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<table>
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Nationally Recognised Training at Cerebral Palsy Alliance

Cerebral Palsy Alliance is registered with the Australian Skills Quality Authority (ASQA) as a Registered Training Organisation (RTO). Its RTO number is 90213. Cerebral Palsy Alliance’s Training Alliance team delivers training and assessment and issues the following nationally recognised qualifications:

- BSB10115 Certificate I in Business
- BSB20115 Certificate II in Business
- BSB30415 Certificate III in Business Administration
- HLT32412 Certificate III in Allied Health Assistance
- HLT42512 Certificate IV in Allied Health Assistance
- CHC30408 Certificate III Disability
- CHC40312 Certificate IV in Disability
- BSB40812 Certificate IV in Frontline Management
- TAE40110 Certificate IV in Training and Assessment
- ICT10115 Certificate I in Information, Digital Media and Technology
- SIR20212 Certificate II in Retail Services
- TLI21610 Certificate II in Warehousing Operations
- CUV10111 Certificate I in Visual Arts
- CHC10212 Certificate I in Active Volunteering

Training Alliance is committed to providing high quality, cost efficient vocational education and training for workers in the disability and community sector, those looking to work in the sector and people of all abilities wanting to gain a qualification.

All trainers and assessors have the appropriate current experience and vocational competency as required by the relevant training package and the VET Quality Framework.

The Training Alliance team operates under and complies with the VET Quality Framework. The RTO is regularly self-audited and audited by ASQA to ensure ongoing compliance with the VET Quality Framework. Training Alliance is committed to access and equity principles and processes in the delivery of its training and assessment and ensures that all participants in its courses are treated in an ethical and responsible manner. Training and assessment is conducted so as to minimise barriers and promote participation. Training Alliance supports and promotes the empowerment of individuals by encouraging learners to be interactive in their learning, training and career development.
We hope we have anticipated most of your queries about your certificate program in this guide. If, however there is anything more you need to know, please contact us using the details below.

**Contact Information**

Cerebral Palsy Alliance, Training Alliance Team (Student Support)
PO Box 6427
Frenchs Forest, NSW 2086 ph 02 9975 8000
training@cerebralpalsy.org.au

Andrea Fulton: Quality and Compliance Advisor, Training Alliance
Email: afulton@cerebralpalsy.org.au

Deborah Cage: Training Manager, Training Alliance
Email: dcage@cerebralpalsy.org.au

Judy Williamson: Senior Manager, Registered Training Organisation, Training Alliance
Email: jwilliamson@cerebralpalsy.org.au
## Qualifications and Career Pathways

