Learner Information Handbook

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Review Date: 30-04-2019
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Introduction

Welcome to Accell Pty Ltd (Accell), our RTO ID is 32213. This handbook has been designed to inform any potential or current learners with relevant information regarding Accell's Training services. We are sure that you will have a valuable learning experience that provides you with the knowledge and skills you are seeking. If you have any questions throughout this handbook please feel free to contact us.

About Us

Accell provide training and assessment services throughout Australia. Our comprehensive and current list of programs provide structured development pathways and multi-skilling across numerous industries. Our experience and knowledge make us your number one choice for workshops and small courses. We pride ourselves on being closely linked with industry and the ability to offer up to date tailored workshops to provide you with strong skills for your career. Accell offers inclusive learning with flexible solutions to all learners.

Please visit https://training.gov.au/Organisation/Details/32213 for a list of our current scope.

Enrolment

To enrol with Accell please contact us via our website enquiry form, email on bookings@accell.com.au or call our office during business hours on +617 5445 7998.

Enrolment forms must be completed prior to commencing training courses. If a training program is subject to meeting certain entry requirements, prior to enrolment. Accell will assist you in understanding your options in regards to meeting entry requirements.

Prior to enrolment a learner's training profiles, eligibility for government funding, fees and course information are determined and supplied. If a full qualification is not required, the number of units and/or modules to be delivered as a proportion of the full qualification may be discussed.

Please visit Accell's website for funding information and the current contribution fees.

https://accell.com.au/training/queensland-certificate-3-guarantee/

Working with Persons under 18 Years of Age

Learners under the age of 18 must have parental or guardian consent to enrol in a course with Accell. Parental supervision is not generally required whilst undertaking training and assessment, however, Accell employees may, at their discretion, request that a minor be accompanied by a responsible adult. Parents or guardians must be contactable at all times throughout the training and assessment process.

If you are under 18 please contact our office for a parent/guardian consent form.

Locations

Our head office is located in Mapleton on the Sunshine Coast, QLD. We have training rooms at 147b Kent Street, Rockhampton QLD and offer training across Australia.
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We are able to offer training onsite training on request (subject to the suitability of the venue).

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Rights and Responsibilities

Accell is committed to ensuring its learners receive quality training and assessment services. Prior to attending a workshop or course learners are required to understand the course behaviour conditions that are outlined below.

Attendance

Learners are expected to be punctual and arrive at scheduled workshops/courses at least 10 minutes prior to course commencement.
This ensures the workshop can start on time and minimise disruption to other learners.

If you are going to be late or absent from a scheduled workshop/course, please contact your trainer/assessor or our Head Office.

Behaviour

Learners are expected to behaviour in a mature and professional manner. Learners must take responsibility for their own learning and behaviour during the course.

Any misbehaviour will not be tolerated.

This includes:

- Any offensive activities (e.g. theft, fraud, violence or assault);
- Interfering with another's property;
- Removing, damaging or mistreating property or equipment;
- Cheating/plagiarism;
- Disrupting other learners during the course;
- Inappropriate language;
- Serious negligence including WHS non-compliance;
- Unfit to attend due to being affected by drugs or alcohol;
- Discrimination, harassment or intimidation.

It is expected that learners will show respect to all persons in the learning environment.

Accell reserves the right to remove learners who misbehave from the course and this may involve withdrawing the learner's enrolment from the course.

Dress Standards

Learners are encouraged to wear protective uniform whilst attending a workshop. If it mandatory to wear this uniform for a course, the learner will be notified during enrolment. This includes enclosed shoes, long pants and hi-vis shirts.

Mobile Phones

Mobile phones must be turned off to the silent position during the workshop. This shows courtesy to all and is to ensure phones are not a distraction.

If you expect to be contacted in case of an emergency, please advise you trainer so arrangements can be made.

Work Health and Safety

Accell is dedicated to ensuring it provides a safe environment for its learners and employees.

You have a duty of care to protect your own health and safety and to avoid affecting the health and safety of others.

A site induction will be conducted prior to the course starting. This will identify emergency exits, evacuation plans, assembly points and location of associated facilities (toilets, break room).

If you have an accident or witness one please report it to your trainer immediately.

Please note: Drugs and alcohol are not permitted on the training premises or to be consumed during the workshop/course.

Security

Please ensure your valuables and bags are not left unattended. Each learner is responsible for ensuring the safety of their possession.

Accell will not accept any responsibility for stolen or missing items.

