



COLLECTIVE TRAINING GROUP

Learner Information Book 2018

VERSION CONTROL

CURRENT VERSION	REVIEW DATE	PERSONS INVOLVED	NEW VERSION	AMENDMENTS
V1.0 / MARCH 2018	SEPTEMBER 2018	B. GREEN		Creation of policy for RTO audit

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WELCOME

A welcome from the Secretary of the WA Prison Officers' Union –

I would like to extend a very warm welcome to all Learners choosing to engage with vocational education and training (VET) offered by the Collective Training Group. The learning and assessment material provided to all Learners is designed *specifically* for those working within Western Australian correctional facilities.

The Collective Training Group has positioned itself in a unique position within the VET sector, we are the first Union funded training provider to offer nationally accredited qualifications to its members within corrections. Learners choosing to engage in training offered receive the highest quality, meaningful and importantly contextualised vocational training options. Contextualised learning and assessment material promote personal development as well as employment opportunities and career progression.

I encourage all Learners to read the following Learner Information Book and associated policies thoroughly to ensure an informed decision is made to study. The Learner Information Book contains important information about the services offered, support mechanisms available to you as a Learner and a wide range of information you will need to make an informed decision about enrolling to study.

I wish you all the very best with your educational endeavours.

Kind Regards,

Andy Smith

MISSION

To provide members of the Western Australian Prison Officers Union (WAPOU):

- Contextualised learning materials specific to the unique requirements and demands of the profession.
- To The highest quality, nationally recognised training options designed to be flexible, engaging, and dynamic

VISION

For WAPOU members to have access to specialised vocational training and education opportunities to promote personal growth, employment opportunities and career progression. The CTG will achieve both the vision and mission of the RTO by:

Responsiveness

The Collective Training Group (CTG) is responsive to the needs of each Learner and offers vocational education and training options contextualised to the correctional environment.

Highest quality materials

The CTG will provide the highest quality learning and assessment materials based on the occupational requirements and industry standards of those working in correctional environments. Regular and consistent consultation with industry experts will form the basis of learning and assessment development to ensure currency and relevance.

Ethics & Integrity

The CTG promotes ethical business and educational practices which includes liaising with all stakeholders with integrity, honesty, and transparency.

Diversity & Creativity

The Collective Training Group celebrates diversity and creativity through culture and language of staff members, Learners, and the community.

TRAINING CALENDAR

The CTG does not operate using a traditional training calendar. Traditionally, the calendar year is divided into terms and semesters with Learners being required to enrol and being study at specified times. CTG offers Learners the flexibility to being study at a time that suits them best.

EDUCATIONAL SUPPORT

The Collective Training Group will offer all Learners the following education support:

- Ensuring communication with Learners is timely, honest, and respectful
- Ensuring Learners have equal opportunity to access resources regardless of distance or location
- Ensuring Learner privacy is maintained at all levels and in all examples
- Ensuring flexible learning options are applied where possible
- Ensuring high quality, contextualised, relevant learning material is always available
- Ensuring an environment of support is maintained to assist educational success
- Ensuring the principles of adult learning are embedded in all learning and assessment material
- Provide Language, Literacy and Numeracy (LLN) support if required
- Provide advice for additional LLN from external providers

ENROLMENT PROCESS

All persons considering enrolling to study with the CTG are encouraged to read all available information to ensure an informed decision can be made.

During the enrolment process, Learners must:

- Provide accurate, honest, comprehensive enrolment information
- Pay any fees that may be required upon enrolment and all other fees required during study
- Advise the CTG of any changes to personal / contact details during study
- Advise the CTG of any educational assistance required prior to enrolment
- Read and understand all information made available and seek clarification where required

All persons interested in enrolling to study with the CTG must follow the process below:

STEP 1

Visit the *Respect the Risk* website at www.respecttherisk.com.au and select the *Training* tab. A drop-down box will appear with a list of options containing all the information necessary to make an informed decision about choosing to study with the CTG.

