



Student Guide for Nationally Recognised Training

Cerebral Palsy Alliance

2020



RTO 90213

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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:

- **HLT43015 Certificate IV in Allied Health Assistance**
- **CHC33015 Certificate III in Individual Support (Disability)**
- **CHC43115 Certificate IV in Disability**
- **BSB42015 Certificate IV in Leadership and Management**
- **BSB20115 Certificate II in Business**

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 all 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)
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Frenchs Forest, NSW 2086 ph. 02 9975 8000
training@cerebralpalsy.org.au

Sue Baker: Learning & Development Manager, Training Alliance
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Judy Williamson Senior Manager, Registered Training Organisation, Training Alliance
Email: jwilliamson@cerebralpalsy.org.au

Qualifications and Career Pathways

Qualification	Job Role	Pathways to other Qualifications
HLT43015 Certificate IV in Allied Health Assistance	<p>Roles may include:</p> <ul style="list-style-type: none"> ▪ Allied Health assistant ▪ Therapy assistant ▪ Physiotherapy assistant ▪ Speech Pathology assistant ▪ Occupational Therapy assistant ▪ Podiatry assistant <p>This qualification reflects the role of workers who provide therapeutic and program related support to allied health professionals. The worker is required to conduct therapeutic and program related activities under the guidance of an allied health professional. Supervision may be direct, indirect or remote and must occur within organisation requirements. The worker is required to identify client circumstances that need additional input from the allied health professional. The worker may be engaged to work in a specialty area or work generically across the organisation in delivery of allied health assistance services. The worker, in conjunction with the allied health professional, may have responsibility for supervising other allied health assistance workers.</p>	<ul style="list-style-type: none"> ▪ Certificate IV in Training and Assessment
CHC33015 Certificate III in Individual Support (Disability)	<p>Roles may include:</p> <ul style="list-style-type: none"> ▪ Disability Support Practitioner ▪ Personal Care Assistant ▪ Community Support Worker 	<ul style="list-style-type: none"> ▪ Certificate IV in Disability
CHC43115 Certificate IV in Disability	<p>Roles may include:</p> <ul style="list-style-type: none"> ▪ Senior Disability Support Practitioner ▪ Social Educator ▪ Employment Development Officer ▪ Manager in a disability support service 	<ul style="list-style-type: none"> ▪ Certificate IV in Management and Leadership
BSB42015 Certificate IV in Leadership and Management	<p>Roles may include:</p> <ul style="list-style-type: none"> ▪ Team Leader ▪ Supervisor ▪ Manager ▪ Team Administrator 	Discuss with manager
BSB20115 Certificate II in Business	<p>Roles may include:</p> <ul style="list-style-type: none"> ▪ Administration Assistant ▪ Data Entry Operator ▪ Receptionist. 	<ul style="list-style-type: none"> ▪ Certificate III in Business Administration

Registering for a course / program

Registering for a program 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 Workforce Planning and Development 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. Prior to enrolment please ensure you have read this guide carefully.

We wish you every success with your studies!



Pre enrolment and Course Induction Information

Enrolment is either prior to or on the first day of the course and includes a pre-enrolment induction and information session where we will check your enrolment paperwork and funding eligibility (if you are eligible for Smart & Skilled funding).

Skills Checks

As part of the pre enrolment process you will be asked to complete a 'Skills Check' to check your readiness for study for a Nationally Recognised Qualification. It covers aspects of reading, writing, oral communication, learning and numeracy,

The purpose of this tool is to help us get to know the student so we can provide them with the appropriate level of support throughout their learning journey with us.

On the first day of the course

You will be required to bring the following document with you to this session:

- Your completed enrolment form (unless you enrolled online)
- Your completed 'Consent form' (Smart & Skilled funding only)
- A form of photo ID (for non-Cerebral Palsy Alliance staff)
- Your Unique Student Identifier (USI)
- If you wish to apply for a Credit Transfer (CT) or Recognition of Prior Learning (RPL), please bring your original Certificates or Statement of Attainments to this session. The facilitator will take a copy, but they must be able to sight the original document. Alternatively send a **certified** copy of the certificate to the facilitator.
- Students with a disability will need to provide one of the following in order to be eligible for a reduction in their student fees for the course:
 - A letter from Centrelink confirming receipt of the Disability Support Pension that shows the Centrelink reference number (CRN) or
 - A current disability Pensioner Concession card or
 - Any other evidence that shows the CRN or
 - A letter or statement from a Disability Service Provider demonstrating a clear additional need as a result of the student's disability

You will also be asked to sign an Enrolment Agreement form which is your student declaration/student enrolment signoff.