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Job Role</th>
<th>Pathways to other Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate III in Business Administration BSB30415</td>
<td>Roles may include:</td>
<td>Certificate IV in Business Administration</td>
</tr>
<tr>
<td></td>
<td>- Accounts Receivable Clerk</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Accounts Payable Clerk</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Clerk</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Data Entry Operator</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Junior Personal Assistant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Receptionist</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Office Administration Assistant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Office Administrator</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Word Processing Operator</td>
<td></td>
</tr>
<tr>
<td>Certificate III in Allied Health Assistance HTL32412</td>
<td>Roles may include;</td>
<td>Certificate IV in Allied Health Assistance</td>
</tr>
<tr>
<td></td>
<td>- Therapy assistant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Podiatry assistant</td>
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</tr>
<tr>
<td></td>
<td>- Physiotherapy assistant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Speech pathology assistant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Occupational therapy assistant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Allied health assistant</td>
<td></td>
</tr>
<tr>
<td>Certificate III in Disability CHC30408</td>
<td>Roles may include:</td>
<td>Certificate III or IV in Aged Care</td>
</tr>
<tr>
<td></td>
<td>- Care Worker</td>
<td>Certificate III or IV in Home and Community Care</td>
</tr>
<tr>
<td></td>
<td>- Support Worker</td>
<td>Certificate IV in Disability</td>
</tr>
<tr>
<td></td>
<td>- Personal Care Assistant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Community Support Worker</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Disability Support Officer</td>
<td></td>
</tr>
<tr>
<td>Certificate IV in Disability CHC40312</td>
<td>Roles may include:</td>
<td>Certificate III or IV in Aged Care</td>
</tr>
<tr>
<td></td>
<td>- Senior Care Worker</td>
<td>Certificate III or IV in Home and Community Care</td>
</tr>
<tr>
<td></td>
<td>- Social Educator</td>
<td>Certificate IV in Frontline Management</td>
</tr>
<tr>
<td></td>
<td>- Disability Support Officer</td>
<td>Diploma in Disability</td>
</tr>
<tr>
<td></td>
<td>- Employment Coordinator</td>
<td>Diploma in Community Services Management</td>
</tr>
<tr>
<td></td>
<td>- Development Officer</td>
<td></td>
</tr>
<tr>
<td>Certificate IV in Frontline Management BSB40812</td>
<td>Roles may include:</td>
<td>Diploma of Management</td>
</tr>
<tr>
<td></td>
<td>- Team Leader</td>
<td>Diploma in Community Services Management</td>
</tr>
<tr>
<td></td>
<td>- Supervisor</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Team Administrator</td>
<td></td>
</tr>
<tr>
<td>Certificate IV in Training and Assessment TAE40110</td>
<td>Job roles associated with this qualification relate to the delivery of training and assessment of competence within the VET sector. Possible job titles and roles relevant to this qualification include:</td>
<td>TAA50104 Diploma of Training and Assessment</td>
</tr>
<tr>
<td></td>
<td>- enterprise trainer</td>
<td>TAE70110 Vocational Graduate Certificate in Adult Language, Literacy and Numeracy Practice</td>
</tr>
<tr>
<td>Qualification</td>
<td>Description</td>
<td>Additional Qualifications</td>
</tr>
<tr>
<td>---------------</td>
<td>-------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>Certificate I in Business BSB10115</td>
<td>Job roles and titles vary across different industry sectors. This is an entry level qualification</td>
<td>Certificate II in Business</td>
</tr>
</tbody>
</table>
| Certificate II in Business BSB20115 | Roles may include:  
- Administration Assistant  
- Clerical Worker  
- Data Entry Operator  
- Information Desk Clerk  
- Office Junior  
- Receptionist. | Certificate III in Business Administration |
| Certificate I in Information, Digital Media and Technology ICT10115 | Job roles and titles vary across different industry sectors. This is an entry level qualification | ICT20115 Certificate II in Information, Digital Media and Technology  
BSB20112 Certificate II in Business |
| Certificate II in Warehousing Operations TLI21610 | This is a general qualification for the Warehousing and Storage Industry and requires performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes | TLI31610 Certificate III in Warehousing Operations |
| Certificate I in Visual Arts CUV10111 | After achieving this qualification, people could progress to a wide range of other qualifications in visual arts and craft, or the creative industries more broadly | CUV20111 Certificate II in Visual Arts |
| Certificate I in Active Volunteering CHC10212 | This qualification covers people working in a volunteer capacity and includes foundation skills required by all volunteers to enable them to effectively undertake their volunteer work using basic practical skills required for the job | CHC20212 Certificate II in Active Volunteering |
| Certificate II in Retail Services SIR20212 | Individuals with this qualification are able to perform roles, such as:  
- provide product and service advice in a retail store  
- sell products and services in a variety of retail settings  
- work as a checkout operator  
- check stock and replenish shelves  
- organise and maintain work areas and displays | SIR30212 Certificate III in Retail Operations  
SIR30312 Certificate III in Retail Supervision  
Registering for a course/program

Registering for a course is generally done through the Training Alliance website
www.trainingalliance.edu.au

1. If there are dates already scheduled for your course you can register your interest by clicking the register button on the course page. If there are no dates currently scheduled please register interest by using the enquire button.

2. We will then be in touch to ascertain your funding eligibility so we can notify you (or your organisation) of your fee. Most courses delivered by Training Alliance are eligible for subsidies offered under NSW Government Smart and Skilled funding initiative. In order to ascertain your level of eligibility for funding we will ask for your permission to use your details such as previous qualifications, employment status and whether you receive government benefits. We may also ask to see documentation that supports your information.

   If you are a Cerebral Palsy Alliance staff member being supported by the organisation to do the course, your expression of interest will be reviewed by the talent committee prior to being offered a place.

3. If you meet the entry requirements, and there is availability of a place you will then be offered a place in the program. Please let us know if you would like to accept the place as soon as possible.

   Enrolment is generally on the first day of the course and includes a pre-enrolment induction and information session. Prior to enrolment please ensure you have read this guide carefully.

Good luck with your studies!
Program Information

Your learning may be a combination of face to face sessions, individual learning, online learning and on-the-job learning.

Program Structure and course schedule

Your course schedule will outline the units of competency you will undertake in your program and which days you are required to attend face to face sessions, and submit assessments.

