APL Group Pty Ltd
Registered Training Organisation 3586

STUDENT INFORMATION HANDBOOK
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Welcome

Thank you for considering training with APL Group.

APL Group is a nationally recognised training organisation registered through the Australian Skills Quality Authority.

The purpose of this handbook is to provide you with a quick reference about training programs and processes at APL Group.

Training programs

Training Services provided to students follow the policies and procedures developed to meet the National VET Regulator Act 2011 and the Australian Qualifications Framework.

APL Group delivers a range of training programs: both accredited and non-accredited. The training programs offered include:

- First Aid
- Fire Safety
- Heights Safety
- Food Safety

Accredited programs

Accredited programs are competency-based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person’s ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skill and knowledge requirements for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a skill set or a nationally-recognised qualification. Nationally-recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov.au.

Each qualification includes foundation skills that may be defined as a combination of:

- English language, literacy and numeracy (LLN) – listening, speaking, reading, writing, digital literacy and use of mathematical ideas; and
- employability skills, such as collaboration, problem solving, self-management, learning and information and communication technology skills required for participation in modern workplaces.

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any student regardless of where they are, or the mode of training delivery provided. You could be a full time
student in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Foundation skills
- Performance evidence
- Knowledge evidence
- Assessment conditions

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications over a period of time.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations and Government regulations. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others ‘in a team’
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures
Assessment process

The assessment process will be explained at the orientation session and will be available upon request to your assessor.

It is expected that all assessment tasks are completed when due. If there are difficult circumstances, please contact your assessor about completing a formal request for extension.

Enrolling in a Training program

To enrol in a training program at APL Group, you will need to contact the Administration Office on 1300 975 889. They will provide an Application for Enrolment form and the relevant information flyer for the course chosen. When APL Group receives your application you will be contacted to confirm any additional requirements. You may be required to attend a pre-training interview. At this interview you will do the following:

- Discuss the course in detail
- Discuss undertaking a training program
- Establish whether you are eligible for government funding
- Confirm the fees you will have to pay
- Complete a competency-based training test to determine your learning needs
- Be informed about the requirements of a police/working with children check
- When you will be notified about your application
- The date of the mandatory orientation session

APL Group is committed to ensuring that all selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria if relevant,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

APL Group shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.
APL Group is committed to the enrolment of students when the organisation has the capacity to deliver the course for which the student is enrolling and where the student has:

- applied in the prescribed manner
- met the selection requirements for the relevant course
- supplied accurate personal and previous qualification information
- agreed to abide by APL Group’s policies, procedures and code of conduct
- paid the prescribed fees

Recognition of Prior Learning (RPL)

You have the opportunity to apply for recognition of prior learning (RPL). This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

APL Group believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

APL Group aims to maximise the recognition of a learner’s prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Course Coordinator on 1300 975 889 who will provide the information you need to complete an RPL.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and returned to you. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged.
Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency(s),
- Meets any Regulatory requirements
- Is your own evidence and can be authenticated
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and required under the Australian Qualification Framework (AQF)
- Is sufficient to make a judgment about the above

APL Group is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- C which means that you have been deemed competent against that Unit of Competency(s)
- NYC which means you are not yet competent.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed not competent in your initial assessment, you are allowed a second attempt. However, if you are deemed not competent in the second attempt, you will be required to re-enroll. Please talk to your assessor if you have any concerns.

Making the most of the training program

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend the workshops and complete all required reading and learning activities
- Prepare well in advance of each workshop
- Be a willing participant
- Work with fellow students
- Respect other people’s opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Contact your trainer if you do not understand the training activity or assessment task
Getting help

At APL Group, your Trainers and Assessors are your best support. If you are in need of some support please speak to them. The APL Group administration team is also ready to assist where they can.

Training Pathways

There are many training opportunities available to you and if you would like to find out about these please speak to your Trainer/Assessor.

Rules and regulations while completing a program

APL Group is committed to providing a learning environment that encourages students of all abilities to participate and to successfully complete their training program. APL Group ensures that all training programs are delivered in accordance with the rules and regulations set out by the relevant regulatory body. If you require any special assistance please inform our staff at the interview or on enrolment. APL Group respects the student’s right to privacy and confidentiality.

Appeals

If you have a complaint, grievance or wish to appeal any decision while completing your training program, APL Group has a documented process for you to access and follow. This will be explained to you in your orientation program when you enrol.

If you would like to find out more, please contact the Course Coordinator on 1300 975 889.

Fees and charges

APL Group aims to keep fees and charges to a minimum. Your eligibility for government funding will be determined at your interview before you enrol.

APL Group also has a refund policy that will be discussed at your orientation session. The refund policy for short course training is provided at the end of this handbook.

