

Train4Life



Learner Handbook

Growing People Through Education

Train4Life Pty Ltd – Training Code: 88171

ABN 95 446 005 260

Contact Details:

Administration and training facilities:

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Train4Life's Commitment to You!

Train4Life is a training organisation based in Canberra, Australia.

Our vision is to create an environment that supports individualised learning techniques and professional, outcome based results.

As part of the learning community we strive to inspire confidence, belief, and value in vocational education for both the individual and the employer.

Train4life aspires to encourage all members of our learning environment to be critical, reflective, lifelong learners who are committed to achieving their goals. We endeavour to provide a safe and nurturing environment where persistence and resilience are valued, and where the dignity and well being of self and others are paramount.

Learning should be fun, rewarding, challenging and lifelong.

Our Administration Staff, Trainers and Assessors Commitment to you!

At Train4Life, we believe that every individual matters and that everyone has the potential to learn new skills and knowledge. We strive to inspire confidence, belief and value in vocational education for the individual, the employer and the industry.

Our training is delivered professionally and with a range of resources and links provided. We have a dedicated team of staff that will go out of their way to ensure that our learners feel supported and valued.

At Train4Life we listen to the needs of industry and learners and meet the needs in ways that are creative, innovative and memorable. We encourage all learners to be reflective in their life long journey and continue on pathways towards ongoing professional and personal development.

Train4Life will ensure the training and assessment competencies of all employees, contractors or third party providers involved in delivery and assessment in accordance with our legislative obligations under the AQTF Essential Standards for Registration including:

- **AQTF Standard 1: Element 1.4**
- **Standards for NVR Registered Training Organisations: SNR 4.4 / SNR 15.4.**

Train4Life Trainer's and Assessors:

- Hold the *TAE40110 Certificate IV in Training and Assessment* from the TAE10 Training and Education Training Package as a minimum qualification or are able to demonstrate equivalence of competencies/work under supervision of a qualified trainer; and
- Are able to demonstrate vocational qualifications/competencies; and
- Continue to develop their VET knowledge and skills as well as maintaining their industry currency and trainer/assessor competence.

Your Commitment to Train4Life

Enrolment with Train4Life is the beginning of the commitment you are making to reach your own goals.

Whether you are at the beginning your journey or continuing on your pathway for ongoing professional development, you should apply time management skills and study patterns to allow yourself time to complete required assessment tasks.

Communicate closely with your trainer/assessor if you need assistance or require additional support, or there are changes to your personal contact details.

All Learners are encouraged to take ownership of their learning journey and should read all information provided to them prior to enrolment to ensure the course/qualification meets their individual needs.

Learner Responsibilities:

All learners have a responsibility to:

- Approach the course with diligence and enthusiasm.
- Make known any particular requirements so that appropriate support can be provided.
- Be respectful of the rights of others, the training environment, and the workplace.
- Follow the policy and procedures that relate to the aspects of their training.
- Complete all assessment tasks as required in the course.

All assessment tasks must be completed within the designated timeframes.

It is important to make the most of your training journey and engage in the adult learning processes including setting time aside for your studies, speaking to people in your workplace or circle of networks that can provide you with additional resources of information and knowledge.

Some tips to help you be successful in your education:

- Make time to study on a regular basis. Make this commitment on a weekly basis to ensure that your research and assessment tasks are on target for accomplishment.
- Write out your goals and expected time commitments. This will be helpful in avoiding stress and over-scheduling yourself.
- Establish a good rapport with your trainers/assessors, peers in the classes you take.
- Develop an awareness of how you learn, or how you learned best in the past. This will help you focus your energies in the most productive way and identify areas where you need help (i.e. speaking, writing, math, testing, etc.).
- A learning style defines how you acquire and process information (learn) and has nothing to do with being "smart". You could refer to it as to how your brain works, or how the parts of your brain work. Each person has a very particular way of learning. Research has identified many "learner characteristics". Some people are visual learners, others auditory, whilst some people learn by a combination of visual, auditory and kinaesthetic.

Workplace Health & Safety

Train4Life is committed to the providing an environment that is safe and healthy without risks to the safety, health or welfare of all employees, learners and visitors.

