

SGS

PARTICIPANT HANDBOOK

SGS AUSTRALIA PTY LTD

REGISTERED TRAINING ORGANISATION - 2646

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WELCOME

The quality of your training is of the highest importance. It enables you to keep up with the latest industry practice, keep on top of ever-changing technical standards and comply with current legal and regulatory obligations. It furnishes you with the skills and knowledge to transform as an individual.

Yet, maintaining your level of learning across your organisation can be complex, especially when dealing with numerous training providers. That's why you need to ensure you receive consistent, effective, high-quality training.

As a global leader in professional training, we offer you the very best in professional development training and customised training solutions. Our unrivalled experience and expertise, combined with our unique global reach ensures that you benefit from consistent training and development at every level..

With a proven track record delivering public, in-house and online courses, the world's largest companies and government organisations trust us to train their professionals. So can you.

Our courses cover everything from safety to quality, compliance to sustainability, brand protection to risk management. Whatever your industry, whatever the subject, we can help you:

- Keep up-to-date with the latest industry best practice, technical standards and current legal and regulatory compliance expectations
- Gain the skills and knowledge you need to move forward
- Learn how to manage and improve environmental impact
- Identify, manage and reduce risk by meeting legal duty-of-care and health and safety obligations
- Develop through improved management and leadership development programs
- Understand how to enhance the quality and efficiency of management systems and standards
- Improve productivity, integrity and performance throughout the supply chain
- Build a more responsible and sustainable future
- Learn in a way that suits your needs, learning styles and goals with a range of flexible solutions, including public courses, in-house training, eLearning and virtual learning

Our dedicated team of trainers / assessors, management and administration staff are committed to providing excellence in the delivery of the services that we offer.

We are here to assist by equipping you with the skills and knowledge that you require for your life and career.

MARK FAVETTA

SGS Training Manager

1 GENERAL INFORMATION

1.1 WORK, HEALTH AND SAFETY REQUIREMENTS

- To protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- To not wilfully or recklessly interfere or misuse anything provided by SGS in the interests of health, safety or welfare
- To cooperate with health and safety directives given by staff of SGS
- To ensure that you are not affected by the consumption of drugs or alcohol

1.2 GENERAL REQUIREMENTS

- Do not leave bags or other valuables unattended. You are responsible for your own belongings
- Smoking is only permitted during official break times and within designated smoking areas. Your Trainer/Assessor will advise of designated smoking areas where they exist
- You are required to contact SGS if you will be late or are unable to attend your course
- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your Trainer/Assessor immediately
- If you have a personal health condition which may become critical while attending the course, advise your Trainer/Assessor before commencing the course. All information will be treated in strict confidence
- Emergency procedure and exit plans must be followed
- You are required to arrive to your course on time and stay for the full duration of the course. Should it be necessary to leave a class early – you must advise the Trainer before the course commences
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory
- Mobile phones must be switched off. In emergency situations where

you need to be contacted, please advise your Trainer/Assessor so that arrangements can be made

- All assessments must be submitted within required timeframes as allocated by your Assessor. If you are having difficulty completing an assessment item, discuss it with your Assessor as they may be able to offer support or grant additional time under special circumstances
- If you have been booked in for outsourced training as part of your program e.g. Forklift Training, you must provide at least 5 days notice if you are unable to attend
- Inadequate notice will result in cancellation of that unit or if the participant wishes to continue, it will be at their own cost

1.3 CHEATING AND PLAGIARISM

All assessments must be your own work. Cheating or getting others to do your work will not be tolerated nor will copying from a published document (including the Internet) without referencing. This is called plagiarism and is illegal. You must follow referencing guidelines if you take another person's idea, and put it into your own words. You should complete your own research to determine a method of referencing that suits your purposes. Cheating and Plagiarism may lead to cancellation of enrolment.

1.4 CHANGE OF ADDRESS OR CHANGE OF NAME

If during your course of study, you change your name or your address – you must notify SGS as soon as possible.