The learning process includes face to face training sessions. As a participant you are required to;

- Read the Learning and Assessment resources provided for each unit
- Attend training sessions according to your course schedule
- Complete all your assessments
- Submit your assessments on the due date

The training sessions are an opportunity for you to ask questions and discuss with the facilitator and other participants the course material and the tasks you need to complete for unit assessments.

Learning and Assessment Materials

For each of the units of competency you will receive Learning materials and Assessment resources prior to or at the training session. These may be in hard copy format or, at times, online.

The guides include information such as

- Learning content
- Helpful learning activities
- Units of Competency requirements
- Assessment task details
Participant Requirements

You are responsible for a number of actions to ensure you successfully complete the program.

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training sessions</td>
<td>Attend training sessions as per scheduled dates.</td>
</tr>
<tr>
<td>Assessment activities</td>
<td>Complete all assessment activities as outlined in the Assessment Guides and/or online assessments</td>
</tr>
<tr>
<td>On the job</td>
<td>Complete various learning activities. You may need to collect evidence of competence and arrange opportunities for managers to complete observations and sign off participants for completing on-job activities</td>
</tr>
<tr>
<td>Study</td>
<td>Prepare for each training session and complete assessment tasks ready to submit on due date</td>
</tr>
<tr>
<td>Learning &amp; assessment queries</td>
<td>Contact your Program Coordinator</td>
</tr>
<tr>
<td>Program queries &amp; other</td>
<td>Contact your Program Coordinator</td>
</tr>
<tr>
<td>Withdrawals</td>
<td>If you need to withdraw from the program please contact your Program Coordinator (see also Cancellation, Withdrawal and Fee refund Policy)</td>
</tr>
<tr>
<td>Change of details</td>
<td>Inform Training Alliance on ph 02 9975 8715 or <a href="mailto:training@cerebralpalsy.org.au">training@cerebralpalsy.org.au</a> if details change (e.g. contact details) during any time throughout the duration of the program.</td>
</tr>
</tbody>
</table>

Assessment Tasks

Each unit of competency has assessment tasks for participants to complete and submit. Assessments are all competency based and will take place through a variety of activities as described in the table below. Assessment tasks may be completed both in training sessions and in your own time.

<table>
<thead>
<tr>
<th>Assessment Activity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On the job assessment tasks</td>
<td>Requires you to apply skills and knowledge from training courses in your place of work (and collect evidence)</td>
</tr>
<tr>
<td>Case Studies</td>
<td>Completed by you to demonstrate knowledge and skills gained from learning</td>
</tr>
<tr>
<td>Short answer questions/multiple choice questions</td>
<td>Completed by you to demonstrate knowledge and skills gained from learning</td>
</tr>
<tr>
<td>Observation checklists</td>
<td>Completed by you and your manager or supervisor to confirm if certain behaviours or tasks have been demonstrated</td>
</tr>
<tr>
<td>In class assessment</td>
<td>Facilitator led group discussions that focus on support for participant’s learning and may include verbal assessment opportunities These assessments involve answering set questions to assess your understanding of the content from their training The set questions will be listed in your Assessment Guide</td>
</tr>
</tbody>
</table>

Note: There are no formal written examinations. All assessment tasks are outlined in the Assessment resources for each unit.
Assessment Process

Assessment activities are designed to measure an individual’s competency levels. Competency is being able to demonstrate the consistent application of knowledge and skill to the standard of performance required in the workplace. It also involves being able to transfer and apply skills and knowledge to new situations and environments. An important part of training and assessment activities are that they allow you to practice and apply skills you have been learning as well as provides opportunities for your trainer and assessor to provide feedback on your progress.

How you will be assessed

You are required to complete a range of assessment tasks, as outlined in the Assessment Guide, such as:
- In class activities
- Written tasks
- Research tasks
- Observation checklists

Complete assessment tasks required for each unit

Submit to Training Alliance on due date. *You must keep a copy if you are handing in a paper assessment*

A qualified assessor will assess your completed tasks

Result

Result – all tasks satisfactory – Competent
Result – Not yet Satisfactory in any task

You have successfully completed the unit

Resubmit only the Not yet Satisfactory task/s or part of task

All assessment tasks required for each unit are explained in the Assessment resources.
Results
Your assessment tasks will be marked by a qualified assessor. Most units of competency will have a number of tasks, all of which must be completed with a satisfactory result to be marked competent in the unit.

- **Competent:** you have demonstrated competency and have successfully completed all of the tasks with a satisfactory result
- **Not yet Competent:** one or more tasks have not yet received a satisfactory result, and you are required to submit further work. Once the further work has been assessed as satisfactory you will then be competent and have successfully completed the unit.

