



NATIONALLY RECOGNISED  
TRAINING

# STUDENT POLICIES AND PROCEDURES

V3 2008



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The Project Based Learning Approach for  
Training, Performance & Assessment  
Professionals

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APCOT SOLUTIONS

Be one of the new breed....fire  
up your ROAR matter!

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# Become a LEARNAVORE..... one who eats up learning.

## Client Selection, Enrolment and Induction Procedures

APCOT Solutions offers the TAA40104 Certificate IV in Training and assessment Qualification. It is open to all individuals, however, due to the nature of the course content and delivery it would be best suited to individuals who...

- Are currently working in a facilitating, learning & development, training or teaching setting as a training or non training employee
- Are in a management position that utilises training and assessing skills and knowledge, for example training managers, supervisors, team leaders, HR managers, RTO managers.

- Would like to complete the TAA40104 or its related units as ongoing professional development.

- Have the BSZ40198 Certificate IV in Assessment and Workplace Training (or its equivalent) and wants to further develop competence

- Have another teaching qualification (primary or secondary teaching) and are interested in moving into the VET system

- Are working in organisational roles where they need to collaborate with training organisations providing training and assessment services.

Looking to change careers and move into a training role.

## TRAINING RECORDS POLICY AND PROCEDURE

In order to meet AQTF 2007 requirements, APCOT Solutions will maintain and safeguard the confidentiality of all individual participants' training records and personal information. We will implement procedures to ensure the integrity, accuracy and currency of records. For further details see our website, [www.apcot.com.au](http://www.apcot.com.au)

## RELEVANT LEGISLATION

Our policies and procedures are based on current national legislation including but not limited to, ANTA Act 1992, WET Act 1990, AQTF 2001, EO various acts from 1975 to 1992 and the OHS Act 1985 and 2004. For further details see our website, [www.apcot.com.au](http://www.apcot.com.au).



## Recognition of Prior Learning Recognition of Current Competency

Recognition of Prior Learning and Recognition of current competency are assessment processes conducted to determine whether a person has achieved, through formal, informal learning and/of life experiences, the required learning outcomes of a unit or units of competency. It involves candidates collecting and submitting evidence and assessors making judgments on whether competence has been achieved.

This acceptance and assessment of evidence will be based on it meeting the requirements of the principles of assessment—valid, reliable, flexible and fair and the rules of evidence—authentic, current, sufficient and valid. APCOT Solutions will recognize statements of attainment in equivalent TAA40104 units of competency issued by other RTOs. In this case participants will be exempted from the APCOT relevant units of competency. Statements of attainment in or the qualification of BSZ40198 Cert. IV in Workplace Assessment & Training cannot be recognized as exemptions but can be used as part of the RPL/RCC process outlined here. Talk to us directly if you feel you are eligible for RPL.

*Even though the TAA40104 program does not follow a traditional text book based approach, the literacy requirements of reading, writing, speaking and listening are demanding and form a major component of the assessment criteria.*

## ENGLISH LANGUAGE, LITERACY & NUMERACY

Gaining competencies in the TAA40104 Certificate IV in Training and Assessment Qualification will include assessment of LL&N capabilities. It is expected that participants who enroll in this course will have the ability to use effective language

communications, interpersonal skills and be able to read and write a range of training and assessment documentation. EG Participants will be expected to read and interpret training packages, develop and document learning programs, session plans, assessment tools, present information, facilitate in a number of different

contexts and prepare various records and documents. Further, cognitive (thinking) skills in planning, research, interpretation, analysis and synthesis form part of the required skills. The APCOT course content and facilitator will provide guidance and support; however participants will need to have an appropriate level of Language, Literacy and Numeracy.

*We acknowledge that all adult learners have their own individual learning style. Our interactive and project based approach to learning, teamed with our original “LEARNERACTIVE” resources allows for flexibility in how you approach and complete your program.*

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## **Flexible Learning and Assessment**

APCOT Solutions is committed to catering to the diverse needs of its clients. We acknowledge that participants may learn at different rates and/or methods. At the beginning of all accredited courses, participants will receive a written statement outlining how they will be assessed. This statement will include anticipated learning outcomes and required assessment tasks. If at any time you find yourself struggling with your learning program, please talk to your facilitator to explore further options. Keep in mind that participants can choose to participate in the learning program without undergoing the assessment procedures. In this case, participants would not be eligible for

Statements of Attainment or the Certificate IV in Training and Assessment Qualification.

### **ACCESS AND EQUITY POLICY**

APCOT Solutions fully supports the principles of access and equity and providing support for the special needs of all participants. Facilitators are encouraged in their endeavours to seek out resources and, where appropriate, assistance, for participants with differing needs. Your first point of contact in discussing access and equity is your course facilitator who will endeavour to either assist you or refer you to Senior Management. If further recourse is required by you, the Australian Human Rights and Equal Opportunity Commissions website is [www.hreoc.gov.au](http://www.hreoc.gov.au).

## **CLIENT SUPPORT AND WELFARE**

APCOT Solutions aims to provide participants with the required support during their learning programs. Where appropriate, adaptations can be made to assist participants who may have learning difficulties and/or health concerns. Please feel free to discuss your specific needs with us at the time of your enrolment so we can assist you as much as possible.

In line with our Client support policy, your welfare during your time of learning and development with us is important. Any concerns you have in regards to your welfare will be dealt with compassionately, effectively and confidentially. We will endeavour to offer you support and referral to other services as appropriate.