1.5 PERSONAL PRESENTATION AND HYGIENE

- Neat, comfortable clothing is considered appropriate
- Enclosed footwear must be worn at all times
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is required
- You must wear special clothing

(including protective clothing) as required

1.6 RESPECT FOR OTHERS

- You will be expected to treat staff and fellow participants with respect and observe any particular conditions which may appear in this Handbook or be raised during the course by an SGS staff member
- Inappropriate language, behaviour and actions will not be tolerated
- In keeping with Equal Opportunity and Discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, disability, gender, sexuality, religion or age
- Harassment and intimidation of staff or fellow participants will not be tolerated
- Treat facilities and equipment with due care and respect
- Arrive on time to start all sessions. This includes after lunch and coffee breaks

1.7 MISCONDUCT

- Theft, fraud, violence/assault
- Inappropriate language/behaviour
- Cheating or Plagiarism
- Breach of confidentiality
- Serious negligence including WHS non-compliance
- Discrimination, harassment, intimidation or victimisation on all Equal Opportunity/non Equal Opportunity grounds
- Refusing to carry out lawful and reasonable instructions
- Being affected by alcohol or drugs (both illegal & prescription) in that their faculties are so impaired that they are unfit to participate in activities will result in termination from the course. No refund will be given in this instance

1.8 UNIQUE STUDENT IDENTIFIER

Before attending Nationally Recognised Training it is a Government requirement that Participants have a Unique Student Identifier (USI). The booking confirmation information outlines how to obtain your USI and you will be

requested to provide this on enrolment. The USI number will then stay with you throughout your life for any further education that you may undertake. See www.usi.gov.au.

1.9 PRIVACY

SGS collects personal information for the purpose of operating as a Registered Training Organisation (RTO).

1.9.1 ENROLMENT DETAILS

SGS is required to submit data sourced from your enrolment form, to the national Vocational Education and Training (VET) administrative collection as a regulatory reporting requirement. The information contained on your enrolment form/participant information form may be used by SGS or the following third parties for administrative, regulatory and/or research purposes:

- Employer – if I am enrolled in training paid by my employer
- Government departments and agencies and authorised VET related bodies
- VET regulators

These questions assist with collecting learner data that may be supplied to and used by governments and other agencies for administration and research. You will be required to acknowledge reading and accepting the privacy statement as well as confirming that the details you are providing are true and correct.

Consequences may arise from providing false, misleading or incomplete information, including the cancellation of your enrolment or the withdrawal of any offer made by SGS.

Contact SGS to discuss this if this affects you.

1.9.2 UNIQUE STUDENT IDENTIFIER

If you would like SGS to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at <http://www.usi.gov.au/Training-Organisations/Pages/Privacy-Notice.aspx>.

You must also provide some additional information as noted at the end of this form so that we can apply for a USI on your behalf.

ACCREDITED TRAINING ONLY

The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).

You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- Is collected by the Registrar as authorised by the Student Identifiers Act 2014
- Is collected by the Registrar for the purposes of:
 - Applying for, verifying and giving a USI;
 - Resolving problems with a USI; and
 - Creating authenticated vocational education and training (VET) transcripts;
- May be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - The purposes of administering and auditing VET, VET providers and VET programs;
 - Education related policy and research purposes; and
 - To assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - Schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - The National Centre for Vocational Education Research

for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;

- Researchers for education and training related research purposes;
- Any other person or agency that may be authorised or required by law to access the information;
- Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- Will not otherwise be disclosed without your consent unless authorised or required by or under law

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

<http://www.usi.gov.au/Training-Organisations/Pages/Privacy-Notice.aspx>

1.10 ACCESS TO YOUR RECORDS

You have the right to access your training file at any time. If you would like to view your file, please contact SGS in writing. Your file will be made available within five (5) working days. Please be advised that you will be required to provide proof of identification before any information is released or changed.

1.11 COPYRIGHT

All materials produced by SGS are protected by copyright and may not be reproduced in any format without written permission from the RTO Manager.

1.12 CANCELLED CLASSES

Should a Trainer/Assessor be unavailable for a scheduled course/activity, SGS will make every effort to locate a substitute Trainer/Assessor. However, in the event that this is not possible and the class or activity has to be cancelled, you will be contacted prior to the commencement time.

