination can be direct, indirect or systemic.

- **Direct discrimination**
Direct discrimination is any action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (eg, sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between people.
- **Indirect discrimination**
Indirect discrimination is the outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike but it is the very assumption of a likeness that constitutes the discrimination.
- **Systemic discrimination**
A system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

Equity focuses on outcomes. Equity is not concerned with treating people in the same way, it is concerned with ensuring that all groups of people participate and benefit to the same level.

Equity - ensuring everyone gets a fair go.

- Recognise and value that customers are from a range of different backgrounds.
- Ensure there is consistency in decision-making processes
- Provide flexibility in training programs to address disadvantaged groups of customers and students.

Communication - a two-way process of informing customers about available services, and seeking clients' views on how services can best meet their needs

- Disseminate information to customers and students in a creative and culturally inclusive way, which informs customers and students from different backgrounds about TET's services.
- Consult with customers and students so that a wide range of views informs key planning and decision-making processes.
- Build networks and consult with people in community organisations who can help to link people with the services of the Institute.
- Seek feedback directly from the customers and students.

Responsiveness - working with customers to meet their needs in an appropriate and timely way.

- Provide a flexible service delivery, which is sensitive to the needs and requirements of clients from diverse backgrounds.
- Reward staff that demonstrate flexibility.

Effectiveness - getting good outcomes for clients, whatever their background.

- Collect data on customer and student satisfaction with service quality.
- Monitor performance to assess if outcomes for customers and students have been achieved.

Efficiency - providing the best service in the most timely and cost efficient manner possible.

- Identify what is 'best practice' for the TET and plan how to achieve this
- Manage our resources so as to continuously improve the quality of our customer and student services delivery.

Accountability - means an agency is open to public scrutiny by its clients, the government and staff.

- Focus on outputs and results
- Recognise the need for access and equity accountability to be built into funding and reporting arrangements.
- Specify relevant access and equity obligations in our funding contracts with third parties.

Sexual harassment is defined by the Commonwealth Sexual Discrimination Act 1984 as when a person:

- makes an unwelcome sexual advance or an unwelcome request for sexual favours;
- engages in unwelcome conduct of a sexual nature, and a reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

Legislation includes

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Hatred Act 1995
- Disability Services Act 2006

Training that meets your needs

Top End Training is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If at any point, before or during your course, you require any assistance or support please discuss these needs with Top End Training staff and we will do our best to help. If you have any special needs which will affect your ability to learn, including:

- Language, Literacy & Numeracy
- Mobility
- Visual Impairment or
- Hearing

Please notify staff as soon as possible, preferably before the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we may not be able to assist you if the need arises.

Note that any information you tell us in relation to your needs will remain confidential and only used to support you.

PRIVACY STATEMENT

Top End Training will comply with the ten national privacy principles in the handling of personal information of students.

1. **Collection** - Top End Training will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
2. **Use and disclosure** - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. **Data quality** - Top End Training will take all reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up to date.
4. **Data Security** - Top End Training will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
5. **Openness** - Top End Training will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.
6. **Access and correction** - The individual will be given access to the information held except to the extent that prescribed exceptions apply. Top End Training will correct and up date information errors described by the individual.
7. **Unique Identifiers** - Commonwealth Government identifiers (eg Medicare number or tax file number) will only be used for the purposes for which they were issued. Top End Training will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. **Anonymity** - Wherever possible, Top End Training will provide the opportunity for the individual to interact with them without identifying themselves.
9. **Transborder Data Flows** - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. **Sensitive Information** - Top End Training will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Privacy Policy

Our enrolment and pre-enrolment processes seek personal information and health information about you.

The purpose for collecting this information is to register you as a student at Top End Training. The information will also be used to make sure you have the support and resources you need during your training and so that we can contact you when required.

Top End Training asks for the contact details of a person it may need to contact in an emergency. Please ensure that the person you nominate as an emergency contact knows about this arrangement and has given their permission for you to provide their personal details to us.

The enrolment form also asks for sensitive information about individuals such as country of birth, ethnic origin and disability status: This information is used to plan and provide training services and to produce statistics that do not identify any individual.

Details of any medical condition or disability that you provide on the enrolment form are sent to the Training Manager who will use this information to provide appropriate support for you if this is required. The Training Manager, trainer or office staff can be contacted on 1300 669 700 for further information on the services we have available.