If you would like to find out more about fees, charges and refund options please call reception to make an appointment.
Student Rights and Responsibilities

Students undertaking APL Group courses have a right to:

- be treated with fairness and respect;
- be trained in an environment that is supportive and safe, free of discrimination and harassment;
- privacy and security of their personal details, subject to legal requirements;
- be supplied with accurate information regarding the course, their assessments and progress;
- appeal against assessment decisions in accordance with APL Group’s Complaints and Appeals Policy;
- be re-assessed if required, in accordance with APL Group’s Assessment Policy;
- make a complaint about staff members or processes;
- have any complaint or appeal dealt with promptly and fairly in accordance with APL Group’s Complaints and Appeals Policy.

Students undertaking APL Group courses have a responsibility to:

- treat APL Group staff and fellow learners with fairness and respect;
- not disrupt or harass other learners;
- approach the training with due effort and commitment;
- complete all assessment tasks honestly, in keeping with APL Group’s Plagiarism and Student Misconduct Policy;
- follow all reasonable instructions by APL Group staff;
- refrain from using drugs or alcohol in a way that could adversely affect their training program, in keeping with APL Group’s Drug and Alcohol Policy;
- act in a safe manner at all times and observe safety procedures.
Drug and Alcohol Policy

APL Group’s Drug and Alcohol Policy requires students to refrain from drug or alcohol use that could have an adverse effect on performance or safety while engaged in training or assessment activities.

Students are responsible for:

- ensuring the safety of themselves and others at all times;
- refraining from drug or alcohol use that could have an adverse effect on performance or safety;
- informing their trainer/assessor of any problems relating to drug or alcohol use.

Students must observe all local, state and federal laws in relation to using, possessing, giving or selling alcohol or other drugs. Any incident involving illicit drugs will be reported to the police.

If a student is assessed as incapable of working effectively and safely as a result of drug or alcohol use, the trainer/assessor may disallow participation in class activities or take other appropriate action outlined in the policy.

Students using prescribed medications should ask their doctor whether such medications will impair their ability to perform the required tasks, and advise the relevant manager or trainer/assessor as appropriate to determine if tasks can be suitably modified.

APL Group will facilitate support for students suffering from drug or alcohol dependency by helping with access to professional support and counselling services and will support students in reviewing their training plan if necessary.

Plagiarism and Student Misconduct Policy

Plagiarism occurs when a student tries to pass off another person’s work as their own. It includes copying from any published or unpublished source without the appropriate acknowledgement. Plagiarism undermines the integrity and fairness of the assessment process. Students are responsible for:

- maintaining honesty and integrity in producing their own work
- protecting their own work and not allowing any other student to copy their work
- understanding the impact of plagiarism and misconduct on their academic performance
- asking Trainers-Assessors for assistance if they are unsure of their obligations

Incidents of general misconduct are those incidents that in the opinion of APL Group management may be dealt with internally and need not involve external law enforcement authorities. Examples include:

- acting in an intimidating or disrespectful manner towards any staff member or student
- impeding the ability of another student to fully participate in the training program
- committing an act or making an omission that may endanger the health and safety of any staff member or student
- making a fraudulent representation with regard to a medical certificate, licence or academic record
- any breach of assessment conditions or any act or omission that seeks to pervert assessment processes including cheating in an examination, test or assessment activity
- any act or omission that disrupts APL Group operations or delivery of services

The APL Group Plagiarism and Student Misconduct Policy allows for a range of penalties from warnings and counselling to review of the students enrolment with APL Group, depending on the seriousness of the incident.

Where a student commits any kind of assault on a staff member or student, or an act of wilful damage to property, theft or other serious breach of law, the matter will be reported to the police.
Refund Policy for Short-Course Training

1. In the event that fees are paid to APL Group prior to the commencement of a course and an individual participant is unable to attend a face-to-face course or practical training day for a blended delivery course, a full refund will be given provided notice is given 5 working days prior to the course commencement.

2. Where a group booking has been made 48 hours notification of a cancellation is required and APL Group reserves the right to charge a cancellation fee of up to $150 in order to cover administration costs incurred up to that time.

3. APL Group reserves the right to withdraw or withhold certifications or qualifications for training received when a refund is made. However, where a refund is made and a trainee/learner complaint is established as fully justified, APL Group will not withhold certification.

4. In the event that illness or other unforeseen circumstance should prevent an individual participant from completing a course for which full payment has been made to APL Group, the participant will be offered a place in another course free of charge in order to complete the qualification. Otherwise a partial refund (up to 50%) may be given. A doctor’s certificate may be requested.

5. If a student fails to attend a face-to-face training program or practical training day in a blended delivery program and no notification has been given, the course fee will not be refunded.