1.13 FEES

Financial Information

1) The client must pay the Fees contemporaneously with submitting the Form to SGS. SGS will not be required to perform the Service if it has not received the Fees.

2) The client will not be entitled to retain or defer payment of any sums due to SGS on account of any dispute, counter claim or set off which it may allege against SGS.

3) If any unforeseen problems or expenses arise in the course of carrying out the Service, SGS may inform the Client/participant and will be entitled to charge additional fees to cover extra time and cost necessarily incurred to complete the Services.

4) If SGS declines (pursuant to clause 5) or is otherwise unable to perform all or part of the Services for any cause whatsoever outside SGS's control, including (but not limited to) failure by the Client to comply with any of its obligations provided for in clause 3 above, SGS will be entitled to payment of:

a) The amount of all non-refundable expenses incurred by SGS of and incidental to performing the Services; and

b) A proportion of the Fees equal to the proportion of the Services actually carried out.

5) SGS may, in its absolute discretion, allow the Client to pay the Fees subsequent to the Client submitting the Form. In such an event:

a) The Client must pay the Fees to SGS within 30 days of submitting the Form to SGS (Due Date); and

b) The Client must pay to SGS:

i) Interest on any Fees not paid by the Due Date at the rate of 2% per month from the Due Date to the date of final payment of the Fees in full; and

ii) All costs reasonably incurred by SGS of and incidental to recovering any outstanding Fees, including (but not limited to) all legal costs (on a solicitor and own client basis).

1.14 ACCESS AND EQUITY

SGS is committed to access and equity principles and processes and,

as a Registered Training Organisation, will incorporate access and equity principles into all of its training delivery and assessment strategies. As such, a fundamental principle of SGS training services is fairness and equity. This means that SGS' way of doing business and treating all people and each other must be impartial (i.e., to operate in a fair and unbiased way).

SGS training programs will contain no implicit limitations based on age, gender, social or educational background unless specifically stated in the licensing requirements, e.g. Construction Induction (White Card) has minimum age of 14 years old.

Personnel selection will comply with accepted personnel recruitment standards, applying the principles of equal employment opportunity. Training personnel will be employed on the basis that they have the required qualifications and industry experience which comply with the Standards for Registered Training Organisations 2015 and training Package requirements to deliver the range of courses offered by SGS. Where required, personnel will be provided with appropriate training to meet these standards. As a result of this knowledge and understanding, participants are treated fairly and with due respect, in compliance with equal opportunity legislation.

The purpose of this policy is to ensure that SGS is responsive to the training and learning support needs of all participants. Through the implementation of these principles the benefits of participating in training are made available to everyone on an equitable basis.

1.15 COMPLAINTS AND GRIEVANCES

Complaints must be put in writing. Matters of complaint outside of grievance and appeal will be dealt with according to its merit. The complaint will be formally viewed by the Compliance Manager. A response will be provided to the complainant within 7 days.

If you wish to lodge a complaint the following process will apply:

- Notify the Compliance Manager within 7 days of the incident that prompted the complaint and also forward the complaint in writing via email

- The Compliance Manager will record the complaint and provide a response within 7 days
- If the complaint is unresolved, it will be referred to the relevant Business Manager who will provide a response within 7 days

If the complaint cannot be resolved within the organisation, the complaint may then be referred to the appropriate training authority: see www.training.gov.au.

1.16 DISCIPLINARY PROCEDURES

Where your behaviour is affecting the learning process, you will be asked to leave and be given a written warning. Re-entry to the venue room will need to be negotiated with your Trainer/ Assessor. Any misconduct will result in a meeting followed by a second written warning. Any further incidents will result in termination from the course without a refund (if applicable). Serious misconduct will result in immediate termination from your course. No refund will be given in this instance.

1.17 TRANSITION AND TEACH-OUT

Nationally accredited training is periodically updated by governing bodies. This requires SGS to move Learners to the newer training or continue in the existing training if it can be shown that the Learner would experience genuine disadvantage from transitioning.