In their own interests, and as a legal obligation, employees and learners/visitors have a responsibility to ensure that nothing is done to make health and safety provisions less effective.

All Train4Life employees, Learners and visitors must:

- Take reasonable care to protect the health and safety. (Please do not attend class if you are unwell. Contact your trainer to arrange a 'catch-up session'.)
- Ensure that they don't endanger any other person through any act or omission.
- Ensure that correct use is made of all equipment provided for health and safety purposes.
- Obey instructions issued to protect their own personal health and safety, and the health and safety of others.
- Report or make such recommendations, as they deem necessary to avoid, eliminate or minimise any hazards of which they are aware regarding working conditions or methods.

For all minor injuries not requiring emergency services, staff and students will be directed to the Florey Medical Centre and/or chemist at the Florey Shops.

Should a student become unwell and leave class, he or she may be required to return home rather than potentially infect other students / staff. If it is determined that he/she cannot drive, Train4Life management will contact next of kin. If the next of kin is unavailable, Train4Life will he/she directed he/she to the Florey Medical Centre or call an ambulance.

Learners should report hazards, risks, accidents or incidents in the first instance to their trainer. All matters (even if there is no injury) must be reported and/or documented. If the trainer is unavailable it should be reported to an administrative employee as soon as possible.

Recommendations for workplace health and safety improvements can be recorded using the Hazard Identification Form. Simply ask for the Hazard Identification Form at reception.

Privacy Statement

The personal information requested on your enrolment form is used for the purpose of training. Train4Life takes all reasonable measures to ensure the protection of personal information and training records held from misuse and loss, and from unauthorised access, modification and/or disclosure.

As a Nationally Registered Training Organisation, Train4Life is subject to auditing by Government bodies for registration compliance and funding purposes. For the purposes of these audits access to your training file may be granted to agencies such as Australian Skills Quality Authority (ASQA).

In accordance with the Freedom of Information Act 1989, any student has the right to access their records, except where exemption provisions apply. Learners may seek access to their files at any time with a weeks' notice; however closed or archived files require two weeks' notice.

All personal information is kept confidential and access to this information is only be available upon written request or as required under legislation.

If a third party requests student information, Train4Life will obtain written consent prior to the information being provided. Third party requests will only be accepted in writing stating the reason and information required.

Train4Life's employee's access to student files is limited by their role responsibilities and scope of duties, for example, for the purposes of enrolment and the recording of training outcomes. All personal information is maintained within a secure environment protected from unauthorised access.

Confidentiality

Train4Life supports best practice in confidentiality from both an administrative perspective and a class perspective.

Learners must not discuss information shared in our meeting/classroom other than the principles and class content. Other information discussed may be confidential and must not leave the meeting/classroom.

Learners are required to maintain confidentiality when discussing client/work/personal related matters in the classroom. Learners are reminded that other individuals in the class may not work with the client you work with the same individual but within different roles and information may not lawfully be shared without the consent of the involved person/s.

Access and Equity – Equal Opportunity

Train4Life understands that every learner has individual needs and abilities. Train4Life is inclusive of all learners regardless of:

- age
- sex
- sexuality
- marital status
- status as a parent or carer
- pregnancy
- race
- religion
- political conviction
- impairment or
- association with a person (whether as a relative or otherwise)

Train4Life will support all learners to ensure that the environment is free from discrimination, bullying and harassment and encourage participation with confidence and without fear of judgement or labels.

If a student has a concern, he/she should discuss it with the other individual/s involved to see if it can be resolved through open discussion. The student should also advise his/her trainer/assessor of the situation so it can be adequately supported (where relevant) and the matter can be monitored and reviewed by Train4Life.

If the matter is not resolved in the first instance, the trainer/assessor will provide details of the situation and processes to the Business Manager. Resolution measures may include additional training and/or mediation, referral to external organisation for support or formal complaint resolution processes.

Train4Life place a zero tolerance to discrimination, bullying and harassment. Any learner who does not comply may have their enrolment deferred to another delivery schedule, and/or be suspended or terminated from training with Train4Life.