Your assessment results and feedback will be communicated to you through a Marking Schedule. Assessments that are satisfactory will not be returned to participants therefore it is essential to take a copy of your assessment for future reference. The final result will either be Competent or Not yet Competent (recorded in our system as continuing).

Should you receive a ‘not yet competent’ result, a copy of your complete assessment will be returned to you and you are required to resubmit the task/s, or part of a task, which is assessed as not yet satisfactory. The assessor will advise regarding what you are required to do to gain competency.

Approximately halfway through the course both you and your employer/manager (if this arrangement has been made) will be sent a copy of your Client Enrolment Report. This report is a summary of your results and progress to date. If you would like a report prior to this please contact student support (details on page 5).

Submitting Assessments
It is vital that your assessment tasks be understood by the assessor, and the assessor is able to easily identify which task and question you are answering.

Assessment Requirements
To enable the assessors to mark your assessments as efficiently as possible, please ensure you follow the guidelines below;

- It is the responsibility of the participant to keep a copy of all paper assessment tasks submitted.
- Assessments must be submitted to the facilitator by the due date, which is usually the date of the next training session.
- When submitting your assessments, submit all pages in one plastic sleeve if they are paper based (not in a folder).
- Put the signed assessment cover sheet on top of the paperwork if assessment is paper based.
- Do not use staples (as we may need to scan your assessment tasks to return them to you if you need to submit further information).
- Ensure each page is clearly labelled with your name and the unit name / number.
- Ensure each task and question is clearly labelled.
- If for some reason you are unable to attend the next training session, assessment tasks are still due. You must liaise with the facilitator who ran the training session about how they want the tasks forwarded (mailed or emailed). If you are unable to forward the
assessment tasks **within the week**, you must provide a valid reason to the facilitator, who will liaise with you about a due date.

- If you are emailing assessment tasks you must ensure all parts of the assessment tasks are emailed. This includes the signed assessment cover sheet and any tasks signed off in class.
- Some courses may require you to be deemed **competent** in the initial units before completing the rest of the course. Your facilitator will explain this at the training session and it is your responsibility to ensure you understand and comply with these requirements.

If you have any questions about any of the assessment requirements, please ask your Program Co-ordinator

**Assessment Policy and Procedure**

CPA Training Alliance assessment policy and procedure states

- All assessments of participants are to be fair and equitable.
- Assessment practices must not discriminate against any group of learners.
- Participants will be clearly notified of assessments and assessment outcomes.
- Participants must be clear about the assessment procedures before assessment.
- Participants must agree about the time, place and the way the assessment is to be conducted prior to assessment.
- If participants are assessed as 'not yet competent' they must be allowed to arrange another assessment.
- Participants have the right to appeal an assessment result (see Evidence of competency will be gathered on a number of occasions and through practical tasks wherever possible.
- All assessors will be qualified to conduct assessments

Assessment may be by the way of course exercises and tasks or skills recognition or credit transfer. The participants will be clearly informed of the method of assessment and details of requirements. You will be given feedback about your performance on each component of the assessment.

To demonstrate competency, participants must complete all requirements satisfactorily.

**Plagiarism and referencing**

Plagiarism is using the words or ideas of others and presenting them as your own. Plagiarism is a type of intellectual theft. It can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement.

Whenever you use the words or ideas of another person in your work, you must acknowledge where they came from. You might like to use the Harvard referencing system as a basis. You can integrate material from another source into your assessments by summarising and paraphrasing. This demonstrates that you have understood and interpreted information. However, you must cite (name) the source you have used.

If you work together with another participant, ensure you use your own words when you write up your assessment tasks.

In submitting any paper assessments, you must include an Assessment Cover Sheet on which you declare that the work you are submitting is your own. If online, you will accept an authentication statement.
If you are found to have presented another person’s work as your own, you will be asked to resubmit the assessment task and if repeated you may be asked to withdraw from the course.

If you are in any doubt about whether something constitutes plagiarism, always include in your work where you got the information from and check with your assessor before handing in your assessment.

Complaints and Appeals

Assessment results

If you are dissatisfied with an assessment result related to an assessment, you are entitled to have the assessment results reviewed.

- In the first instance we suggest you speak to the Training Alliance assessor who assessed the task(s). They will provide you with feedback as to how the decision for the result was made.
- Alternatively, write to the Manager, Training Alliance (Deborah Cagé email: dcage@cerebralpalsy.org.au) to request a re-assessment of the task(s). The training manager will arrange a re-assessment of evidence by an independent assessor.
- Appeals must be made within two (2) weeks of your notification of the decision.
- You will receive written notification of the outcome within 30 days, including reasons for how the outcome was reached and recommendations to achieve competency, if required. If Training Alliance is unable to respond within this timeframe we will let you know this, and why.

