



Student Handbook

Information on Nationally-Recognised Training

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This is a Texeco controlled document.

Preface

This handbook describes the actions, processes and responsibilities required of Texeco and students undertaking training and assessment under DKN Pty Ltd ATF Texeco Trust as the Registered Training Organisation (RTO No. 52944).

Access to Acts, Standards, Regulations, Codes and Guidelines may be necessary for further reference and clarification. Detailed and specific information should always be obtained from the relevant Acts, Regulations and Standards.

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1.0 Introduction

Texeco endeavours to create a positive learning environment for students. One in which each student has the opportunity to achieve their personal best through the provision of valid learning and assessment tools and strategies that are most suited to the students' diverse needs.

It is important for trainees to have access to information that assists you whilst training at Texeco. Please ask any Texeco staff if you require further details. This information includes the following:

- Information on currently available courses, including course content and the expected outcomes
- Enrolment and orientation details for the course and venue
- Arrangements for recognising existing skills/prior learning as well as qualifications issued by other RTOs/credit transfers
- Course delivery methods
- Assessment methods
- Flexible learning and assessment procedures
- Information for appealing a decision, making a complaint
- Provision for language, literacy, and numeracy (LLN) assessment; trainee's welfare and guidance services, are normally provided by the students' employer. However, Texeco can offer support in these areas particularly in LLN when conducting training and assessment.

Texeco trainers and assessors will inform you of:

- the opportunity for at least two attempts at achieving Competency within the enrolment period for the unit(s) or module(s) being delivered
- the opportunity to redeem a Not Yet Competent (NYC) assessment result in a reassessment process
- how you will receive feedback on your performance throughout the training and assessment process.

At the beginning of a subject your trainer will provide you with an outline of how your Competency will be assessed.

At the beginning of each training session, if you have special needs, you will be encouraged to highlight these needs to the trainer in order that action aimed at meeting your specific requirements may be taken. Trainer contact can be made in written form, through mail or email, or by phone/personal contact.

2.0 Access, Equity and Diversity

Texeco will apply its Company Code of Practice in its relationships with Customers and Corporate and/or individual clients. All Texeco staff are familiar with this Code and fully adhere to it.

The Training Manager will and have the responsibility for the application of the Company access and equity principles as well as providing information, advice and support services to assist clients.

Equity is not treating everyone the same but about ensuring that all people and all groups of people participate, have an opportunity to reach their potential, make choices and receive responsive and appropriate support.

As a Registered Training Organisation (RTO), Texeco is committed to the principles of Access and Equity. The Company's Training and assessment is accessible to the community regardless of gender, socio-economic background, disability, ethnic origin, age, race, or family responsibility.

Texeco has a duty of care in ensuring that all students study in a happy environment, free of coercion, unfair treatment, or harassment. Any circumstances caused by a fellow student, staff member, or issue with Texeco in general, which affects the wellbeing of any student will be dealt with in a professional manner by Texeco according to its established procedures.

2.1 Client/Student Rights

The RTO applies access and equity principles and provides timely and appropriate information, advice and support services which assist clients/students to identify and achieve their desired outcomes.

Nothing will take away the student's right to take further action under the Australia's Consumer Protection Laws, nor does the Registered Provider's dispute resolution process, circumscribe the students right to pursue other legal avenues.

Where necessary, the Texeco Trainer will provide clients with information about current legislation and regulatory requirements that significantly affect their participation in vocational education and training.

The following Acts are in the public domain and also available from Texeco on request:

- Age Discrimination Act 2004
- Competition and Consumer Act 2010 (Cth)
- Disability Discrimination Act 1992
- Freedom of Information Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- National OH&S Commission Act 2005
- National Vocational Education and Training Regulator Act 2011
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- Skills and Training Development (SA) Act 2008
- State Records Act (WA) 2000

The Law of Western Australia governs the contract of engagement between Texeco and the student.

The following websites are in the public domain:

- <https://www.training.com.au/aqf-the-australian-qualifications-framework/>
- <https://training.gov.au/>
- <https://www.tac.wa.gov.au/>

Texeco provides quality Training and Assessment and complies with the Standards for Registered Training Organisations (RTOs) 2015.

2.2 Language, Literacy and Numeracy Support Services

To meet the requirements of Language, Literacy and Numeracy (LLN), students are required to read, write and interpret documents as well as perform calculations. The student may be required to complete tasks such as reading complex standards, producing written assessments and answering questions in English.

Some courses may also require the student to use mathematical equations to perform complex calculations, such as determining results and comparing them to the actual reading.

If a student requires any assistance with LLN, Texeco will ensure that they are referred to an appropriate service in Western Australia such as Read Write Now 1800 018 802, or via their web site at <https://www.read-write-now.org/>.

The trainers and assessors have been appointed as points of contact for student support. Please feel free to reach out to our team if any need arises. This includes liaising with external support services on your behalf. These support services include:

- Alcoholics Anonymous - 1300 222 222
- Beyond Blue - 1300 22 4636
- Equal Opportunity Commission - 1800 198 149
- Lifeline - 13 11 14
- Samaritans - 13 52 47
- Translating and Interpreting Service - 13 14 50
- NAATI Western Australia – 1300 557 470

Texeco management will ensure that these contact numbers for external support services remain up-to-date and current before student training and assessment commences. Further information can be sought from Texeco's Support Services Guide.

2.3 Code of Conduct

Texeco expects all students and trainers to:

- Comply with reasonable instructions and company rules.
- Be honest and respectful to your training instructor, administration staff, and fellow students.
- Comply with Texeco's stringent (zero tolerance) drug and alcohol policy.
- Contribute to learning harmoniously and positively.
- Provide suitable identification, e.g. driver's licence before course commencement, to confirm your identity.
- Be punctual and courteous.
- To ensure that mobile phones are turned off during assessments and are on silent mode during course times.