Course Information

Financial Requirements

Accell operates as a 'fee for service' training business. This means all training programs attract fees. These fees are paid by/charged to the learner, a government agency or the learner's employer. Fee information is available from the Accell Office.

A quote will be generated that clearly identifies all fees and charges, including charges such as Recognition of Prior Learning (RPL) fees, assessment fees, cards or tickets.

All fees will be paid post training unless prior arrangements are made with management.

Other fees may include:

- a reissuance fee (for lost or damaged certificates, cards etc.);
- a retrieval fee (retrieve and copy of archived learner results);
- a data management fee (for organisations who request Accell to manage the organisations training records).

Making Payments

Learners may make payments by any of the following methods:

- EFTPOS
- Credit Card (MasterCard and VISA only)
- Direct Deposit (phone 07 5445 7998 for account details)

A tax invoice / receipt will be issued for all payments made.

Refunds and Cancellations

Please see our Refund Policy located on our website.

USI information

Prior to issuing a result for a course, Accell must have verified USI information about each learner. USI stands for Unique Student Identifier. Accell are able to apply or search for your USI on your behalf. Please visit www.usi.gov.au for more information. Accell's enrolment form identifies the ID requirements and formally acknowledges your request regarding application. For more USI information, visit the USI sites below.

https://beta.usi.gov.au/documents/your-usi-transcript

https://beta.usi.gov.au/documents/when-will-my-training-appear-my-usi-transcript

https://beta.usi.gov.au/video/how-view-and-download-my-usi-transcript

Accell follows all privacy policies in accordance with the Student Identifiers Act 2014.

Language Literacy and Numeracy and Student Services

Accell makes the appropriate concessions for language, literacy and numeracy issues where these concessions do not compromise the requirements of the training package and the integrity, equity and fairness of assessment. To enable this, all learners will undertake a Language, Literacy and Numeracy assessment prior to any training.

We recognise that all learners have different requirements and strives to accommodate each learners needs. If a learners needs are outside our scope, skills or a training packages requirements in language, literacy and numeracy skills, they will be referred to an appropriate service or training.

Our commitment to training is to ensure that all learners receive every opportunity to achieve the best possible results and successfully complete their chosen training program.

Learners may wish to discuss with their Trainer/Assessor any concerns they have in their capacity to participate due to their Language, Literacy and Numeracy skills.
Accell will either provide assistance to support learners, if it is within our capacity, or refer the learner to another organisation who can offer the necessary support. Discretion and confidentiality will be maintained at all times.
Reading Writing Hotline - Phone: 1300 655 506
https://www.readingwritinghotline.edu.au/

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process for learners to obtain credit for skills, knowledge and experience gained through working and/or prior learning. It can be gained at any stage of life, through formal and informal learning, in Australia or overseas, through work or other activities such as volunteering.

Learners may apply for an RPL. Learners will be asked to submit a portfolio of evidence that demonstrates required knowledge, work experience and/or life experience that maps to the chosen units. The RPL should be enquired about at enrolment. A Trainer/Assessor will guide the learner through the RPL process. This may be in the form of an information session or phone call to discuss the process and the submission of evidence.

While the benefits of recognition will mean less overall training time to complete your study, compiling evidence to meet the requirements of each unit can be difficult and time consuming. This may result in a combination of RPL plus assessment or the need to attend courses.

If the learner feels they are eligible for RPL enquiries should be made at time of enrolment.

Credit Transfer

Accell accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

> a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
> b) USI Transcripts

Confirmation

Accell will email confirmation to the learner or the employer prior to the commencement of training. Information supplied will contain a list of the units of competency, the time, date and location of training, style of dress and any additional resources the learner should bring to the training.

Training and Assessment

Accell deliver flexible quality training and assessment services that focus on what is expected in the workplace as well as theoretical knowledge.

Assessments

Assessments are part of all courses at Accell and come in varied types according to which is the most effective and fairest way to assess a particular unit of competency appropriate to a workplace requirement. Accell assessors perform assessments in accordance with the Training Package requirements.

Participant guides are supplied at the start of each session for each unit of competency. These are available through each mode of delivery and location.

Learners will be made aware of all assessment requirements during the introduction of all courses. All results are treated with confidentiality and verbal or written feedback will be provided on all assessments.

Method of assessment may include:

- Written Assessment: is a form of assessment in which learners are asked to demonstrate their knowledge through written summary.
- Practical (Scenario based) assessments: used to demonstrate tasks in a workplace scenario
- Verbal questions: require the learner to respond to questions to demonstrate understanding of the requirements of the unit of competency or role.
- Role Play: Learners will be asked to perform the task as a simulated activity in the classroom.