Information available will include:

- Training products available
- Estimated duration of study
- Training locations
- Delivery modes
- Names and details of third party providers
- Work placement arrangements (if necessary)
- CTG obligations to the Learner including the Learner's rights

- Details of all polices including the complaints and appeals process
- The Learner's obligations to the CTG
- Fees and payments
- Materials and equipment Learners must provide
- Government training entitlements

STEP 2

After reading all information available and choosing to proceed, all persons are encouraged to submit an online enquiry requesting an enrolment package and / or additional information.

STEP 3

Once requested, an enrolment package will be emailed. The enrolment package will include:

- Learner Declaration 2018
- The Learner Information Book 2018
- Learner enrolment forms
- Specific Training & Assessment Strategy (TAS) for each Unit of Competency (UOC)
- Language, Literacy and Numeracy (LLN) policy and assessment

STEP 4

Upon receipt of the enrolment package, a suitable time will be arranged with the Learner to have a conversation with the CTG Training Officer. It is mandatory for all those wishing to enrol to study complete an LLN assessment, the first part of that assessment includes a conversation with the Training Officer. This also presents as an opportunity for the Learner to seek further clarification regarding study.

STEP 5

After all information included in the enrolment package has been read and understood, the Learner is required to return the completed LLN Assessment and Learner Declaration 2018 to the Training Officer. The completed LLN Assessment results will be discussed with the Learner, providing all is deemed suitable, the Learner will be issued with all required learning and assessment material to begin study.

FEE PAYMENT OPTIONS

Qualifications, Certificates, Testamurs or Record of Results will not be issued to Learners who have not paid all necessary fees in full. Learners are encouraged to read *Fee Payment & Refund Policy 2018* for further details.

CTG offer Learners the following methods to pay their course fees:

Learners can choose to make a lump sum payment or opt for scheduled repayments where suitable. Please read the following regarding payment options.

Single unit of study

Learners choosing to enrol in a single unit are required to pay the unit fee in full. Learners will be issued with an invoice which must be paid in full within 30 days.

Two or more units of study

- 1) Learners choosing to enrol in two (2) or more units of study can select to pay fees with scheduled payments. An initial deposit of \$100.00 is required at the time on enrolment, all remaining fees can be divided into smaller amounts paid over a period no longer than six (6) months.
- 2) Learners can choose to pay all fees in a single lump sum payment

External Organisations

External organisations paying fees on behalf of the Learner will be issued with an invoice that must be paid in full within 30 days. Organisations will not be issued with qualifications, statements of attainment or records of results, official certificates will only be issued to the Learner. For further information about issuance of official documents, Learners are encouraged to read the *Secure Certification Policy 2018*.

REFUNDS

Learners will receive a refund of fees paid under the following circumstances:

- The course of study is cancelled by the CTG, after fees were paid, during study (\$50.00 administration fee not applicable)
- The CTG no longer continues to trade as a Registered Training Organisation, after fees were paid, during study (\$50.00 administration fee not applicable)
- Learners have the right to obtain a refund for services not provided by the CTG, in the event that any arrangement is terminated early, or the RTO fails to provide agreed services.
- If the Learner voluntarily withdraws from study for any reason (\$50.00 administration fee will apply) and notifies the Training Officer in writing. Telephone or verbal conversations must be supported by written confirmation of withdrawal.

Learners will not receive a refund:

- On the basis of an assessment result ie: *Not Yet Competent*
- If the Learner has been temporarily suspended due to abusive or threatening behaviour towards staff that results in a termination of enrolment

DEPOSIT

All Learners who choose to enrol will be required to make an initial deposit of \$100.00 upon enrolment.

VET STUDENT LOANS

VET Student loans replaced the VET FEE HELP Scheme on January 1, 2017. VET Student Loans is an Australian Government scheme that assists domestic students who are eligible incur a loan to pay for course fees charged by an approved training provider. The Australian Government pay the approved training provider the full course fee on behalf of the student. The student repays the loan through the taxation system.