At this session we will also provide you with an overview of your program, including an introduction to our online learning system and the assessments you will need to complete as part of your course. We will discuss Training Alliance responsibilities, as the Registered Training Organisation (RTO), and your responsibilities as the course participant.

We will also explain the role of your Training Plan and will provide you with a copy of your plan and the facilitator will meet with you to discuss and develop your plan. (See page 15 for more information on Training Plans).

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 online modules and submit assessments.

The learning process or modes of delivery include:

- Face to face
- Self-paced
- On the job
- Online delivery
- Workplace based

You will also be required to complete some assessments at home in your own time.

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 any online modules
- 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 a **Learning Guide** and an **Assessment** 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.

Action	Description
Training sessions	Attend training sessions as per scheduled dates.
Assessment activities	Complete all assessment activities as outlined in the Assessment and/or online assessment instructions
On the job	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
Study	Prepare for each training session and complete assessment tasks ready to submit on due date
Learning & assessment queries	Contact your Program Coordinator
Program queries & other	Contact your Program Coordinator
Withdrawals	If you need to withdraw from the program please notify your Program Coordinator in writing (see also Cancellation, Withdrawal and Fee refund Policy)
Change of details	Inform Training Alliance in writing at training@cerebralpalsy.org.au if your details change (e.g. contact details) during any time throughout the duration of the program.

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.

Assessment Tasks	Description
Workplace assessment	Requires you to apply and demonstrate skills and knowledge from training courses in your place of work (and collect evidence)
Case Studies	Require you to apply the required knowledge within a given context
Short answer questions/multiple choice questions	Completed by you to demonstrate knowledge and skills
Observation	Require you to demonstrate practical skills by accomplishing

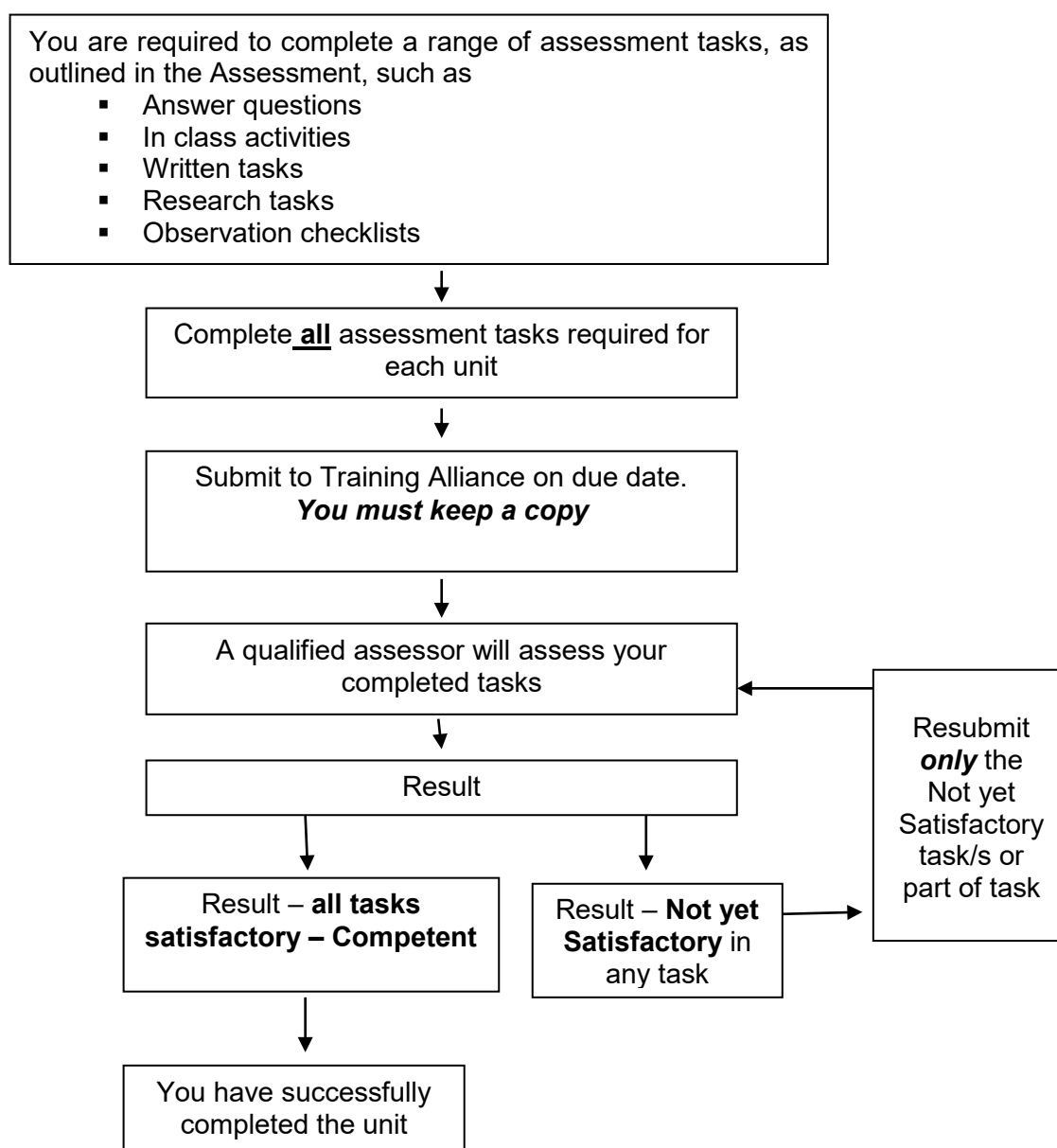
	tasks, presenting information and /or practicing a scenario and then repeat it under observation.
Portfolio	A collection of documents you complete both in the training sessions and in your own time
Research	Require you to use the internet or other resources to explore options of how to complete a task or make improvements
Written reports	Require you to research and apply knowledge within a given context and submit answers in a report format. The assessment will outline the formatting requirements for the report.
Structured Assessment Activities	A range of set assessment activities such as activity sheets
Third Party Reports	Evidence gathered by other people within the your workplace
Online	