If resolution is not achieved with regards to equal opportunity, external assistance can be sourced from the Human Rights Commission via www.humanrights.gov.au/complaints-information

Human Rights Commission contact details:

Phone: 1300 656 419

TTY: 1800 620 241 (toll free)

Phone: 02 9284 9888

Fax: 02 9284 9611

Online: [Enquiry Form](#)

Email: complaintsinfo@humanrights.gov.au

Free interpretation and translation services are available by contacting 13 14 50 and asking for the Australian Human Right Commission.

Marketing and Promotions

Train4Life commits to ensuring that all accredited and non-accredited training is promoted and marketed with integrity, honesty and in due diligence to our legal obligations.



Train4Life ensures that the Nationally Recognised Training (NRT) Logo is only used to promote training that is recognised under the AQTF and within our scope of registration.

Available Qualifications and Accredited Training

As currently listed on www.training.gov.au, Train4Life has the following qualifications on scope of registration but may not be currently delivering them. Please contact the administration office for more information or refer to our website www.train4life.com.au.

CHC20112 – Certificate II in Community Services

FSK20113 – Certificate II in Skill for work and vocational pathways.

CHC20212 – Certificate II Active Volunteering

CHC30312 – Certificate III in Home & Community Care

CHC30212 – Certificate III Aged Care

CHC30408 – Certificate III in Disability

CHC30612 – Certificate III Active Volunteering

PSP30116 – Certificate III in Government

CHC43115 – Certificate IV in Disability

PSP40116 – Certificate IV in Government

CHC40212 – Certificate IV in Home & Community Care

BSB40415 – Certificate IV in Small Business Management

BSB42615 – Certificate IV in New Small Business Management
CHC40108 – Certificate IV Aged Care
CHC40413 – Certificate IV Youth Work
CHC43315 – Certificate IV in Mental Health
CHC42912 – Certificate IV in Mental Health Peer Work
CHC40608 – Certificate IV in Leisure & Health
CHC40415 – Certificate IV in Alcohol and Other Drugs
CHC42712 – Certificate IV in Volunteer Program Coordination
CHC50512 – Diploma of Leisure and Health
CHC52015– Diploma of Community Services
CHC52212 – Diploma of Community Service Coordination
CHC52108 – Diploma of Community Services (Financial Counselling)
PSP50116 – Diploma of Government

Delivery Schedule

All learners are issued a delivery schedule upon enrolment, which includes all the class dates, where and when classes are being held.

If you cannot attend a class, please contact the Train4Life administration office PRIOR to the scheduled delivery time/date. To arrange a make up class, please contact your trainer as soon as possible. Please note: Make up classes are not covered in the course fee and may incur additional administration fees.

Important: PRIOR to enrolment, prospective learners should consider legislative and licensing requirements where relevant. For example, Working with Children and Vulnerable People and National Police Checks are legally required or requested by industry service providers. Failure to meet these requirements may result in the prospective student unable to meet training for training placements and/or employment requirements.

More information regarding the requirements can be accessed via the Train4Life website www.train4life.com.au/student_support.htm

Professional Development Courses/Workshops

From time to time Train4Life develops and delivers courses and workshops to meet sector needs. To stay in touch refer to our website www.train4life.com.au for further information

Train4Life will ensure that participants attending PD courses or workshops are issued with a:

- A Statement of Attainment if the course is an accredited course under the AQTF and within Train4Life's scope of registration, or
- A certificate of attendance including content information that may be used for future RPL applications where relevant (refer to Recognition of Prior Learning).

Enrolment Process

The Train4Life's enrolment form is quite extensive and **all sections must be completed** before your registration to attend can be confirmed. The personal details enable us to provide the best quality training to meet **your** needs.

Some information requested on the enrolment form is required for government funded reporting purposes. Please be assured that all personal details are de-identified prior to reporting.

During enrolment students are required to pay a \$200 deposit for a certificate IV level qualification or a \$250 deposit for a diploma level qualification and enter into a payment plan for the course fees in order to secure a place in the course.

Fees

Train4Life details fees for courses and skills recognition prior to commencement of student qualification on our fee schedule. All courses require payment of a non refundable deposit* to secure a place within a course. Please call Train4Life to discuss course and workshop fees.