The Registered Training Organisation

If you are dissatisfied with some other aspect of your experience with Training Alliance we would like to work with you to find a resolution.

Please contact either your Program Coordinator, or the Training Manager to outline your complaint confidentially. Training Manager, Training Alliance contact details are - Deborah Cagé email: dcage@cerebralpalsy.org.au. We will respond to complaints with a resolution or suggested resolution within 30 days. If Training Alliance is unable to respond within this timeframe we will let you know this, and why.

Independent review

If Training Alliance is not able to satisfactorily resolve your issue an independent party may be used to review your complaint at your request. The independent party will review the complaint and Training Alliance’s response and make a recommendation for resolution. The independent party may be another RTO who is familiar with the Standards for Nationally Recognised Qualifications 2015 and their requirements.

Lodging a complaint with an external agency

If you have lodged a complaint or appeal with the Training Manager and due process has been followed and an independent review carried out and you still believe that you have not been treated reasonably and fairly, you can lodge a complaint with the following bodies

Smart and Skilled Customer Support Centre
(for courses funded by the NSW Government) Tel: 13 28 11
ASQA – Complaints hotline: Tel: 1300 701 801
Feedback and Evaluations

Training Alliance is committed to continuous improvement and greatly values feedback from you. You will be asked to complete evaluation forms:

- For specific units of competence throughout the program
- For the whole qualification/course, at the end of the program

The feedback received is collated and used by the Training Alliance team to review and continuously improve the training and assessment delivered, therefore completion of the evaluation forms are greatly appreciated. Participants are encouraged to provide any other feedback to the Training Manager (contact details page 5).

Cost of Qualification

The cost of training and assessment for your qualification is set out in the Training Alliance fee schedule. The amount depends on available and applicable government funding.

Fee for service training

If you are paying for your training program yourself we will not collect fees in advance of more than $1500, as per our regulations.

Therefore, your program fee will be collected in two instalments, at commencement of training and midway through your course. We will invoice you at these times.

If an employer is paying for training of their staff, we may invoice the total amount at or before training commencement, depending on the agreement.

Funded training

If you are eligible for Smart and Skilled funding your fee is set by the NSW Government and the rest of your program will be subsidised by the NSW Government. You can check your fee at https://smartandskilled.nsw.gov.au/. A fee schedule and invoice will be issued to you on commencement of the first training session. Please contact us to find out more about funded training.

Partnership with Northern Sydney Institute (TAFE)

Training Alliance has partnered with Northern Sydney Institute of TAFE (NSI) to provide access to funding for foundation skills training under the NSW Government’s Smart and Skilled initiative.

This means that Training Alliance delivers some qualification programs on behalf of NSI. In these cases, all of the training, assessment and student support is performed by Training Alliance. The certificate that will be issued to participants will be issued by Northern Sydney Institute of TAFE (RTO 90011) in partnership with Cerebral Palsy Alliance, and will bear the logos of both Registered Training Organisations. You will be notified if this is the case at your orientation session.
Cancellation, Withdrawal and Fee refund Policy

Fee for service training

A participant is eligible for a full refund of the commencement fee if withdrawal notice is given before the ‘Withdrawal with no penalty’ cut off date. Training Alliance has determined the ‘Withdrawal with no penalty’ cut-off date as one (1) working day prior to the commencement of the program.

If a participant withdraws prior to the commencement of the second training session (or cluster) they will be entitled to an 85% refund of the commencement fee. This withdrawal must be given in writing (see Applications for Refund below).

If you withdraw prior to the midway point of your training you will not be charged this second fee. Again, notice of withdrawal must also be given in writing.

Smart and skilled funded training

Under Training Alliance’s NSW Government Subsidised Training – Fee Refund Policy, participants (including trainees or employers paying on their behalf);

- are eligible to apply to defer to another program at no extra cost. Training Alliance will make every effort to assist in deferring, however cannot guarantee that the course will run again within the allowable12 months deferment time. If you do not recommence your program within the 12 months you will need to pay another student fee to re-enrol in another program (as per government funding requirements).

- are eligible for a full refund if withdrawal notice is given before commencement of the program and the ‘Withdrawal with no penalty’ cut off date. Training Alliance has determined the ‘Withdrawal with no penalty’ cut-off date as one (1) working day prior to the commencement of the program.