The Collective Training Group does not offer VET Student Loan applicable courses.

CURRENT QUALIFICATIONS OFFERED – UNITS OF COMPETENCY (UOC)

UNITS OF COMPETENCY APPROVED FOR DELIVERY	CORE / ELECTIVE
BSBWHS302 <i>Apply knowledge of WHS legislation in the workplace</i>	CORE
BSBWHS303 <i>Participate in WHS hazard identification, risk assessment and risk control</i>	CORE
BSBWHS304 <i>Participate effectively in WHS communication and consultation processes</i>	CORE
BSBWHS305 <i>Contribute to WHS issue resolution</i>	CORE
BSBWHS406 <i>Assist with responding to incident</i>	ELECTIVE

- There are no entry requirements to begin study of these units.
- In most cases, classroom-based delivery will not be an option. Learners will complete all learning and assessment activities independently.
- There will be no third-party delivery of the listed units. Learners will liaise directly with the CTG and no other agencies. If third party arrangements occur in the future, all Learners will be notified.

EDUCATIONAL SUPPORT SERVICES

The CTG provides the following educational support services to Learners.

Pre-enrolment materials

CTG provides all prospective Learners with pre-enrolment materials including online and physical copies (if requested) of all policies enabling Learners to make informed decisions.

Online information

CTG maintains current and factual information on the Respect the Risk website (www.respecttherisk.com.au) specific to the training products on offer, including all details required to make an enquiry to study.

Support while engaged in study

CTG invites Learners to seek support in the below methods whilst completing chosen unit/s of competency:

- Telephone support will be available to all Learners
- Email support will be available to all Learners
- Video communication will be available to all Learners
- Face to Face support will be available to all Learners **

*** Individual face to face support will be made available with prior booking and confirmation from the Training Officer at the following location WA Prison Officers Union Head Office – 63 Railway Parade, Mount Lawley, WA 6050.*

Flexible scheduling and delivery of training and assessment

All training products offered by the CTG are intended for independent study completion by each Learner. CTG has chosen to use this method of delivery to increase the flexibility of completing all requirements for the selected study options. Learners can study at a time and location that suits them best, catering for busy professional and personal lives.

Information and communications technology (ICT) support

All prospective Learners are required to complete a Language, Literacy and Numeracy (LLN) Assessment. Within this assessment there is a question asking Learners to self-identify the support they may require with the use of ICT. The CTG can offer alternatives for assessment completion ie: hand written submissions, if ICT support is required. Please discuss ICT support options with the Training Officer if required.

Alternative formats for Learning and Assessment materials

Learning and assessment materials can be altered to best suit the needs of the Learner ie: If a Learner should request, learning and assessment materials can be printed and issued in large font to make reading easier, different colours, on larger pieces of paper or any other alternative form as requested. Please discuss alternate format options with the Training Officer if required.

Contextualisation

All learning and assessment material has been contextualised for those working within correctional environments. Learning materials are developed with the assistance of prison officers currently working within WA corrective services and examples, policies and assessment requirements are based on familiar contexts to increase deeper engagement and understanding of the material.

Group learning

Group learning may be made available to Learners who are completing the same qualification and wish to meet with others to discuss the course material. Group learning can be individually organised among Learners, with or without the assistance of CTG staff. WAPOU will offer the use of meeting space for Learners to meet if requested. Group learning will be made available at the following location: WA Prison Officers Union Head Office – 63 Railway Parade, Mount Lawley, WA 6050.

Language, Literacy and Numeracy internal support

Internal Support options available

- Additional support with learning and assessment material
- Reasonable adjustment of assessment material
- Student peer support arrangement
- One on one interviews with Trainers and Assessors
- Mentor arrangement
- Scheduled meetings with Trainer and Assessors using telephone, face time, skype

Language, Literacy and Numeracy external support

External support options available

- Reading Writing Hotline <https://www.readingwritinghotline.edu.au/>
- Read Write Now <http://www.read-write-now.org/>
- DFS Literacy & Clinical Services <https://dsf.net.au/>
- English as a Second Language (ESL) Course – North Metropolitan TAFE
<http://www.northmetrotafe.wa.edu.au/content/esl-enrolment-dates>

Learners are encouraged to read *Language, Literacy & Numeracy Assessment Policy 2018*.