- \$200 deposit for a Certificate IV level qualification
- \$250 deposit for a Diploma level qualification

Train4Life will make adequate provision to safeguard students' fees/funds, particularly advance payments made for courses and services.

Train4Life reserves the right to adjust fees and charges and will advise all learners and prospective learners accordingly.

All fees relating to the course must be paid in full before a client is issued with a qualification, statement of attainment or other certificate.

Train4Life may discount or waive the course fee for learners (e.g. in cases of financial hardship) at their discretion. Should a fee waiver, discount, or payment plan be necessary, learners are asked to fill in an [Application for Fee Waiver](#) or a [Learner Fee Payment Plan](#) or applications can be obtained by speaking to staff at Train4Life.

When fees are discounted or waived, students are requested to maintain confidentiality regarding the arrangement.

If applying for recognition of prior learning (RPL) against a full qualification, the RPL fee is the same as the full cost of the course.

Where RPL is applied for against one or more units the learner is currently enrolled in, the cost is incorporated and covered in the total course fees and will not exceed the full course cost.

Please note: An administration fee of \$55.00 will be charged to

- **Re-issue qualification/certificates following original issue upon the completion of training.**
- **Remove certificate from archiving. All certificates are archived if not collected within 30 Days of notification of collection**

Train4Life encourages all learners to take pride in their achievements and learning outcomes. For example, by placing your certificates in a presentation folder you will develop a journal of evidence that will map your learning.

Refund Policy

Payment of the total course fee (including scheduled payment plans) will be enforced if formal written withdrawal notice is not received twenty (20) calendar days prior to class one (1)

If withdrawal notice is given within twenty (20) days of or following course commencement NO REFUND will be applicable. Students who withdraw within this timeframe are liable for the total course fee.

The course deposit fee of \$200 or \$250 will only be refunded to participants if a course is cancelled at Train4Life's discretion. Outside of the above detailed circumstance the deposit is non-refundable.

In the case of course cancellation Train4Life will take all reasonable measures to ensure that learners are advised with as much notice as possible. Such circumstances may include insufficient training enrolments, trainer/assessor illness, subject matter inability to attend etc.

Language, Literacy and Numeracy

Train4Life have a number of qualified trainers to assist Learners with literacy issues, numeracy issues or computer skills. Please do not hesitate to discuss options with your trainer and/or our administration staff.

Train4Life will endeavour to ensure that all Learners are supported throughout their learning and where possible will accommodate for barriers including difficulties with language, literacy and numeracy skills (LLN) as required to achieve competency against the relevant criteria.

LLN evaluations have been incorporated into enrolment applications, including the completion of a student self-assessment. The evaluation is based upon the performance criteria or industry requirements/tasks to assist in identifying areas for maximum support and achievable outcomes.

Where it is identified that the student's LLN requirements exceeds Train4Life's capacity to support, the student will be provided with referral information to external agencies. With the student's consent, Train4Life will work alongside relevant external services to ensure reasonable adjustments and support is provided to the enrolled student.

Recognition of Prior Learning

Recognition of prior learning also known as RPL, is the formal recognition of a person's current skills and knowledge, no matter how, when or where their learning occurred. Even if you have never formally studied or trained in a particular area, you may have gained knowledge and skills through your education, training, work or life experience.

Recognition of prior learning suits people who have industry relevant:

- Work skills or knowledge
- Paid or unpaid work experience

- Life experience (such as personal circumstances, hobbies, sport and leisure activities)
- Community work experience

Recognition of prior learning could provide you with a full or part qualification, and avoid duplication of training. It could be used to identify what training you may need to complete a qualification, or provide a pathway to higher qualifications.

How do I apply for RPL?

Train4Life have developed an RPL portfolio guide that will assist you in gathering your evidence. The types of evidence will depend on what is most appropriate and relevant to the units of competency or qualification that RPL is being applied for.

