



impact

TRAINING INSTITUTE

STUDENT HANDBOOK 2010

Working in Partnership with Green Painters



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GENERAL INFORMATION FOR ALL ENROLMENTS

Overview of Qualifications

The qualifications delivered by ITI are Nationally Endorsed and recognized within the Australian Qualifications Training Framework (AQTF), enabling learning to acquire a qualification which is recognized throughout Australia.

The Australian Qualifications Framework takes the following form:

Schools	Vocational Education & Training	Higher Education
Senior Secondary Certificate of Education	<i>Vocational Graduate Diploma</i> <i>Vocational Graduate Certificate</i> <i>Advanced Diploma</i> <i>Diploma</i> Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Masters Degree <i>Graduate Diploma</i> <i>Graduate Certificate</i> Bachelor Degree <i>Associate Degree, Advanced Diploma</i> <i>Diploma</i>

Impact Training Institute offers training, assessment and qualifications throughout the Vocational Education and Training Sector. Upon successful completion of a program, Certificates awarded are a Certificate I, II, III, IV or Diploma for the program chosen.

The industry sectors in which we offer training and qualifications

- Business
- Financial Services
- Information Technology
- Customer Contact
- Process Manufacturing
- Transport and Logistics
- Hospitality
- Retail
- Wholesale
- Hairdressing
- Painting Industry (GreenPainters Ltd)

Careers Counselling

You can discuss or clarify your career interests, discover new possibilities and gain a greater understanding of education and training options in consultation with our staff, please contact our offices and request to speak with one of our Student Service Providers.

Training and Delivery Method

Training will generally take the form of;

A. *Institution Based*

Where a learner comes to our premises and participates in facilitated training sessions (traditionally known as 'classroom' training.)

Under this delivery mode, learners must attend at least 80% of classes. Failure to do so may mean their enrolment is cancelled at the discretion of the ITI training manager. Where fees are paid by the learner, the learner is still liable for the full course fees.

Training Policy and Training Methodology – Competency Based Training

ITI deliver all of our training and assessment services in line with 'Competency Based Training'. Competency Based Training is

*"Training which is geared towards specific outcomes which reflect the required competencies in the workplace...it is flexible in the way in which it can be delivered and treats learning as a natural process which reflects real working life" **

Training at ITI is completed using a variety of learning techniques. ITI endeavours to meet the needs of learners and overcome any barriers to learning that may arise.

* Source: *Training in Australia. Michael D. Tovey 1997*

Competency Based Training develops the skills, knowledge and attitudes required to achieve competency standards. The aim of competency-based training is to ensure that vocational education and training programs better meet the needs of industry and Australia's enterprises.

Under these (and any other arrangements) it is the responsibility of the learner to ensure that all evidence and assessment tasks are satisfactorily completed within the set duration of the course. An extension of the duration may be granted as determined by the training manager in extreme circumstances. A further fee may be payable for an extension as determined by the training manager.

Assessment Policy – Competency Based Assessment

To determine whether a person is competent he/she must be assessed against a set of criteria. A competency based approach encourages the use of a wider range of methods. What is important is that the learner gets a chance to show an assessor that he/she is able to competently perform a task or role to the standard required within the assessment.

In order for a learner to demonstrate that he/she is competent, he/she must be able to provide evidence-managed and guided by the assessor. Examples of evidence include: Completion of a set assessment task, completion of a provided workbook and the assessment components within that workbook, observation, written tests, oral tests or questioning, simulation exercises, role plays, case studies, reports and portfolios. It is up to the discretion of the qualified assessor to determine whether or not evidence is sufficient in demonstrating competency against the given assessment criteria.

All assessments conducted by ITI are in line with AQTF competency standards and the relevant training package requirements and rules.

Possible Assessment Outcomes

In competency based assessment a learner receives one of only two outcomes:

1. Competent (C); meaning the learner has demonstrated the standard required
2. Not Yet Competent (NYC); meaning the learner must undergo further study to meet the required standard.

Where a learner's assessment outcome is NYC, and he/she demonstrates a willingness to undergo further training and assessing, he/she will be offered further training by the assessor. He/she will then be reassessed using one, or a combination of assessment methods.