1.18 ADDITIONAL INFORMATION

Participants are requested to read the additional information available in the booking Terms and Conditions. This information includes the General Conditions of Service:

- Provision of Services
- Obligations of Client
- Fees and Payment
- Suspension or Termination of Services
- Site Access Card
- Liability and Indemnification
- Miscellaneous
- Governing Law, Jurisdiction and Dispute Resolution
- Personal Information
- Definitions

1.19 PROGRAM DETAILS

SGS training programs are structured to include classroom contact hours, self learning time and assessments. Participants may be required to attend scheduled sessions as well as complete exercises in their own time to prepare for assessment.

- Information outlining the breakdown of program hours can be obtained from SGS

For full details of Nationally Recognised Training programs delivered by SGS, please refer to the National Training Information Services website at <http://training.gov.au/>

1.20 PARTICIPANT FEEDBACK

SGS as a Registered Training Organisation will systematically collect information from clients and stakeholders' relating to its performance in the services it provides in training and assessment. SGS will analyse this information which will contribute to the continual improvement of its training policies and procedures.

2 LEARNING AND ASSESSMENT

2.1 LEARNING

2.1.1 LEARNING SUPPORT

SGS has set up a number of support mechanisms for participants who have special needs or requires support or assistance to undertake or complete their training.

The majority of SGS enrolments come via employer bookings and as such, the participants Language, Literacy and Numeracy (LLN) requirements have already been assessed as part of their employment strategy. Employers take this level into consideration when booking their employees into training.

If your LLN skills have not been assessed, or if you feel that you may need support in this area for your training, contact SGS and we will attempt to organise the support you need.

2.1.2 LANGUAGE, LITERACY AND NUMERACY (LLN)

All participants must ensure they have the skills to meet the LLN demands of their chosen training program. We encourage participants with issues to seek assistance from their Trainer/ Assessor.

2.1.3 FLEXIBLE LEARNING

A number of learning strategies will be used throughout SGS training programmes to help you achieve the

necessary skills and demonstrate competence. Learning is a partnership that involves participation from all involved. Techniques used in programmes could include:

- Practical Demonstration
- Small Group Work
- Case Studies
- Trainer Instruction
- Practical Tasks
- Group Discussion

- Simulated Tasks/Role Plays Self-Paced Activities
- Video Activities

2.1.4 PERSONAL SUPPORT

We understand that there may be times when personal issues may affect your ability to undertake your training. Listed below are some useful support services which may be of assistance:

Relationships Australia Ph: 1300 634 277 www.relationships.com.au	Lifeline Ph: 131114 www.lifeline.org.au	Alcoholics Anonymous Ph: (02) 9599 8866 www.aa.org.au
Narcotics Anonymous Ph: 02 9565 1453 www.naoz.org.au	Kids Help Line Ph:1800 551 800 www.kidshelpline.com.au	National Depression Initiative Ph: 1300 22 4636 www.beyondblue.org.au

- Wheelchair access is not available at all of our training facilities. Contact SGS for details.

Speak to your Trainer/Assessor should you require further information or assistance.

2.2 EMPLOYABILITY SKILLS

All Training Packages have been reviewed to ensure that Employability Skills feature in their units of competency and all new Training Packages must now include Employability Skills. Employability Skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills,

and transferable skills. Industry's preferred term is Employability Skills. Employability Skills are defined as «skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions». There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology. The Employability Skills

Summary lists the elements of each skill that have been identified for the qualification.

Employability Skills Summaries for Training Package qualifications can be downloaded from

<http://employabilityskills.training.com.au>.

2.3 ASSESSMENT

See Appendix 1 – Assessment Process

2.3.1 WHAT SGS EXPECTS OF YOU

You will be required to do the following:

- Ask questions of your Assessor to make sure you fully understand what is required of you and how long the task should take
- Ask your Assessor for access to any specific tools, resources and materials, if needed
- Complete your Assessment documents and present to the Assessor for marking within six months of attending the training
- Participate in Assessment activities as directed by your Assessor
- At certain points you will be required to have your Assessor check your work, at this point your Assessor will decide whether you are able to continue on to the next task or if you need further study
- Before you commence your assessment, you will be required to sign the assessment declaration confirming that you understand the assessment method and process and that you are ready to be assessed
- When you have completed all the assessment activities for the unit, your Assessor will advise you of your result
- All practical assessment tasks must be completed to the standard that is expected in your workplace and within the WH&S requirements
- Ensure that your work is your own, not copied, and not breaking any copyright laws
- If the training has been booked by your employer, your results and performances throughout this course will be provided to them if requested

Remember: A risk assessment must be completed and approved by your Assessor prior to commencing any task, just as you would in the workplace.