Evidence examples may include:

- Brief CV or work history
- Job/Position Description
- Qualifications/SoA's results for nationally recognised qualifications
- Certificates of attendance and assessment results for non-accredited courses
- Membership of relevant professional associations
- Other documentation that may demonstrate industry experience, i.e. participation in the development of industry programs; industry awards
- Relevant industry licences/checks
- Work samples
- References/letters from previous employers/supervisors
- Letters of support/appreciation
- Workplace awards/prizes/certificates
- Evaluation forms/feedback sheets
- Hobbies or life interests that relate to the outcomes of the unit elements

Please discuss Recognition of Prior Learning upon enrolment if you would like to apply or discuss the requirements in further details. Throughout the RPL process you will be required to attend a meeting with the trainer/assessor to discuss your skills and knowledge. You may be asked to complete an assessment for areas where additional evidence is required. Your trainer/assessor would advise you if this is required and the details of the assessment.

Successful RPL cannot be guaranteed as it is assessed on an individual basis and is dependent upon experience and qualifications. All Learners are required to attend scheduled training until they are advised of their application outcome. If RPL is not granted, the student will need to attend the scheduled training and competently complete all assessment activities and tasks.

Direct Credit and Credit Transfer

As per Standard 23.2 of the Standards for Nationally Registered Training Organisations, Train4Life must recognise AQF and VET qualifications and VET Statements of Attainment issued by any other Registered Training Organisation.

Assessment Policy

Train4Life provides an assessment process that is fair, valid, reliable and equitable. Assessment is the means by which competency will be determined and will be in accordance with the relative performance criteria of the qualification or unit being undertaken. It is the process of collecting evidence that demonstrates the required skills and knowledge.

Train4Life utilises assessment methods including:

- Written assessments
- Questioning
- Observation
- In-class participation
- Demonstration
- Case study
- Role play – scenario or simulated
- Self-assessment
- Third party
- Other –Train4Life may apply reasonable adjustments to assessments to suit the individual learning styles and needs.

Assessment Submission Process

When submitting your assessments for marking there are some guidelines that must be followed. These guidelines exist to ensure that your assessment is kept safe, is compliant with the requirements and can be assessed and returned to you as soon as possible.

When submitting out-of-class assessments all learners should;

- Write your name clearly on the assessment
- Number pages to ensure the full assessment is received
- Cite your references and/or include a bibliography to support your submission and avoid plagiarism
- Keep a copy of your assessment (electronic or hard copy)
- Hand your assessment to the Train4Life administrator or email it to admin@train4life.com.au prior **to the commencement of the next class**.
- If you are unable to submit an assessment by a due date, you must contact the trainer to discuss the matter PRIOR to class and arrange an extension.

Please note: All assessments must be received within thirty (30) days following the final face-to-face class. Any submissions outside of this timeframe must have been previously discussed and approved by Train4Life administration. Students who are not completed at this point will be issued with a Statement of Attainment. Completion of your qualification is 100% reliant on your commitment and dedication.

Plagiarism can be avoided by citing sources. Simply acknowledging that certain material has been borrowed and providing the information necessary to find that source is usually enough to prevent plagiarism, including:

- Information about the author/website

- The title of the work/
- The name and location of the company that published your copy of the source
- The specific details on the information you are referencing i.e. page numbers, website pages/tabs, legislation

It is expected that all learners cite all resources and references when completing their assessment tasks. If you are unsure of how to correctly reference a source, please speak with your trainer/assessor. Assessments where plagiarism has been identified will be returned to the learner for correction and resubmission. Failure to correctly reference resources will require the learner to re-complete the task and they may be required to show cause as to the reason their enrolment should not be cancelled.

Accessing your Records

Train4Life aims to keep adequate records for the purpose of verification of issuance of qualifications and certificates, evidence through enrolment, training delivery and assessment and the general operations of the training organisation. Students may seek access to their student files at any time with a weeks' notice. This request should be made in writing through the business manager or the Train4Life office.

Assessment Appeals Process

If you have been assessed as 'Not Yet Competent' (NYC) you will be provided the opportunity to resubmit your assessments. Resubmissions must be returned by the due date as arranged with your trainer/facilitator.

You will be provided with an opportunity to resubmit your assessments if you do not achieve a competent outcome. If you have undertaken a resubmitted assessment and have still achieved an NYC then your trainer/assessor may suggest it necessary for you to re-sit the training component or work with you one-on-one. This will be discussed with you further if relevant.