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## **APPEALS and COMPLAINTS PROCEDURES**

Participants may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, client amenities, discrimination, any form of harassment and any other issues which may be of concern. Your facilitator should be your first point of contact. If you are not happy with the way your concerns have been handled by your facilitator,

your next step would be to lodge a complaint in writing to APCOT Solutions Management. APCOT Solutions will handle appeal procedures with confidentiality, professionalism and equity. All parties involved will be encouraged to approach complaints with respect, an open mind and an attempt to solve problems through discussion and conciliation. If required, the matter can be referred to the APCOT Solutions Senior Management team and further, to an

external and independent agent to mediate between the parties. APCOT Solutions has a documented appeal procedure in place which can be accessed upon request.



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## **Workplace Harassment, Victimization and Equal Opportunity**

A workplace and learning environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour is the aim of APCOT Solutions. Through the example led by Senior Management, we endeavour to remove barriers and provide learning and developmental

opportunities for all participants. We will provide fair and equitable treatment in all aspects of learning and development without regard to political affiliation, age, race, colour, religion, national origin, sex, marital status or physical disability. We ask all participants to do the same.

## **FEES AND CHARGES**

Fees are inclusive of all course costs and are published on the APCOT Course Brochures. Details of any extra applicable costs (eg, materials, charges from outside bodies) will be provided at the time of enrolment. Full course payment is required at least 14 days in advance of the learning program to secure your place. Exceptions may apply for credit-approved transactions.

***“The illiterate of the Year 2000 will not be the one who cannot read or write but the one who cannot learn, unlearn and relearn.” Alvin Toffler***

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### **REFUND POLICY**

Full course payment is required at least 14 days in advance of course commencement. Exceptions may apply for credit approved participants.

Our cancellation policy is:

- Two weeks notice (or more) - participants will receive a full refund
  - Less than fourteen days (14) notice or failure to attend—participants will receive no refund
  - Clients with credit facilities will be invoiced in accordance with the APCOT fees and charges policy.
- Alterations to booking dates or transfers to a different course can be made up to fourteen days (14) of the course commencement date. Substi-

tute participants may be accepted up to that start of the nominated course.



APCOT Solutions regrets that it cannot take responsibility for changes in a participants work commitments or personal circumstances. In unforeseen circumstances such as sickness, the program fee will be charged, however the participant will

be able to transfer to another scheduled program.

APCOT reserves the right to cancel, reschedule or change venue of the course at any time. Minimum numbers are required to run our courses. Cancellation of courses by APCOT will be made within 5 days of course commencement and all monies paid will be refunded.

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### **PRIVACY POLICY**

APCOT Solutions will adhere to the Privacy Act 1988 Principles in the handling of your personal information collected during the course of providing our services.

We collect personal information from you to:

- Ensure we know who we are legally dealing with
- Ensure that we are able to maintain correct records of your enrolment and subsequent results in line with National Australian Quality Training Framework Standards.
- Provide information to agencies and government bodies in line with the AQTF requirements.

- Provide you with further information (with your permission) about compatible or related services or products that we offer.

In the course of doing business, APCOT Solutions may outsource some work to third parties. Some personal information may need to be shared with these third parties. These third parties will be bound by confidentiality agreements and no information can be used without your express written consent.

For further details on these 10 Privacy Principles see our website [www.apcot.com.au](http://www.apcot.com.au).



### **OCCUPATIONAL HEALTH AND SAFETY**

Occupational Health and Safety Laws apply to the workplace at all times including during periods of learning, development and training. We are committed to ensuring the health, safety and welfare of all members of the APCOT Solutions community. Our policy is to make every reasonable effort to prevent accidents, protect everyone from injury and promote health, safety and welfare for all clients and employees.



**APCOT SOLUTIONS**  
LEARNING, INNOVATION, DEVELOPMENT & TRAINING

**WINNER! Monash Business Awards 2006/2007**

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**Be one of the new breed....fire up your ROAR matter..**

Proud to be G-Locally owned and operated. APCOT:

a global outlook with a local approach.



*Gabrielle Hartin CEO M'Ed (USA) B'Ed (Aust), Grad Cert HRM*

Gabrielle Hartin, a global leader who has lived and worked on four different continents in learning and development, founded APCOT when she saw a gap in the market for a high quality, specialist Organisation. This need has seen APCOT use its international experience to dedicate itself and focus solely on developing the skills and qualities of high performing leaders as LEARNAVORES!

Anyone in a people development role, from leaders and managers, to supervisors, team leaders to trainers, mentors to coaches, teachers to role models can benefit from the APCOT philosophy of feeding the LEARNAVORE!

Your LEARNAVORE is yours and your organization's capability to learn, change and adapt to today's global business and life demands, it is your inherent capability to learn—let it ROAR!

## The APCOT's 5 Pillars of Leaders as LEARNAVORES!

Here at APCOT we aspire to develop in ourselves and the clients we work with, the underlying principles and values that form the 5 Pillars of Leaders as LEARNAVORES!

They are:

**ASTUTENESS:** to be a leader as LEARNAVORE, you are one who is willing to develop people to the point they surpass you in their knowledge and capability.

**TRUSTWORTHINESS:** LEARNAVORES treat others as if they were what they ought to be. They help them become what they are capable of being.

**HUMANENESS:** LEARNAVORES are kind for they know that everyone they meet is fighting a hard battle

**CONVICTION:** LEARNAVORES jump off the cliff all the time and build their wings on the way down (and if they happen to crash, they pick themselves up, dust themselves off, learn from the experience and move on!)

**DISCIPLINE:** LEARNAVORES have patience as they know all things are difficult before they become easy.

Members of APCOT have an open mind, a willingness to learn and keep on learning and a desire to teach others how to feed the LEARNAVORE!

**MONASH Business Awards Winner 2006/07**



Member Australian Council of Private Education and Training