Staff at ITI endeavours to help every learner reach his/her personal training goals, ITI is committed to helping every learner achieve the qualification sought. However, the learner's effort must represent that he/she is also determined, keen and willing to undertake and complete training successfully.

Assessment Appeals

Where a learner feels that he/she has been assessed unfairly, he/she is advised to contact the ITI Training Manager on (02) 9806 9822 to arrange for another assessor. This assessor will then assess the learner for the level of competency in question. The second assessment will represent the acquired level of competency for the learning outcome. Each learner has 2 weeks in which to appeal an assessment.

Grievance Procedure

If a learner has a grievance with any aspect of their learning, he/she should follow these steps:

- 1) Speak with their trainer.
- 2) Where the learner does not feel the issue has been adequately resolved, he/she is encouraged to complete an 'improvement form'. This is available by contacting your trainer, or contacting our offices.
- 3) If further attention to the issue is required learners are advised to contact the Training Manager on telephone (02) 9806 9822 or email to training@iti.edu.au - Attention Training Manager, explaining in detail the areas of concern.
- 4) If the grievance remains unresolved, the external party to contact is your local Department of Education and Training (DET). If your DET representative is unknown to you, details can be obtained by contacting the ITI office on (02) 9806 9822.

Any feedback is encouraged, and will be forwarded to the Training Manager for perusal, handling and where appropriate incorporation into ITI's policies and procedures.

Learners with Disabilities

At all times ITI endeavours to assist learners with special needs and learners with disabilities. Where you feel you have a disability which requires extra assistance, special care, or special facilities please inform your ITI representative *prior* to enrolling and outline this on your enrolment form so that we can make arrangements as required. ITI adheres to the 'Disability Standards for Education 2005' and the 'Disability Discrimination Act 1992'.

Credit Transfer (CT)

Credit transfer can be applied for where full qualifications or statements of attainment have been previously obtained from a nationally recognised training organisation. Certified copies of these must be provided to ITI on enrolment or within 2 days of enrolment. Where a full qualification has been obtained, you are required to provide this as well as the testamur listing the competencies achieved. Failure to submit certified evidence within 2 days will result in CT not being granted, students will need to undertake all units.

Certified evidence supplied will be assessed by ITI to determine what credit can be applied to your enrolment with ITI. ITI recognizes and acknowledges formal training undertaken with other registered training organisations.

Recognition of Prior Learning (RPL)

ITI recognizes and acknowledges that skills and knowledge can be achieved in a number of ways, including;

- Formal training (in which case Credit Transfer but be applied for – see Credit Transfer above)
- Informal training
- Previous work experience
- Voluntary work
- General life experience

Where a learner feels that he/she has already achieved a required competency, an application for RPL can be submitted to ITI. This application must be made at the time of enrolment so that it can be incorporated into the training plan for the individual. Interested students will be issued with ITI's RPL policy and will undertake a self assessment and a RPL interview prior to completing enrolment.

Strict guidelines apply, and where necessary evidence will need to be gathered by the learner. Examples of evidence include;

- Work history
- Letters from employers – previous and current
- Demonstration of skills acquisition
- Photographs
- Video recordings
- Letters from customers/clients
- Letters/statements from other educational institutions
- References

Cost of RPL or Credit Transfer

This varies depending on the enrolment method, the funding option, the number of modules for which RPL/ Credit Transfer is sought and the qualification into which a learner is enrolling. For RPL and Credit Transfer fees please contact ITI offices.

Payment / Funding Options

Administration fee of \$100 applies for students wishing to undertake training and assessment under this program.

No Course fee applies for eligible participants. Course Fees are being funded by the NSW Department of education under the NSW Strategic Skills Program (SSP) for more information please refer to the SSP information section within this student handbook or contact Daniel Wurm from Green Painters for further information.

PAYMENT is made via direct funds Transfer to:

Bank Name:	ANZ
Account Name:	GreenPainters Ltd
Bank Reference No	"Your Name"
BSB:	012 554
ACC:	479616201

Late Fee Penalty

Where students fees and charges are not paid by the due date a monthly 3% late fee penalty will be charged. Prolonged failure to pay may result in termination of the training arrangement at the discretion of ITI. ITI reserves the right to take the necessary action to recover debts, in the case by which debt recovery action has been taken; all costs associated with this process will be passed on to the debtor.