- may be eligible for a partial refund of your student fee where recognition of prior learning and/or credit transfer is granted after enrolment

- may be eligible for a partial refund where you have met all the requirements for a lower level qualification and the total learner fees paid is more than the equivalent learner fee for the lower level qualification.

- may be eligible for a partial refund for withdrawals after commencement of a program.

Please contact us to discuss

Applications for Refund

Requests for full or partial refunds must be made in writing and submitted to the Training manager Deborah Cagé email: dcage@cerebralpalsy.org.au.

Withdrawal from program

To withdraw from a certificate program, please inform your Program Coordinator in writing.

You will be issued with a Statement of Attainment for any units that you have completed.

Cerebral Palsy Alliance Employees

Cerebral Palsy Alliance employees are selected and supported to complete NRT courses as part of the organisation’s professional development program. Once your course has finished,
your results are sent to your manager. All end of course results are also given to the Talent Review Committee, which includes all Divisional Managers and General Managers for Services, Strategy and Development and People and Culture.

If you feel you are having difficulty in completing your course please discuss this with your manager and/or program coordinator – they will be very happy to support you to work through any barriers and find solutions.
Recognition

Training Alliance recognises that participants may have completed previous study and may have work experience which could contribute to achieving competencies within a qualification. This can be achieved in the following ways:

**National Recognition/ Credit Transfer**

Training Alliance recognises qualifications issued by other Registered Training Organisations (RTO) within VET Quality Framework (VQF). This arrangement allows applicants to receive recognition for units of competency achieved with another RTO.

Participants are required to
- Complete the form *PD013 Application for Credit Transfer*
- Bring the original certificate or statement of attainment (including the list of units of competency) to your assessor or RTO representative to sight, along with a copy for Training Alliance to keep.
- Alternatively send a **certified** copy of the certificate issued by the other RTO (including the list of units of competency achieved) to your Program Coordinator.

If the qualification or statement of attainment has been superseded and is no longer on the training.gov.au (TGA) or is not the version required by the qualification, national recognition does not apply. Participants may then undertake a Skills Recognition/ Recognition of Prior Learning Process.

Training Alliance will honour all national recognition requirements. Training Alliance is not required to re-issue a qualification or statement of attainment awarded by another RTO for an equivalent qualification or the same units of competency.

**Skills Recognition / Recognition of Prior Learning (RPL)**

Skills Recognition or RPL is an assessment process whereby an experienced person or worker can apply to a qualified assessor to determine if they have the skills and competencies to gain either partial or total completion of a qualification.

Cerebral Palsy Alliance supports and encourages participants to apply for Skills Recognition. The onus is on participants to provide sufficient evidence to satisfy the assessor that they currently have the relevant competencies.

Participants are required to
- Complete the form/s *PD013b Application for Recognition of Prior Learning or and* submit to the Program Coordinator
- Discuss with Program Coordinator (contact details page 5).
- Receive Skills Recognition Guide for units of competency requested
- Complete requirements as described in this Skills Recognition Guide
- Submit completed information to Program Coordinator and arrange a time for a competency conversation. (A competency conversation is a conversation with an assessor about your work experience, skills and knowledge.)

The possible outcomes of a Skills Recognition process are competent or not yet competent with a report of further evidence or training required. Participants have a right to appeal if they are dissatisfied with the outcome of the assessment or the process by which the decision was reached (see Complaints and Appeals).
Study and Support

Personal Study

Studying to complete a qualification is interesting and exciting. To ensure you stay up to date with your work it is important to dedicate regular time to study. You need to spend some of your personal time reading through the learning resources and completing your assessment tasks. Completing and submitting each of your assessment tasks on time will help you enjoy the course because you will receive feedback about your progress and recognise your achievements. If you are not prepared for training sessions and fall behind with assessment tasks it can make your whole studying experience overwhelming.

Here are some ideas to help you study effectively and assistant you to stay up to date with your work

- Use a large leaver arch folder and dividers (or something similar) for your learning and assessment materials. As you receive materials for each unit put it into a new section.
- Create some space at home to study or if you do not have space at home then you could go to your local library
- Plan time each week to study and stick to it. Many people find that studying in short concentrated blocks of time (one or two hours) at regular intervals is an effective way to study.
- Talk to your family or housemates about your study time which needs to be reasonably quiet and uninterrupted.
- Set yourself deadlines to ensure that you have all the assessment tasks for each cluster ready to submit on the due date.
- Use the checklist at the back of this Guide to record when you have submitted assessments and achieved competency.