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

Assessment Process

Assessment tasks 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 tasks are that they allow you to practice and apply skills you have been learning as well as provide opportunities for your assessor to provide feedback on your progress.

How you will be assessed



All assessment tasks required for each unit are explained in the Assessment:-

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.

The possible outcomes for individual tasks within an assessment are:

- **Satisfactory (S)** you have addressed all of the requirements of task within the assessment
- **Not Yet Satisfactory (NYS)** further work is required for a task or part of a task.

The possible outcomes the whole assessment are:

- **Competent (C)** you have demonstrated competency and have successfully completed all of the assessment tasks with a satisfactory result
- **Not Yet Competent (NYC)** one or more assessment tasks has not received a satisfactory result, and you are required to submit further work. (**Recorded in our system as continuing**).

Your assessment results and feedback will be communicated to you through an **Assessment Outcome Form**. Should you receive a Not Yet Satisfactory (NYS) the assessor will explain in the Assessment Outcome form what is required to gain a satisfactory outcome, and the date the resubmission is due.

You will need to address these requirements and resubmit the corrected task/s only. You will have two opportunities to submit your task. If you still receive a Not Yet Satisfactory result we will contact you to determine if you will be required to do further training before resubmitting your assessment.

Once the resubmitted work has been assessed as Satisfactory, you will then be Competent and have successfully completed the unit.

Assessments that are Not Yet Competent **will not be returned** to participants, therefore it is essential to take a copy of your assessment for future reference.

At various stages as you progress through the course, both you and your employer/manager (if this arrangement has been made) will be sent a copy of your **Training Plan**. This is a summary of your results and progress to date. If you would like any additional copies of your Training Plan please contact student support (details on page 4).

Assessment Requirements

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

- It is your responsibility to **keep a copy** of all assessments submitted.
- Assessments must be submitted to the facilitator by the **due date**.
- Email submissions are only accepted. (The only exception to this is Certificate II in Business submissions).
- Facilitators are not permitted to accept paper copies of assessments.