Prior to completing your assessment you must ensure that you understand what is required of you. If you are unsure of what is required of you, or if you feel you do not have the sufficient skills or knowledge to satisfactorily complete the assessments you must address your concerns by discussing them with your Assessor. Your Assessor will either provide you with instruction or may wish to provide further training.

When signing your assessment documents, you will be confirming you have read and understood the following obligations of the assessment process:

- Assessment requirements
- What performances are required from you in order to be deemed "Satisfactory"
- Offer you Recognition of Prior Learning (RPL)
- What you can do if you disagree with an assessment result
- What will happen if you are caught cheating, copying or breaching copyright
- How the Assessor can assist if you have any special needs

- Ready for Assessment
- Fees for resits and re enrolments
- Assessment results

SGS requires you to read the assessment information and if you have any queries at all, you may direct them to your Assessor who will discuss the process with you.

2.4 ASSESSMENT OUTCOMES

Throughout the training program you will be assessed to see if you have gained the necessary skills and abilities to achieve the qualification. Your Assessor is required to ensure that the assessment tasks you undertake meet the Principles of Assessment (valid, reliable, flexible and fair). Assessment tasks may involve:

- Demonstration of skills/knowledge
- Observation of performance
- Written tests/assignment
- Self Assessment
- Portfolios
- Role Play
- Projects
- Oral Presentations/ Questioning

Your assessor, after reviewing your work, shall make one of the following decisions:

Satisfactory	If you have successfully completed all requirements of an assessment instrument
Unsatisfactory	If the requirements of an assessment instrument have not been met. Your Assessor will identify the gaps in your assessment task and determine how you will be able to achieve the desired outcome if you have not met all the requirements
Incomplete	After reviewing the assessment tool, if further evidence is required for the Assessor to make an assessment decision, the Assessor will discuss with you options for gathering more evidence or gaining the qualification/units of competency/ course completion in another way.
Competent	After reviewing the assessment tool, Competence (C) in a unit/course will be achieved when ALL assessment instruments have been awarded a satisfactory result and you will be issued with the qualification, statement of attainment or course completion.
Not Yet Competent	After reviewing the assessment tool, Not Yet Competent (NYC) in a unit/course will be achieved when one or more assessment instruments have been awarded an unsatisfactory result. Re-enrolment will be required.

2.4.1 INCOMPLETE/UNSATISFACTORY RESULTS

Theory Assessments – Where Participants fail to reach a “Satisfactory” result within the initial block of training where the Incomplete or Unsatisfactory result was awarded, re-sit fees will apply to the Participant as Satisfactory must be achieved for ALL Assessment Instruments for Competence to be achieved.

Practical Assessments and Observation Checklists – Where practical tasks can only be completed by re attending the training, an enrolment fee must be paid prior to attending the course again. It is recommended you make arrangements with your Assessor to satisfy your assessment requirements before the conclusion of your current training is finalised.

Note: Where “Incomplete” or “Unsatisfactory” assessments are not satisfied within six months of when they were delivered, the assessments for that unit of competency will be deemed “not competent” and re-enrolment into the course will be required. Re-enrolment will require the Participant to pay course fees prior to attending the course.

2.4.2 SUBMISSION DETAILS

You are required to:

- Unless your assessment is completed and handed in at the end of the day of training, a copy of your original completed activities should be kept, so that you can submit copies when required, for future units or in the case of misplaced paperwork
- Place a single staple in the top left hand corner
- Present your work to the standard expected within your workplace
- Obey copyright laws and give recognition to sources of information
- Submit by the due date confirmed with your assessor

2.5 ISSUING OF AWARDS

In general, 3 types of Awards are issued by SGS:

FULL QUALIFICATION

- Issued under the Australian Qualification Framework (AQF),

full qualifications can only be issued once the participant has been deemed competent across all the relevant units of competency making up the qualification. Information about the actual units of competency are available in the course outline of the course you are enrolled in