Length of Training Programs

Training programs are delivered in line with the training package rules and competency based training and assessment rules.

The length of individual programs is dependant on a number of factors; these include the course and qualification level being undertaken, delivery mode and funding mode (if applicable).

This unit of competency will be delivered within a total 8 hour duration. (1 Day workshop)

Language, Literacy and Numeracy Assistance

Please notify ITI and your trainer if you consider you may have language, literacy or numeracy problems that may inhibit your participation in training. ITI will make reasonable efforts to modify delivery and assessment procedures to enable participation by all people who meet the requirements. You need to notify ITI prior to the commencement of training (at least 14 days) so that we can organise suitable assistance for you.

Alcohol, Drugs, AIDS and Related Issues

If you need assistance and information about Alcohol, Drugs, AIDS and other related issues, speak to our Student Service Providers for advice or referral.

HIV/AIDS Information Line	1800 451 600
ACON (AIDS Council of NSW)	1800 063 060
ADIS (Alcohol & Drug 24hr Information Services)	1800 422 599
CEIDA (Centre for Education & Information on Drugs & Alcohol)	1800 422 599
Smoking Quit-Line	131 848
Sydney Sexual Health Centre	1800 451 624

Privacy

ITI & GREENPAINTERS LTD collects personal information solely for the purpose of operating as a Registered Training Organisation under the AQTF administered by the respective State Government who is the registering authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit, statistical data, state and national reporting, measurement and evaluation.

Information concerning students, including information submitted on the enrolment form is collected and held by. ITI & GREENPAINTERS LTD also collects information other than what is supplied on the enrolment form, including but not limited to, student course participation, student study progress and outcomes.

If you are participating in a program that is being funded by State or Federal government, the information requested and collected is required to ensure that ITI & GREENPAINTERS LTD meets requirements as a Registered Training Organisation and in the case of a traineeship under the Apprenticeship and Traineeship Act 2001.

In all cases, information may also be disclosed to referring agencies, such as Work Cover and rehabilitation agencies and managers.

Certificates

Where a national qualification has been undertaken, upon successful completion a nationally recognised qualification will be issued to the learner by Impact Training Institute. Where partial completion occurs, a Statement of Attainment for competencies achieved will be issued.

Where a non-recognised course has been undertaken, upon successful completion a certificate will be issued to the learner by Impact Training Institute.

Where a portion of a national qualification has been undertaken, upon successful completion a nationally recognized statement of attainment for competencies achieved will be issued.

Finalisation must be met in order for a qualification, certificate or statement of attainment to be issued, this includes (1) payment of all fees and charges in full, (2) Successful demonstration of competencies obtained.

An original qualification, certificate or statement of attainment (whichever is relevant) will be posted to the learner's address (as per the enrolment form). Where a traineeship is undertaken a copy will be posted to the postal address of the employer.

It is the requirement of the learner to ensure that postal and contact details are updated with ITI & GREENPAINTERS LTD LTD. If qualifications, certificates or statements of attainment need to be re-issued an administration fee of \$20 will apply.

Refund Policy

For payments made prior to course commencement. This means the total fees applicable are paid prior to the course commencement date as per the individual's enrolment form, a refund of part or the full amount of the fees issued by ITI & GREENPAINTERS LTD may be given in the following exceptional circumstances:

- You have over paid the fees applicable

- You enrolled in a course that ITI & GREENPAINTERS LTD & Green Painters has cancelled prior to commencement.
- You formally advise ITI & GREENPAINTERS LTD in writing not less than 14 days, before the course commencement date as written in the enrolment form, of your intention to cancel from the course. Full fees will be refunded less a \$90 dollar cancellation fee.

CANCELLATION FEES

Where an employee leaves cancels their training after the commencement date of their training, a \$200 dollar cancellation fee applies in order to cover administration costs, sign up preparation, learning resources, and other expenditure expended to commence the program, including loss of income, as course fees are being paid on behalf of the employer by state and federal governments.