Information from the enrolment form is also sent to DET NT which use this information to analyse the composition of Top End Training student population and to monitor our programs.

We are required by law to provide some information to government agencies such as the Police, Centrelink and MVR.

We will also pass on results and attendance information to your employer if they have paid course fees and request results.

All staff members at Top End Training are obliged by law to protect the privacy of the information given on the enrolment form or as part of any pre-enrolment process and to restrict access to this information.

Please contact Top End Training on 1300 669 700 if you need to update or correct the enrolment information or if you would like access to your own record. Please advise us of any change to the information you provide as soon as possible to enable us to keep our records as accurate and up to date as possible.

Students' Access to Records

- Students have the right of access to their records. Such requests must be made in writing.
- Appropriate arrangements will be made for students wishing to review their assessments, if the request is made within three months of the release of results and the assessment does not contain material that is to be used in successive assessments.
- Where assessment grades are based on verbal descriptions, Top End Training Director will ensure that assessment criteria are explained and that students are able to receive information about their result for each assessment item and an explanation of how their overall competence was determined.

SUGGESTIONS, COMPLAINTS AND APPEALS

This policy and procedure is to provide clear and practical guidelines to ensure that suggestions, complaints and appeals of students can be resolved in accordance with the principles of natural justice, equitably and efficiently.

This suggestions, complaints and appeals policy applies to all students enrolled with Top End Training.

DEFINITIONS

Suggestions, Complaints and Appeals include but are not restricted to matters of concern to a student relating to training delivery and assessment, the quality of the training, physical training facilities, student support and materials, discrimination, bullying and sexual harassment.

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what he/she is accused
- All parties are told the decision and the reasons for the decision.

Top End Training believes that a student, who has a suggestion, complaint or appeal, has the right to raise the suggestion, complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the suggestion, complaint or appeal informally as well as in writing.

Top End Training will manage all suggestions, complaints and appeals fairly, equitably and efficiently as possible. Top End Training will encourage the parties to approach the suggestion, complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a suggestion, complaint or appeal cannot be resolved through discussion and conciliation, Top End Training acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving suggestions, complaints and appeals. Top End Training seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

SUGGESTIONS COMPLAINTS AND APPEALS PROCEDURE

Should a student have a suggestion, complaint or appeal, the following steps are to be followed:

1. The student should put the following information relating to the suggestion, complaint or appeal in writing:
 - description of the suggestion, complaint or appeal
 - state whether you wish to formally present your case
 - steps you have taken to deal with the it
 - what you would like to happen to fix the problem and prevent it from happening again.
2. The student brings the suggestion, complaint or appeal to the attention of the trainer within seven (7) days of the issue taking place.
3. If the suggestion, complaint or appeal is not dealt with to the student's satisfaction within the seven (7) day period, he/she may bring it to the attention of the Director. The Director will either deal with the issue personally or arrange for it to be dealt with by a management representative. Where the trainer is also the Director or Training Manager then the suggestion, complaint or appeal will be dealt with by a non-involved management team (Appeals Team) made up of two impartial trainers, the Director or

Training Manager. This process must commence within 48 hours from the time the Director receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 7 days.

4. Should the issue still not be resolved to the student's satisfaction, Top End Training will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
5. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.
6. If the student is still not happy with external mediation, they may take their complaint to the below

ACPET – Australian Council for Private Education and Training	National Training Complaints Hotline
Student Appeals	Department of Education, Employment and Workplace Relations
PO Box 551	P: 1800 000 674
East Melbourne VIC 8002	
http://www.acpet.edu.au/students/student-support/appeals	

7. All documentation relating to suggestions, complaints or appeals should be archived for audit and continuous improvement purposes.
8. Top End Training Director will be the person responsible for the implementation and maintenance of this policy.

Methods of Payment

Top End Training offers the following methods of payment:

- Fee for Service upon issue of invoice.
- Full payment in advance, for which a discount may be available.

In Person

Clients may pay in person by cash, cheque, credit card (Visa/MasterCard) to Top End Training's Administration Staff during business hours.

By Mail

Clients are required to make their cheque and/or money order payable to Top End Training and mailed to administration at Head Office.