STATEMENT OF ATTAINMENT (SOA)

- Issued when the participant is deemed competent in specific units of competency but not all the units of competency within a qualification

STATEMENT OF COMPLETION (SOC)

- Issued when a participant attends a short course which is not nationally recognised. To receive a Statement of Completion, the participant must have a satisfactory attendance rate. For example, a one day course would require 100% attendance

Please Note: Awards will only be issued upon the participant meeting all the course requirements including payment of fees (if applicable). Qualifications and Statements of Attainment will be issued according to the Standards for Registered Training Organisations 2015. Certificates will be issued to a participant within 30 days of the participant being assessed as meeting the requirements of the training and providing all agreed fees owed to the SGS have been paid.

2.6 ASSESSMENT APPEALS

If you are assessed as “Not Yet Competent”, you will be given the opportunity to develop the required skills level and resubmit your assessment. You will be allowed one re-sit of assessment items. The re-sit assessment will be due at a date as agreed between yourself and your Assessor. If you feel the original assessment was not fair you can appeal the assessment. In the first instance you should discuss this with the Assessor.

If an agreement cannot be reached, the participant should:

- Contact the Compliance Manager within 7 days on (02) 4960 7888
 - Should the Compliance Manager be unable to resolve the appeal, the following process will apply:
 - Seek arbitration by a third

party or panel acceptable to all parties to the appeal

- If the appeal is still unresolved the participant will be advised of external organisations, e.g. Government Departments that may be able to assist

2.7 CREDIT TRANSFER, RECOGNISED PRIOR LEARNING AND RECOGNISED CURRENT COMPETENCY

FOR ACCREDITED TRAINING:

SGS, as a Registered Training Organisation, recognises Qualifications and Statements of Attainment issued by other learning institutions under the Australian Qualifications Framework.

- Credit Transfer is when you have a current Statement of Attainment or a qualification which clearly states you have demonstrated competency in the subject/unit(s) or their equivalent
- Recognition of Prior Learning (RPL) allows for other learning experiences to be used as evidence even though the participant may not “hold the piece of paper”. E.g. Volunteer work, team coaching
- Recognition of Current Competency (RCC) only applies if a participant has successfully completed the requirements previously for a unit of competency and is now required to be reassessed to ensure that the competence is being maintained. In this case no extra skill or competencies are recognised. RCC is an assessment process that may be required for licensing purposes or defined units of competency where skill requirements are regularly updated

If you think you may be eligible to gain CT, RPL or RCC, ask your Trainer/ Assessor for a Recognition of Prior Learning Participant Application. Your Trainer/Assessor will then arrange an appointment to conduct an interview where you are required to bring back your application form and supporting evidence. If you are unhappy with the decision of your Application, you will have the right to lodge an Appeal.

See Appendix 2 - RPL Process

3 PARTICIPANT ACKNOWLEDGEMENT AND ASSESSMENT SUMMARY

3.1 BEFORE TRAINING

The Participant Acknowledgement is to be completed by Participants at the commencement of the training. The list outlines information that SGS, as an RTO, must be able to demonstrate we have provided to you.

You are required to fill in the Assessors Name at the bottom of the page. This will assist Administration to allocate the assessment for marking if the Assessment is handed in AFTER the training day. It also reminds you of the Assessors name if you forget.

3.2 AFTER ASSESSMENT

The Assessment Summary and Competency Result will be completed after assessment.

Feedback on the assessment performance will be provided to you. In most cases this is given verbally by the Assessor after the assessment is completed. If this is the case the Assessor will write "Feedback given verbally". You will be signing to confirm this.

If you send in the assessment, the feedback will normally be provided via email or phone and you will be asked to respond. The response should be

from the email you have indicated in the Participant Acknowledgement area. This response can then be filed as evidence of the feedback being given.

A Supervisor or third party in the workplace may be asked to sign if there is an assessment requirement that the work MUST be demonstrated in an actual workplace.