ESTIMATED DURATION TO COMPLETE UOC

It is estimated that each Unit of Competency (UOC) offered will typically take Learners approximately 1 to 2 months / 120 to 240 hours to complete. This is in line with the Australian Qualifications Framework (AQF) *Volume of Learning: An Explanation*.

It may be acceptable for a Learner to complete a UOC in a shorter period, if the Learner is experienced and has current skills and / or knowledge within the subject area. A longer period may be best suited where Learners are at an entry level. Appropriate time must be given for the information to be absorbed, and over time, skill development to take place in the different contexts the Learner would experience in the workplace.

As per the AQF *Volume of Learning: An Explanation*, the approximate time it will take the average Learner to complete each unit, including the sequence in which each unit is provided, is listed below:

AQF VOLUME OF LEARNING INDICATORS							
CERTIFICATE I	CERTIFICATE II	CERTIFICATE III **	CERTIFICATE IV	DIPLOMA	ADV DIPLOMA	GRAD CERT	GRAD DIPLOMA
0.5 – 1 YEAR	0.5 – 1 YEAR	1 – 2 YEARS	0.5 – 2 YEARS	1 – 2 YEARS	1.5 – 2 YEARS	0.5 – 1 YEARS	1 – 2 YEARS
600 – 1200 HRS	600 – 1200 HRS	1200 – 2400 HRS	600 – 2400 HRS	1200 – 2400 HRS	1800 – 2400 HRS	600 – 1200 HRS	1200 – 2400 HRS

*** All UOC offered by the CTG fall under the Certificate III level – The full Certificate III qualification is not offered*

MODES OF STUDY

Independent Learning / Self-paced study –

Learners will complete all learning and assessment requirements of each UOC independently in their own preferred learning environment. The CTG will provide all learning and assessment resources required to complete independent study. Formative assessment is used by the CTG, Learners will complete all assessment requirements and return all completed work.

Recognition of prior learning (RPL) –

RPL is an assessment process that involves the assessment of an individual's relevant prior learning (formal & non-formal) to determine the credit outcomes of an individual application for credit. RPL is available to all Learners.

Learners are encouraged to read the *Recognition of Prior Learning Policy 2018*.

THIRD PARTY DELIVERY

The CTG does not engage with third party providers to deliver training and/or assessment. Learners will be notified of any third-party agreements that may occur over time.

Learners are encouraged to read the *Affected and Protected Learners Policy 2018* for further information.

RTO COURSE WITHDRAWAL

If the CTG can no longer offer a course of study in which the Learner is enrolled, the Learner will be transferred to and enrolled into a course that is similar. If a similar course is not available, the Learner will be provided with a full refund.

LEARNER COURSE WITHDRAWAL

Learners can opt to withdraw from a course of study at any time. If the Learner has paid the course fee in full, the Learner will receive a refund for the remaining portion of the course. If the Learner is paying the course fees in instalments, no further instalments will be deducted.

Learners are encouraged to read the *Fee Payment & Refund Policy 2018*.

CTG OBLIGATIONS & RESPONSIBILITIES

The CTG is obligated and responsible for the quality of the training and assessment materials created. The CTG is responsible for complying with *The Standards for Registered Training Organisations (RTOs) 2015*. The CTG is responsible for compliance with all requirements as set by the Australian Qualifications Framework including the correct issuance of certificates of qualifications.