All learners will be provided with feedback following the marking of their assessments. Learners may appeal the decision of their trainer/assessor and request that their assessments are reviewed. The first step in appealing the assessment is to discuss the matter with your trainer/assessor. Please refer to Grievance and Appeals Process

Train4Life has an open process for resolving conflicts and will work with the Learner to find a solution to any issues or concerns.

Issuing Qualifications/SoA's/Certificates

Train4Life will only issue AQTF Qualifications and Statement of Attainment's which are within its scope of registration as listed on www.training.gov.au

Please note:

- Qualifications, Statements of Attainment cannot be issued until all fees have been paid in full, and if paid by cheque cleared through the banking system.
- Non-accredited training certificates will only be issued upon the full payment of associated fees in accordance with Train4Life's Fees Policy.

All certificates are archived if not collected within 30 Days of notification of collection. Removing certificates from archiving will incur a \$55 administration fee.

Re-issuing

In accordance with AQTF legislative requirements and Regulating Authorities, all student records will be retained for a period of thirty (30) years.

In the event that Train4Life Pty Ltd ceases trading as a registered training organisation, Train4Life will ensure that all records are handled in accordance with AQTF legislative requirements and regulating authorities

Please note:

- Re-issued Qualifications, Statements of Attainment, Attendance Certificates will be charged a \$55.00 administration fee.

Grievance and Appeals Process

Train4Life has a grievance and appeals process to help resolve any issues relating to the training and administrative services of our organisation. The process aims to assist all parties to achieve a win-win outcome.

The Learner's first approach would be to discuss the matter with their trainer/assessor. Your trainer will note your concerns and assist you to resolve them. If the Learner is unable to discuss their concern with the trainer/assessor because the issue is between the two parties, or if the issue is a personal matter, we encourage you to speak to the Business Manager.

If the grievance or appeal is made by an organisation, or individual that is not enrolled with Train4Life, than the first approach would be to discuss the issue with the Business Manager.

All grievances and appeals will be handled in the strictest confidence and will not affect the individual or organisation's ability to continue studying and/or enrolling into future training programs delivered by Train4Life, where eligibility requirements are met.

Feedback and Training Stakeholder Survey's

Train4Life values all feedback from our prospective, current and past learners as well as employers and industry and networks. We pride ourselves on actively listening to the needs of industry and providing quality training as a platform and pathway to ongoing learning.

In the middle and upon the conclusion of all training sessions, learners will be asked to complete a feedback questionnaire. This information helps us understand how well the information in the class was received and how useful it will be in the workplace.

From time to time, Train4Life will also engage with our learners and employers for the purposes of collecting data that is required and reported 'Quality Improvement Indicators' including:

- Learner engagement and employer satisfaction – Train4Life is required to collect the data for the learner engagement and employer satisfaction quality indicators.
- Competency completion data – must be reported at both a qualification and a unit of competency level.

Train4Life undergoes regular audits by our Training Regulatory Authorities and you may be asked by a representative from one of these authorities to provide feedback. Please provide genuine and comprehensive feedback about your learning journey and experience with Train4Life. Any feedback you provide is totally confidential and only be used for the purposes of improving the quality of our training services.

Please feel welcome in providing us with your thoughts and feedback at any time. We enjoy hearing from you!

Training Complaints

The [Standards for NVR Registered Training Organisations 2012](#) require that all RTOs provide appropriate mechanisms and services to efficiently and effectively address learners' complaints and appeals. If, after following your Train4Life's internal procedures, you are not satisfied with the quality of service or training being provided, there are ways for you to make a complaint to the regulating authority ASQA (Australian Skills Quality Authority). Anyone can lodge a complaint: Learners, training organisation personnel, employers, parents, industry personnel, or any other member of the community.

Please note ASQA may not investigate your complaint unless it is supported by clear evidence indicating that Train4Life is breaching (or has breached) its legislative requirements under the [National Vocational Education and Training Regulator Act 2011](#) (the Act), including the [Standards for NVR Registered Training Organisations 2012](#), and any additional conditions imposed by ASQA on its registration, and Subdivision A of Part 6 of the Act.

ASQA's processes require you to identify yourself to ASQA as a complainant, although you may request that your identity is kept confidential throughout any investigation that ASQA undertakes.