Different people may have different learning styles. Some people learn best by listening or repeating things out loud. Some people learn best by doing, some by reading or talking to other people. Some people learn best by making notes or drawing diagrams. Try and work out your own learning style and try to identify any barriers to learning which might affect you. Are you easily distracted? Are you hesitant to speak up in a group? Are you taking study too seriously or not seriously enough? Do you have supportive friends and family?

Here are some ideas for effective study

- Highlight or underline key information in your learning and assessment guides.
- Make notes or draw pictures or diagrams, this can help to remember new or unfamiliar information.
- Use the internet at home or at your local library to do further research.
- Make time to meet and study with a small group of other participants.
- Talk with your colleagues and other course participants about what you are learning. This helps to remember new information and also creates an opportunity to find out extra information.
Remember your **Program Coordinator is available for support**. If you want to talk through barriers you are experiencing or to discuss methods for effective study to suit you, contact your Program Coordinator.

**Individual Support**

Training Alliance is committed to providing learning and assessment materials that are appropriate, valid, reliable, flexible and fair to all participants. Training Alliance is committed to providing training and assessment appropriate for diverse learners and will work with any individual to address particular needs that may affect the ability to complete the learning and assessment tasks. These needs could include:

- physical or intellectual ability,
- language, literacy and numeracy
- cultural or ethnic background
- location
- socio-economic factors

All participants will have equal access to and support for full participation in appropriate certificate programs.

Information about individual needs is kept confidential within Training Alliance. The Program Coordinator will discuss with an individual if she feels information should be discussed with the individual’s manager/employer. Information will not be shared with the manager/employer without consent of the participant.

**Privacy and Confidentiality**

**Our commitment to you**

Cerebral Palsy Alliance respects and upholds your rights to privacy protection and regulate how we collect, use and disclose and hold your personal information. The information we
request from you prior to and during your training program is used in training program administration and academic record keeping.

Our commitment to the security of confidentiality is resolute and we aim to apply best practice to ensure privacy is protected and respected. We regularly update our practices to accommodate changes in technology, the organisation’s function and legislation.

Disclosure of personal information

As a Registered Training Organisation we are required to report information to the Federal and State Governments, and/or their representatives. This information may include personal details, and academic records.

One use of this information is to determine eligibility for funding to subsidise your training. Prior to using your information to determine funding eligibility we will seek permission to share your details with the NSW Department of Industry through a statement signed by you. This is usually through us providing you with a form to sign.

Another reason we are required to report this information is that it assists governments in developing policy around funding, determine skills shortage areas, workforce development and analyse completion rates of training (particularly for funded courses). This data collection is regulated by the Australian Skills Quality Authority and their privacy policy can be found at [www.asqa.gov.au/privacy](http://www.asqa.gov.au/privacy). We also report to State Government Agencies such as The NSW Department of Industry – click here for privacy policy [http://www.industry.nsw.gov.au/privacy](http://www.industry.nsw.gov.au/privacy). If your course is subsidised by the NSW Government we will ask you to complete and sign a privacy notice asking for permission to share information for this purpose.

In the case of an employer paying for an individual or individuals to take part in a training course, program results may be provided to that employer.

Outside of our reporting and funding obligations, and reporting to employers, Training Alliance will not release your personal information to any other person or organisation without express written permission from you, or where the disclosure is required under law.

Sharing information with Northern Sydney Institute (TAFE)

Training Alliance partners with Northern Sydney Institute of TAFE (NSI) to deliver some programs.

If your course is being delivered by Training Alliance on behalf of NSI, and in order to determine if funding can be accessed for your training, Training Alliance needs to share personal details and enrol you with NSI TAFE, and seeks your permission to do this through a privacy form.

The data that Training Alliance may need to share with TAFE NSI will include:

- enrolment data such as your name, address and date of birth
- information to gauge funding eligibility (for example previous qualifications you may have and your employment status)
- results as you achieve them throughout your course
- your USI
Training Alliance and NSI take your privacy very seriously. NSI privacy policies can be accessed at
https://online.det.nsw.edu.au/policiesinter/category/search.do;jsessionid=Ojh1WGFhsl+UrmPr7GF6NxO.pu0000jbos1002:wis-302?level=TAFE&categories=TAFE%7cadministration+%26+management%7cprivacy

Right to access of own information

If you wish to gain access to your own personal or academic information held by Cerebral Palsy Alliance you may contact the Training Alliance Team on training@cerebralpalsy.org.au

Replacement Certificate

Requests for replacement qualifications or statements of attainment must be made in writing to Training Alliance at training@cerebralpalsy.org.au. The written request must include

- your full name, phone number and current mailing address
- the course or qualification name
- dates of the program and or graduation
The Unique Student Identifier

The Federal government has developed an initiative where everyone in Australia doing an accredited or certificate course will need a Unique Student Identifier (USI). This will be a central account where, from 2015, all of your accredited training and certificate results will be held. Going forward this will be a way for you to access all of this information from one place, making it easier to provide it to employers, and other training organisations. You can read more about this at www.usi.gov.au

As your current RTO we are required to capture your USI for your current course.