The CTG will:

- Treat all Learners with respect and communicate with courtesy and fairness
- Promote equality regardless of sex, marital status, sexual orientation, race, culture, religious beliefs, impairment, age, or political convictions
- Provide a culture that encourages each Learner to engage with the learning material and support educational endeavours and aspirations
- Promote flexible learning arrangements to ensure metropolitan and regional Learners are provided with equal educational opportunities
- Provide exceptional staff who are passionate about education

LEARNER RIGHTS

Learners have the right to appeal against assessment decisions and make complaints. Learners have the right to be informed of any changes to the CTG during completion of study. Changes include, but are not limited to:

- CTG closure
- ceasing to deliver any part of a qualification a learner is enrolled in
- third-party delivery either beginning or ceasing

Learners are encouraged to read the *Complaints and Appeals Policy 2018* for further details.

LEARNER OBLIGATIONS

Learners are obligated to:

- Repay any debt in which they have incurred arising from the provision of services
- To meet any requirements the CTG requires to enter and successfully complete their chosen course of study
- To provide or obtain any materials and equipment not otherwise provided by the CTG as are necessary to successfully complete the chosen course of study
- To seek independent information surrounding access to government training entitlements and subsidy arrangements in relation to the delivery of the services
- Be courteous, honest, and cooperative with all CTG staff
- Behave ethically always
- Inform the CTG of educational support needs required
- Be an actively engaged Learner by seeking additional information and resources to compliment the learning and assessment material provided
- Read all policies provided to ensure you are an informed Learner

PLAGIARISM / ACADEMIC FRAUD

Plagiarism, or academic fraud, is the false misrepresentation of a third party's work as your own. Academic fraud includes taking the thoughts, ideas or expressions of others and making the false representation of them as one's own work. Learners are encouraged to acknowledge the work of others at all times when required. Plagiarism, or any form of academic fraud, may result in the termination of Learner enrolment.

ASSESSMENT MARKING

Learners will have all returned assessment work assessed fairly, impartially and without bias. Learners will be deemed:

- *Competent (C)* at the time of assessment
- *Not Yet Competent (NYC)* at the time of assessment

Learners are not graded using percentage scores or grades of A, B, C or D. Learners must demonstrate *competency* among assessment.

ASSESSMENT MARK	MEANING	AS SHOWN ON TRANSCRIPT
Competent	ASSESSMENT COMPLETE	C
Not Yet Competent	RE ASSESSMENT REQUIRED	NYC

FORMATIVE ASSESSMENT

Formative assessment practices will be used throughout each UOC offered by the CTG. Formative assessment is the process of assessing Learners in stages throughout the duration of the course. The CTG will not give final, or summative, exams.

- Complete all mandatory questions during enrolment including any feedback forms at the completion of study
- Pay all required fees
- Obtain a Unique Student Identifier number (USI) and provide this information upon enrolment

CONSUMER RIGHTS

All Learners have consumer rights under Australian Law. The Australian Competition and Consumer Commission (ACCC) is Australia's competition and consumer regulator and national consumer law champion.

The ACCC promotes competition and fair trading, including regulation of national infrastructure to make markets work for everyone. The ACCC assists businesses understand their rights and responsibilities under Australian consumer law, ensure fair competition, honest business practices and protect consumers against those doing wrong.

The ACCC assists consumers to understand their rights when buying goods or services and can provide instruction for what to do when consumers are not happy with the outcome or process.

For details information about your rights as a consumer, prospective Learner, or an enrolled Learner, please visit the ACCC website at:

<https://www.accc.gov.au/consumers>

POLICY REFERRAL

The following policies have been referred to in this document:

- *Fee Payment & Refund Policy 2018*
- Specific Training & Assessment Strategy (TAS) for each Unit of Competency (UOC)
- *Language, Literacy & Numeracy Assessment Policy 2018.*
- *Recognition of Prior Learning Policy 2018.*
- *Affected and Protected Learners Policy 2018*
- *Complaints and Appeals Policy 2018*

Learners are encouraged to access and read the policies referred to in this document. The policies above, including others are available at www.respecttherisk.com.au.