When you are ready to submit your assessment, email **all** completed assessment documentation to nrtassessments@cerebralpalsy.org.au

- Partial completed assessments will not be accepted.
- Your assessment will need to be collated, saved and submitted as one document. Multiple documents are not accepted. This includes the signed assessment cover sheet and any tasks signed off in class. This may require you to scan some documents.
- Ensure that you complete the assessment cover page, **including your signature** and place it at the front of your assessment.
- 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.

Extensions

Extension period of up to two weeks

To request an extension for submitting an assessment for period of up to two weeks, you are required to email the Program Coordinator and negotiate a new due date for that assessment. **This must happen before the assessment due date as specified in the program schedule.**

Extensions greater than two weeks

For extensions greater than two weeks you are required to lodge a formal application for special consideration. All applications will be considered and the outcome will be emailed to you within **3 working days** of receipt.

The process you need to follow is:

1. Complete the 'Application for Extension' form
2. Obtain a signature from your Manager on the 'Application for Extension' form
3. Save this form in your name and send together with supporting documentation to the RTO Administrator mrushton@cerebralpalsy.org.au
4. The RTO Administrator will check your application form and then forward it to your Program Coordinator and the Training Alliance Compliance Officer
5. Your Program Coordinator will communicate the decision and update your training plan, if an extension is granted.

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 satisfactory' they must be allowed to arrange another assessment.
- Participants have the right to appeal an assessment result (see [complaints and appeals](#))
- 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

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.

Training Plans

You will be provided with a copy of your Training Plan. This document contains specific information relating to your course and directs the training for Cerebral Palsy Alliance as the RTO and you as the student. The Training Plan outlines:

- Details of any support services the enrolled student will receive if they are (i) an Australian Aboriginal or Torres Strait Islander, (ii) have a disability, (iii) are long-term unemployed.
- Include any Recognition of Prior Learning or Credit Transfer granted.

Comply with the relevant Training Package Qualification being delivered and include:

- The name, code and level of the course
- Name and code of the units of competency
- The proposed timeframe for the course including start and end dates of the units
- Delivery modes for each unit
- Details of any customisation included to respond to the needs of the student or their employer
- Proposed learning strategies and resources that are appropriate for the student
- Names of the individuals responsible for the training and assessment of each unit

The Training Plan will be communicated with the student and signed by the student, their manager and the RTO within 12 weeks of commencement of training. The Training Plan will be reviewed by the Student and the course facilitator at the beginning, middle and end of the course and at other times when necessary.

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.

Complaints and Appeals

The Registered Training Organisation

If you are dissatisfied with some 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 Learning & Development Manager to outline your complaint confidentially. The Learning & Development Manager, Training Alliance contact details are – Sue Baker, email: sue.baker@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.

Assessment results

If you are dissatisfied with an assessment result, 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 Learning & Development Manager, Training Alliance (Sue Baker email: sue.baker@cerebralpalsy.org.au) to request a re-assessment of the task(s). The Learning & Development 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.

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 (RTO regulator) – Complaints hotline:	Tel: 1300 701 801
Anti-Discrimination Board	Tel: 9268 5544
Australian Human Rights Commission	Tel: 9284 9600

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 Learning & Development Manager (contact details page 4).

Cost of Qualification

The cost of training and assessment for your qualification will depend on eligibility and availability of 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 approximately 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.

Smart and Skilled 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.

Eligibility for Smart and Skilled Funded training

To be eligible for Smart and Skilled funding, an individual has to enroll in a government subsidised course and must:

- Be an Australian citizen, a permanent Australian resident, a humanitarian visa holder or a New Zealand citizen, and
- Be aged 15 or older, and
- Live or work in New South Wales, and
- No longer be at school or equivalent
- A student with disability is eligible for a fee exemption for all enrolments up to a Certificate IV.

Evidence required for student eligibility for Smart and Skilled programs and fee exemptions

Evidence for your eligibility for funding is collected at the Pre enrolment and course induction session.

Fee Exemption: disability

A student with disability will need to provide at enrolment:

- A letter from Centrelink confirming receipt of the Disability Support Pension that shows the Centrelink reference number (CRN) or
- A current disability Pensioner Concession card or
- Any other evidence that shows the CRN or
- A letter or statement from a Disability Service Provider demonstrating a clear additional need as a result of the student's disability

Payment of Student fee

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 three instalments, at commencement of training, at mid-point and at the final face to face training day. We will invoice you at these times.