By Direct Deposit/Transfer

Clients may choose to make a direct deposit into Top End Training's Account. Bank details are available on the invoice.

On receipt of payment, Top End Training will record the account as paid

Cancelled Receipts

A Tax Invoice which is cancelled will be clearly marked cancelled and briefly noted with reason for cancellation and signed by authorised personnel approving the cancellation.

Refunds

Top End Training offers a fair and equitable refund policy that complies with all legislative requirements.

Course fees shall not be refunded to a student under any circumstances unless:

- Top End Training cancels or discontinues a course or
- you withdraw from a course due to serious illness (we will refund any course fees paid less an administrative fee) - **a medical certificate is required.**

No refund will be given if:

- you fail to commence the course or withdraw for any other reason other than illness, with less than one weeks' notice - you will forfeit any monies paid.
- your Statement of Attainment is not accepted by a Government Authority eg. MVR.

The Director reserves the right to refuse the application of any student and subsequent monies will be returned to the applicant.

All refunds are subject to Top End Training's refund policy and Top End Training's administration fee, which will be deducted from any refund paid.

Applications for refunds will be in writing and processed as follows:

- Application for refund form must be submitted to the Director.
- The Director will determine if they are to approve the refund.
- A refund cheque will be issued when approved
- Details will be entered into the electronic client record file
- Details will be entered into financial accounts electronic files
- A signed cheque refund will be raised and issued.

Client Fee Collection and Reconciliation

The Office Manager has the authority and responsibility for billing, collection and the reconciliation of client fees.

Fees Paid in Advance

Top End Training will protect any monies paid in advanced to ensure that in the very unlikely event a program cannot commence, Top End Training will be in a position to refund the course fees to the participant or account holder.

Non-Payment of Fees

Client results and certification are withheld for non or underpayment of outstanding fees due.

Results will be issued on receipt of payment to the payee.

If training has been paid for by your employer your results will be returned to them.

The only exception to this rule is Statements of Attainment issued for “Work Safely in the Construction Industry” which are issued to clients within 14 days of course completion.

Recognition of qualifications issued by other RTO's.

Recognition of qualifications issued by other Registered Training Organisations is the acceptance by one RTO of a Qualification or Statement of Attainment issued to a student by a different RTO.

This acceptance is usually for purposes of entry into a qualification where another qualification or certain Statements of Attainment are a prerequisite to entry, or for part completion of a qualification based on Statements of Attainment for the units already held by the student. It is mandatory that RTO's accept the qualifications and Statement of Attainments issued by other RTO's.

This Recognition means that a student automatically has credit for units of competency that they have completed at any other registered training organisation in Australia. A statement of attainment from another RTO that contributes to a qualification is reported as a form of credit transfer.

Credit Transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within the students current course of study. It is used when seeking credit for a course or subject already completed.

If the Qualification / Statement of Attainment held by the student has been superseded and is no longer on NTIS or is not the version required by the qualification into which the student wished to enrol, mutual recognition does not apply. In such situations, Recognition of Prior Learning or recognition of current competency would be the appropriate way to proceed.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning for existing skills and competencies is offered by Top End Training.

Top End Training may require a person to complete a theory and practical assessment to demonstrate competence before a Statement of Attainment/Certificate can be issued.

To undertake Recognition of Prior Learning for First Aid units, Working at Heights and Confined Space units a theory/practical assessment on the latest standard operating procedures, regulations, codes of practice and legislation will be required. Our reasoning is that it is important to remain current due to real life safety situations.

Recognition of Prior Learning for high risk, earthmoving and driver training units, is only available for training delivery. Applicants must provide documented proof of experience with vehicle operation/driving. Applicants for RPL for these units will be asked to provide evidence of their experience, perform a challenge test and/or a self assessment. Applicants for these units will have to perform the Assessment component of the unit.

Where Recognition of Prior Learning is proven by evidence of driving/using a particular piece of equipment, the student will be asked to do the Theory and Practical Assessments only. No training will be required unless after the Theory and Practical Assessments the student is deemed Not Yet Competent (NYC).

Students requesting Recognition of Prior Learning must obtain and lodge an application with Top End Training.

Successful applicants are notified promptly of the Recognition of Prior Learning outcome.

For additional information regarding the Recognition of Prior Learning process, please call 1300 669 700.