To request your USI and provide to us you need to follow the following process;

**Step 1: Before you start**

Please have at least one and preferably two forms of ID ready from the list below:
- Drivers Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immigration Card

**IMPORTANT:** The USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID. If you do not have proof of ID from the list above, you can contact us about the other forms of ID they can accept to help you get a USI by replying to this email.

**Step 2: Create your USI**

1. Go to the Website www.usi.gov.au
2. Follow the steps to create your USI – it only takes around 3 minutes
3. Your USI will look something like this: 3AW88YH9U5.
4. **Congratulations** you now have your own USI (it will display on screen and be emailed to you)
5. Please send your USI with your name to training@cerebralpalsy.org.au or call on 9975 8715 and provide it over the phone.

If you have any questions or need help to create your USI please let us know.

**NOTE:** Under this legislation we are not able to issue you a certificate or statement of attainment unless you have provided us with your USI.
Legislative Requirements

As an RTO Cerebral Palsy Alliance must comply with the Standards for Registered Training Organisations 2015. The standards are a component of the VET Quality Framework (VQF). The VQF is one of the conditions of registration for NVR registered training organisations under the National VET regulator Act 2011.

VET Quality Framework is made up of the following:
  a) The Standards for Registered Training Organisations 2015.
  b) The Australian Qualifications Framework
  c) The Fit and Proper Persons Requirements
  d) The Financial Viability Risk Assessment Requirements
  e) The Data Provisions Requirements

Further legislative requirements

Cerebral Palsy Alliance has policies and procedures covering all legislative requirements. These include the Disability Services Standards; Workplace Health & Safety; Anti-Discrimination, and Equal Employment Opportunities.

Training Alliance is committed to compliance by all staff with legislative requirements and in particular to:
  ▪ The provision of safe working conditions, practices and premises for staff, course participants, clients and their families.
  ▪ Maintenance of all necessary insurances.
  ▪ The provision of services and products free of discrimination.
  ▪ The promotion and encouragement of equal opportunity.
  ▪ The provision of privacy.
  ▪ Access and equity.
  ▪ The provision of work and training environments that is free from all forms of unlawful discrimination and harassment.

Cerebral Palsy Alliance will ensure that they do not discriminate, treat unfairly or harass people, on the following grounds:

  ▪ Gender, including pregnancy
  ▪ Marital status
  ▪ Race, colour, ethnic or ethno-religious
  ▪ Background, descent or nationality
  ▪ Disability, including intellectual, physical, psychiatric
  ▪ Homosexuality (actual or presumed)
  ▪ Age
  ▪ Health

If you have any concerns with the matters referred to above, you should contact your Program Coordinator or the Manager, Training Alliance (contact details page 5).

Implementation of WH&S and other policies in your workplace is the responsibility of your employer. Further advice or information can be obtained by contacting the Manager, Workplace Health & Safety and Injury Management on (02) 9975 8746.
The following checklist is for you to keep track of assessments submitted and completed. Please keep a copy of all your assessments until the program is completed.

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Please complete all sections of this form

A different form must be completed for each unit you are submitting for assessment.

Submit assessment to your facilitator at the scheduled face to face session on the due date as per your Course Schedule. Your result will be provided to you within 30 days of assessment submission.

Participant and Course Information

Participant’s Name: .................................................................
Participant phone number: .................................................................
Organisation’s Name: .................................................................
Course Name (e.g. Cert III Disability): .................................................................
Unit Name: .................................................................
Version number of assessment guide: ............... Due Date of assessment: .................................

Participant Declaration

- I have read and understand the details of the assessment.
- I have been informed of the conditions of the assessment and the appeals process.
- I agree to participate in the assessment.
- I certify that the attached is my own work.
- No unacknowledged source material is included and where I have used the work of others, this is noted.
- I have kept a copy of my assessment.

Participant’s Signature: ................................................................. Date: .................................................................

Assessment Result: See Marking Schedule for assessor’s comments

OFFICE USE ONLY

Received by Training Alliance and Learning: Date: ..... / ..... / .......
Entered into VETTrak: Date: ..... / ..... / .......