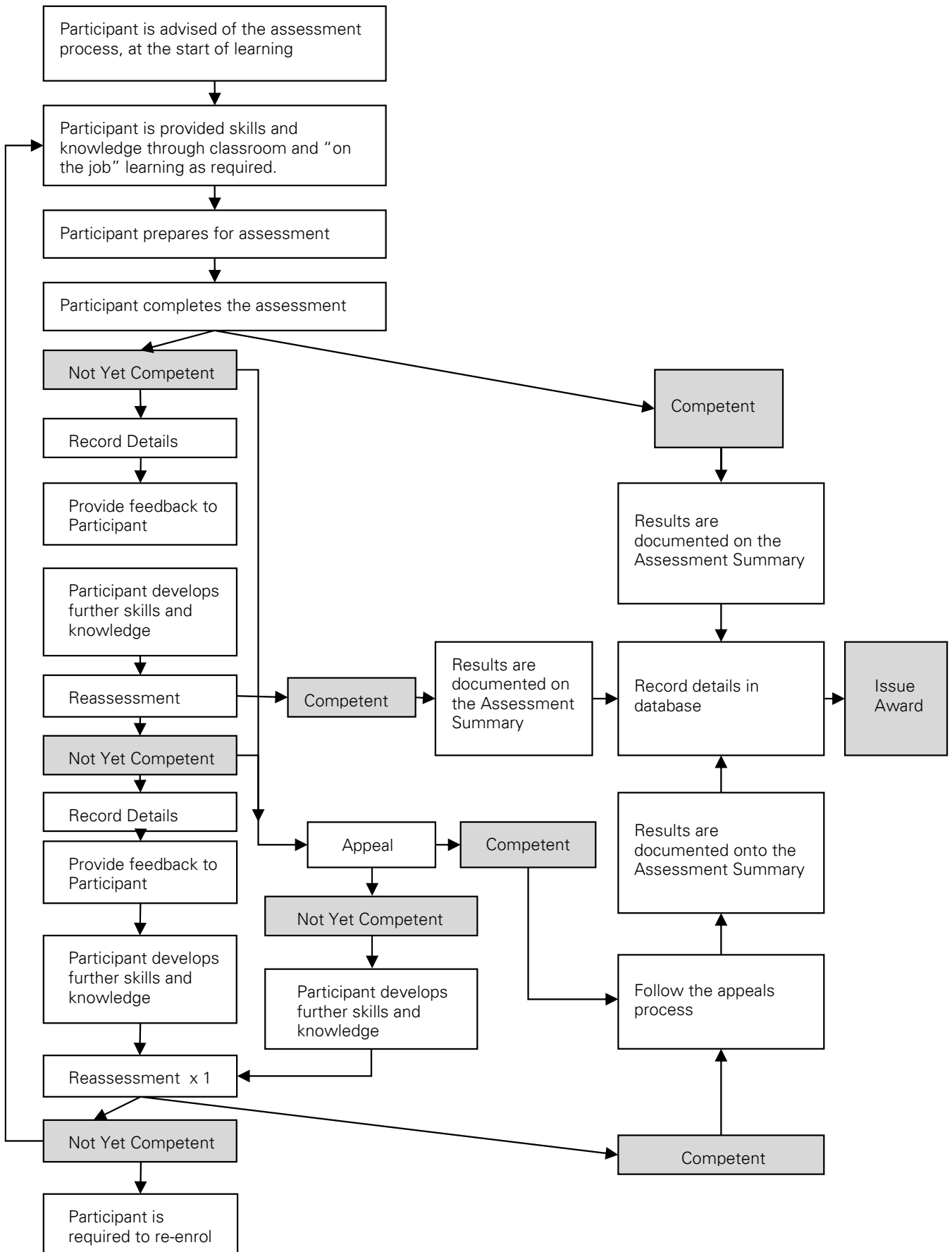
3.2.1 DECLARATION

As part of the Participant Acknowledgement and Assessment Summary, you are required to complete a declaration which covers the following:

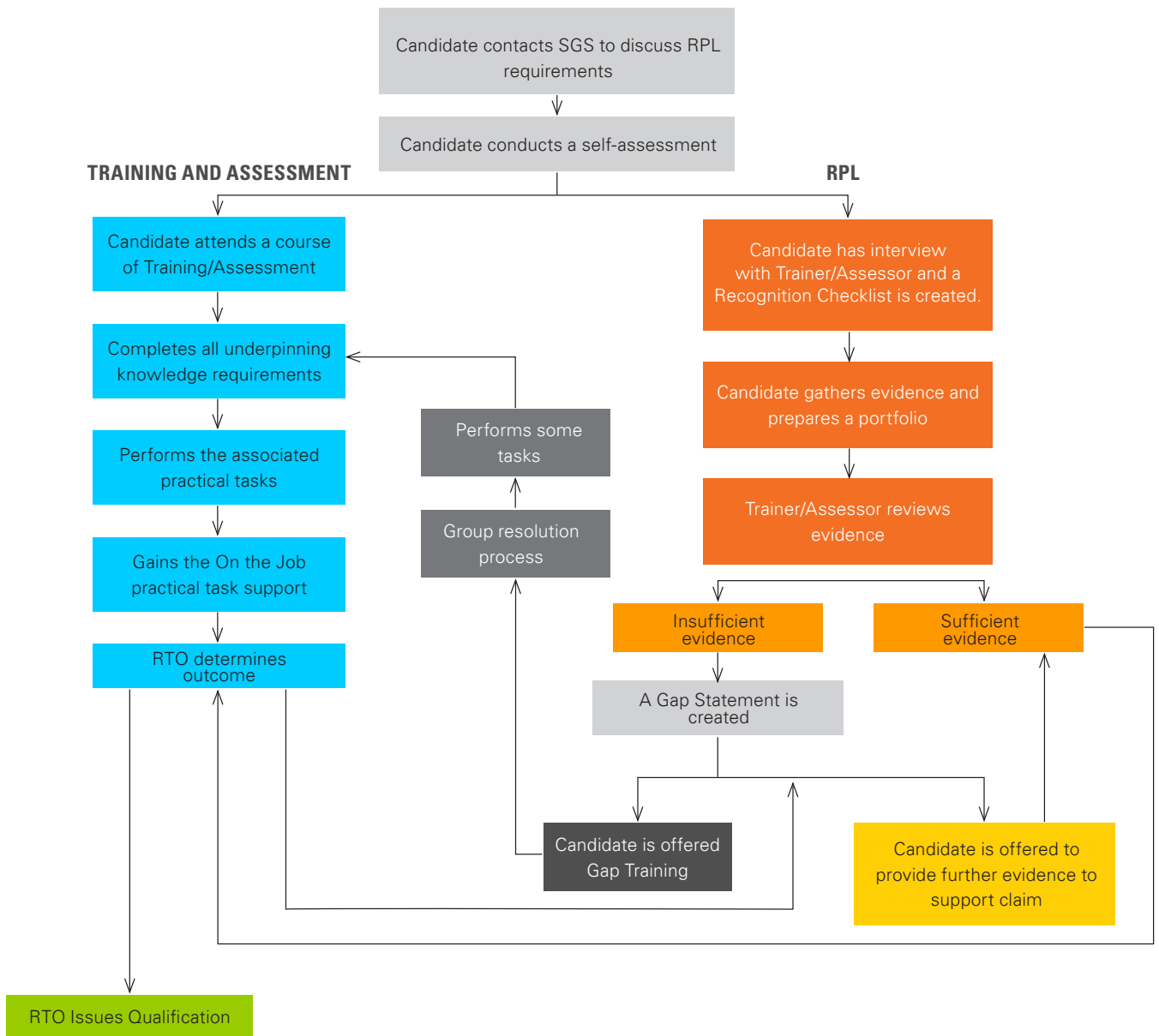
- I can contact SGS for an Appeal Form if I need to appeal the assessment decision
- I understand the assessment method and process for this unit
- I acknowledge that all work must be my own and not of others
- I have access to the resources required for my training
- I have been advised that feedback on my assessment will be given verbally at the time of assessment and I will be asked to respond

If you have any further questions on any of these topics please speak to the Trainer/Assessor before signing the declaration.

4 APPENDIX 1 - ASSESSMENT PROCESS



5 APPENDIX 2 - RPL PROCESS



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WHEN YOU NEED TO BE SURE

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