If you are a Cerebral Palsy Alliance staff member being supported by the organisation to do the course, Cerebral Palsy Alliance will pay your student fee to Training Alliance. The student fee is invoiced on the final face to face training 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. Notice of 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 allowable 12 months deferment time. If you do not recommence your program within the 12 months you will need to pay another student fee to re-enroll 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 Learning & Development Manager, Sue Baker email: sue.baker@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.

More information on Smart and Skilled Fee Administration Policy can be found at: https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2020_v2.3.pdf

Cerebral Palsy Alliance Employees

Cerebral Palsy Alliance employees may be selected and financially 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 Workforce Planning and Development 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. **Please make sure you read the Cerebral Palsy Alliance Professional Development policy prior to commencing your program.**

Census Date

The Census Date is mid-way through your course and is highlighted on your course schedule. At this point, you are half way through your course and is an opportunity for the student and facilitator to update the Training Plan and reflect on the learning achieved so far. At this point if you are behind in your assessments or for any reason you feel that you are no longer able to complete the course please discuss your situation with the facilitator as soon as possible.

Cerebral Palsy Alliance employees, please make sure you read the Cerebral Palsy Alliance Professional Development policy prior to commencing your program and understand your responsibilities around your Census Date.

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 unit(s) in 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 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* 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 competence 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 satisfactory 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 assist 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 support the learning of all participants. Training Alliance is committed to providing training and assessment appropriate for diverse learners and will work with you to address particular needs that may affect your ability to complete the learning and assessment tasks. These needs could include:

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

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

Information about your needs is kept confidential within Training Alliance. The Program Coordinator will discuss with you if she feels information should be discussed with your manager/ employer. Information of this type will not be shared with the manager/ employer without your consent.

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 Education through a statement signed by (or agreed to) 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 <https://www.asqa.gov.au/about/accountability-and-reporting/privacy>. We also report to State Government Agencies such as The NSW Department of Education – click here for privacy policy <https://www.education.gov.au/privacy-policy>.

Privacy Notice

Under the Data Provision Requirements 2012, Cerebral Palsy Alliance is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form) may be used or disclosed by Cerebral Palsy Alliance for statistical, administrative, regulatory and research purposes. Cerebral Palsy Alliance may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note, you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>

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.

Right to access of own information

If you wish to gain access to your own personal or academic information held by Training Alliance please 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 include your USI when you register for a program.

If you have any questions or need help to create your USI please let us know on training@cerebralpalsy.org.au or call on 9975 8715

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.

Course Evaluation

Written Course Evaluation for Cerebral Palsy Alliance

At the end of your course, your facilitator will ask you to complete an End of Course Evaluation. Any feedback you can give us that will assist us in continuous improvement of our training courses would be most appreciated.

Couse evaluations / questionnaires from the Australian Quality Skills Authority (ASQA)

You will also be asked to complete a questionnaire for our governing body, the Australian Skills Quality Authority (ASQA). We are required to feed the responses from this questionnaire back to ASQA as part of our registration as a Registered Training Provider (RTO). Information collected is used to improve the training of Nationally Recognised Qualifications.

Verbal survey

You may be contacted by the Australian Skills Quality Authority (ASQA) direct, to ask you questions via telephone or via email about your personal experience in dealing with Cerebral Palsy Alliance as a Registered Training Organisation (RTO) and completing your course with us.

Legislative Requirements

As an RTO Cerebral Palsy Alliance must comply with the Standards for Registered Training Organisations (RTOs) 2015. The standards are a component of the VET Quality Framework (VQF). The Standards for RTOs were established under the National VET regulator Act 2011.

The 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 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 Learning & Development 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, Safety and Environment on (02) 9975 8000.

Assessment Checklist

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.

Units of Competency	Date Submitted	Date Competency Achieved

Assessment Cover Sheet

Assessment Cover Sheet

CHCDIS008 Facilitate community participation and social inclusion

CHCCCS009 Facilitate ongoing skills development using person centred approach

Please complete all sections of this form

Student Details

Name:

Phone number:

Email address:

Organisation Name

Version number of
assessment guide

Due date of
assessment

Student 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.
- I give permission to Cerebral Palsy Alliance to use my submission for assessment validation purposes

Student Signature

Date

OFFICE USE ONLY

Received by Training Alliance:

Date

Entered into VETtrak:

Date