Cancellation and Termination

Upon undertaking a training program with ITI & GREENPAINTERS LTD LTD, all trainees, learners, and where applicable employers agree that misconduct on either part may result in cancellation of a training contract and/or any Fee for Service training, with no refund applicable, at the discretion of ITI & GREENPAINTERS LTD management. Misconduct may include: defamation of the college, the trainer or the training program; vandalism of college property; bullying and harassment of fellow learners, trainers and ITI & GREENPAINTERS LTD representatives and staff; repeated absenteeism and/or lateness; under a traineeship program repeated failed attempts of a trainer to obtain access to a trainee in order to conduct training and assessment services; repeated failure to pay fees and charges by the required timeframe.

Student/Learner Consent

By undertaking an enrolment, the learner;

1. Agrees with the terms fees and conditions as set out in this handbook and the enrolment form and confirms the accuracy of the information which has been supplied.
2. Consents to ITI & GREENPAINTERS LTD to verify or supply information about him/herself to State & Federal Government Agencies, Australian Apprenticeship Centres and/or Agencies authorized by these bodies, and to information being supplied to the National Centre for Vocational Studies (NCEVER) and/or agencies authorized to undertake surveys, and agencies who may have referred him/her including but not limited to Employment Service Providers (ESPs), Australian Apprenticeships Centers (AACs), CDEPs for Aboriginal or Torres Strait Islanders, Worker's compensation insurers, Disability service providers, Rehabilitation providers.
3. Consents to ITI & GREENPAINTERS LTD verifying information about him/herself from or supplying it to his/her employer, if under a traineeship arrangement or an arrangement whereby the employer has requested the training for the individual.
4. Consents that information provided on his/her enrolment documents is true and correct.
5. Understands that evidence provided with his/her enrolment (or relevant application) will need to be verified, and consents to ITI & GREENPAINTERS LTD obtaining personal information necessary to complete or verify the enrolment or application.
6. Understands that ITI & GREENPAINTERS LTD will not accept responsibility for incorrectly completed forms.
7. Understands that an enrolment or application does not guarantee a place in a course.

Further Information

Further information is obtainable by contacting ITI Offices or GreenPainters Ltd Ltd. One of our representatives will be glad to help you with any enquiries you may have or assistance you may need. Our contact details are as follows;

Impact Training Institute Pty Ltd
89 Marsden Street
Parramatta NSW 2150

Phone: (02) 9806 9822
Fax: (02) 9806 9833
E-mail: training@iti.edu.au
<http://www.iti.edu.au>

PO Box 843 Parramatta NSW 2124

STRATEGIC SKILLS PROGRAM (SSP)

What is the Green Skills, Environmental Sustainability, Strategic Skills Program?

The Department of Education will fund up to 90% of the total course fees associated with delivering the tailored short course (Part-qualification) BSBSUS301A: Implement and monitor environmentally sustainable work practices under the NSW Strategic Skills Program (SSP).

The training is designed to integrate sustainability into business plans, processes, products and services for small businesses in NSW. A must for painting contractors, retailers, or anyone in the NSW painting industry wanting to update their knowledge of the latest sustainable products, techniques and environmental legislation. Learn:

- Environmental Regulations and Legislation
- Sustainable Paints and Coatings Technology
- Develop and deliver innovative sustainable products and services
- Develop and manage environmentally sustainable business practice
- Waste and Recycling Strategies
- Nationally Accredited Course
- Suitable for GreenPainters Ltd Accreditation

Who is Eligible?

To be eligible to enrol in *training* purchased under the SSP, *participants* must be:

1. either Australian citizens, permanent Australian residents or New Zealand citizens. *Participants* are required to sign a declaration to this effect.
2. NSW residents and/or work in NSW.
3. not currently involved in any other DET funded *training programs*. *Participants* may have previously undertaken or completed other *training programs*, as long as they are not currently involved in those programs and continue to meet all other *participant* eligibility requirements.

What does it cost?

GREEN SKILLS – SSP PROGRAM

In relation to *existing workers* participating in the program, a compulsory private contribution of a minimum of \$100 towards the total cost of the *training* delivered to each *participant* is required to be made. The compulsory private contribution can be made by *participants* or employers and is a minimum financial contribution.

The NSW Department of Education & Training will fund course costs on behalf of approved and eligible candidates.

How do I apply for a training place?

You can contact Daniel Wurm from GreenPainters Ltd to discuss your training needs and in order for ITI to develop a suitable SSP tender that will be submitted to the department of education for approval.