More information is available via www.asqa.gov.au

Training Glossary

(Sourced from www.myskills.gov.au/Glossary.aspx)

Accredited Course refers to a course that is developed to meet training needs that are not addressed by existing Training Packages. A Registered Training Organisation for recognition under the Australian Qualifications Framework (AQF) must deliver an Accredited Course.

Advanced Diploma refers to a qualification under the Australian Qualifications Framework (AQF).

Graduates at this level will have specialised and integrated technical and theoretical knowledge with depth within one or more fields of work and learning.

Australian Apprentice refers to a person who is: employed under a training contract that has been registered with, and validated by, the State Training Authority; involved in paid work and structured training that commonly comprises both on- and off-the-job training; undertaking a negotiated training program responsive to client choice that involves obtaining a nationally recognised qualification.

Australian Apprenticeships encompass all apprenticeships and traineeships. They combine time at work with training and can be full-time, part-time or school-based. Australian Apprenticeships combine training and employment and they can lead to a nationally recognised qualification. Australian Apprenticeships are available to anyone of working age and do not require any entry qualifications. Australian Apprentices are available to school-leavers, those re-entering the workforce or those wishing to change careers.

Certificate refers to a qualification under the Australian Qualifications Framework.

- Certificate I - Graduates at this level will have basic fundamental knowledge and understanding in a narrow area of work and learning.
- Certificate II - Graduates at this level will have basic factual, technical and procedural knowledge in a defined area of work and learning.
- Certificate III - Graduates at this level will have factual, technical, procedural and theoretical knowledge in an area of work and learning.
- Certificate IV - Graduates at this level will have broad factual, technical and theoretical knowledge in a specialised field of work and learning.

Diploma refers to a qualification under the Australian Qualifications Framework. Graduates at this level will have technical and theoretical knowledge and concepts, with depth in some areas within a field of work and learning.

Fee-for-service training refers to training for which most or all of the cost is borne by the student or a person or organisation on behalf of the student.

Field of Education refers to an Australian Bureau of Statistics classification that describes the broad area of study related to a qualification or subject in which a student was enrolled.

National Register is one component of the national training system's internet-based computer system, training.gov.au. A Registered Training Organisation (RTO) must be on the National Register, and My Skills is updated nightly with this information from training.gov.au.

Plagiarism: As referenced on <http://plagiarism.org/plagiarism-101/what-is-plagiarism>, to "plagiarise" means: to steal and pass off (the ideas or words of another) as one's own; to use (another's production) without crediting the source; to commit literary theft; to present as new and original an idea or product derived from an existing source.

Publicly funded training refers to training programs delivered by Tertiary and Further Education (TAFE) institutes, other government providers and community providers as well as publicly funded activity delivered by private providers.

Qualification refers to qualifications issued in the Vocational Education and Training (VET) sector, which are nationally recognised under the Australian Qualifications Framework (AQF). Qualifications are made up of individual Units of Competency, and obtaining a qualification is the formal certification that a graduate has achieved learning outcomes as described in the AQF. There are eight types of AQF VET qualifications:

- Certificates I, II, III and IV
- Diploma
- Advanced Diploma
- Vocational Graduate Certificate
- Vocational Graduate Diploma.

Registered Training Organisation (RTO) is an organisation registered in accordance with Vocational Education and Training (VET) legislation to deliver and/or assess nationally recognised training in accordance with the Australian Quality Training Framework. RTOs are also referred to as training organisations, and all RTOs are listed on the National Register(training.gov.au).

RTO Code refers to a nationally unique code a Registered Training Organisation (RTO) has been allocated to use for an identified period of time.

Scope refers to the Units of Competency, qualifications and Accredited Courses that a training organisation (Registered Training Organisation) is registered to deliver and/or assess.

Trading Name refers to a particular name by which a training organisation (Registered Training Organisation) is publicly known.

training.gov.au is the official National Register of information on Training Packages, qualifications, courses, Units of Competency and Registered Training Organisations (RTOs).

Unit of Competency refers to a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy; and occupational health and safety requirements.

Vocational **Education and Training (VET)** sector refers to training in job-related and technical skills and enables Learners to gain qualifications for all types of employment and specific skills to help them in the workplace.