A minimum of two forms of evidence are required to be able to make an informed assessment decision on the competency of the learner. It is common for learners to complete a theory assessment (written) in the classroom and a practical assessment in a simulation, the field or workplace.

Course Completion

All Leaner's who are trained and assessed as competent by Accell, will be issued with one of the following:

- ✓ Qualification Certificate (if the full qualification requirements have been met)
- ✓ Statement of Attainment (completion of units of competency only), or
- ✓ Certificate of Attendance (Non Accredited Training)

Qualification Certificate

Is issued when the learner has completed all requirements for a full qualification as listed in the qualification packaging rules of the Training Package (refer to www.training.gov.au) and as listed in the learner's profile. The certificate will identify the qualification stream, the units of competency/modules successfully completed.

Statement of Attainment

Is issued where learners:
- have partially completed a full qualification
- have only completed certain units to achieve a RIW Role or set of required skills
- did not meet all the qualification requirements.

All units/modules are listed on the Statement of Attainment.

Certificate of Attendance

Is issued where the course or module a learner has attended is not nationally recognised or does not require assessment or the learner only requires an awareness of the topic.

Cancellations and Transfers

Learners must formally notify Accell if they wish to cancel their enrolment or course. The refund policy on the Accell website officially identifies fees and refunds in relation to cancellations.
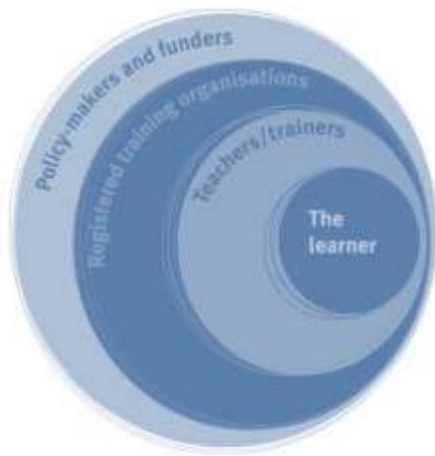
Feedback

Accell is committed to providing improvement for its clients. If you have any feedback we would love to hear it. Accell collect information from feedback questionnaire forms from every training session. This information is analysed through Accell's continual improvement process to ensure all learners meet their course requirements, and learn in a happy and safe environment.

If you have any concerns please contact the Accell Office on (07) 5445 7998 or bookings@accell.com.au or discuss with the Trainer assigned to your course.

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Inclusive Learning

Inclusive learning ensures that all learners are treated fairly. This means all learners have the right to learn and get fair access to learning opportunities. Accell ensures the four core principles of inclusive learning are included in day to day activities, including training.

Within training, Accell trainers embed four principles:

1. That everyone learns differently;
   a. *Trainers ensure learners are connected, supported and valued. They are encouraged to embrace course content, concept and listen to others perspectives.*
2. Being inclusive is everyone's responsibility;
   a. *Trainers ensure the learner understands the expectations of the session.*
3. Learners bring existing knowledge and skills;
   a. *Trainers ensure the delivery of training is contextualised and is relevant. Learners should build on existing skills and knowledge.*
4. Core skills underpin all learning.
   a. *Trainers actively recognise the core skills recognised within the workshop. Trainers will support gaps and identify learners who need assistance.*

Policies and Procedures

Privacy

Accell collects personal information about learners directly from the learners, authorised representative and third parties such as providers, employers and Government bodies. We only collect personal information for purposes which are directly related to our provision of training and assessment in accordance with the VET Quality Framework.

For more information, you can request a copy of our Privacy Policy or contact us for a Request to Access Personal Information Form.

Complaints and Appeals

Any learner, client, or third party may submit a complaint with the reasonable expectation that all complaints will be treated with integrity and privacy.

The appeals process is a formal procedure to assist a learner resolve any concerns they have that have not been resolved through an informal manner.

To lodge a Complaint or Appeal please visit our website to view our full Policy and Procedure. A complaints form is also available.

Learners are encouraged to discuss with their trainers any concerns they may have.

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Refunds

Accell do not typically require prepayment of fees. If you require a refund, please refer to our website for our refund policy.

Contact

Accell Pty Ltd

RTO: 32213

PO Box 421, Mapleton QLD 4560

Ph: (07) 5445 7998 Fax: (07) 5636 1098

contactus@accell.com.au

www.accell.com.au

Please contact our office for Trainer/Assessor contact details.