Texeco's training courses include work areas that require the use of tools, electric meters, and equipment. Misuse of tools, equipment, and facilities may be dangerous. If you have any concerns regarding the use of tools or equipment, you have a duty of care to advise your training instructor in advance.

3.0 Course and Enrolment Information

3.1 Course Information

Before being enrolled in a Texeco course or program of study, students will be given access to all appropriate information regarding:

- course or program content
- duration and timelines
- entry conditions such as prerequisite units, licenses and other requirements
- training delivery modes
- assessment requirements
- fees and refund policy
- qualifications and certifications upon successful completion
- our terms and conditions.

Where any change in the course or program occurs, whether it is to the content, or training and assessment delivery modes, or serviced by another provider, the student will be notified and an agreement will be negotiated to suit, and not unfairly inconvenience the student.

Texeco will provide a full refund of the course fee, including any administration fee if Texeco is unable to deliver the training and assessment as agreed.

Where the national unit(s) of competence are changed, superseded or withdrawn, Texeco will manage any transition arrangements as per the VET Standards. Generally, any enrolled student will be allowed to complete the necessary training and assessment and be issued with the current certification or be transitioned to the new one, so long as the student is not disadvantaged.

Note that no new enrolments will be accepted for a superseded or discontinued unit.

If Texeco closes its business operations or ceases to deliver any part of the training product that the learner is enrolled a refund will be payable to the learner.

Learners are not required to supply any materials and equipment as part of their training and assessment.

As applicable, if there are any implications for the learner of government training entitlements or subsidy arrangements concerning the delivery of our services, this information will be included in the pre-enrolment documentation provided to the learner.

3.2 Enrolment

Once the pre-enrolment conditions have been met, enrolment is conducted using the approved Texeco enrolment form. The form is used to collect the following:

- a minimum set of questions to provide information for VET research and reporting data
- a disability supplement to assist Texeco in determining learning support needs
- student identification and related information.

To enrol in a nationally accredited qualification or Unit of Competence, students must have a Unique Student Identifier (USI). The USI can be applied for by the student and supplied at enrolment or, it may be applied for by an RTO, on the students behalf at a cost of \$70.

The student must also provide all evidence supporting their enrolment such as pre-requisite units, licences, workplace experience or other qualifications.

Once the agreed fee has been paid to Texeco, the student is formally accepted as enrolled in the selected course.

3.3 Discontinuation of Enrolment

Enrolments with Texeco may be discontinued at any time. Should any student wish to discontinue with any enrolled courses, notify Texeco in writing. Should the student wish to continue with further training towards a nationally-recognised competency or qualification with an alternate Registered Training Organisation (RTO), Texeco shall advise the student in writing of other RTOs that conduct the required training. If the student has partially completed a course, Texeco shall issue a certificate or Statement of Attainment according to completed units which can be used as credit towards the course.

3.4 Progressive Certification

When candidates have been enrolled on specific Texeco programs, a certificate, Statement of Attainment or Qualification will be issued after the successful completion of all training and assessment for each program in accordance with AQF certification standards. Should a candidate require progressive certificates of completion, they need to apply to Texeco in writing. The issue of any additional or replacement certificates may incur an additional fee.

3.5 Student Records

Texeco has a student management system which details and stores information about the student and their enrolments in Texeco courses and qualifications. This information is secured and protected from any unauthorised access or loss—Texeco staff will ensure the safeguard of student personal information.

The records are stored in accordance with the requirements of the VET Standards for RTOs, which includes the retention of:

- completed assessments for a period of up to six months from the time of judgement; and
- student records of attainments of units of competence and qualifications for a period of 30 years.

3.6 Statement of Attainment/Issuing of a Qualification

Your trainer/assessor will notify you of the outcome of your assessments.

After completing the final assessments (including any reassessments), clients will be issued with a Statement of Attainment or an AQF Qualification by Texeco in accordance with Schedule 5 of Standards for Registered Training Organisations 2015.

Those clients who were deemed not yet competent will be invited to be reassessed on these particular units of Competency. If a Student does not book their reassessment within 21 calendar days, they will be considered as having completed their Training and Assessment. In this case, a Statement of Attainment will not be issued for the outstanding competencies.

The Standards for Registered Training Organisations 2015 specifies the time frame to ensure Texeco maintains compliance by finalising the results and issuing the credential within 30 calendar days of receiving the final assessments for the student.

Texeco will issue the AQF certification documentation, with the RTO QR code, by email to the email address provided on your enrolment form.

4.0 Fees, Cancellation, and Refund Policy

4.1 Cancellation Policy

Texeco has a cancellation policy based on a right to recover relevant costs to Texeco. All requests for refunds/cancellation/transfer must be in writing to the Accounts and Finance Manager. Should a student withdraw from a course for any reason a full or partial refund may be applicable.

The information below outlines some of the circumstances under which a refund may be granted.

Cancellation notice provided	Administration Fee	Refund
More than ten working days	\$70	100% of the course fee
Five to ten working days	\$70	50% of the course fee
Less than five working days	\$70	25% of the course fee
Commenced Training	N/A	0% of the course fee

Fees associated with the cost of Recognition of Prior Learning shall be addressed on a case-by-case basis. Students will be advised of the cost of RPL prior to engaging Texeco for this service.

An administration fee of \$70 is required to be paid prior to course commencement, which is included within the deposit fee. If the student withdraws from the course prior to course commencement, they will forfeit this administration fee but may be entitled to a refund of the remaining deposit.

If a student is deemed not yet competent on completion of training and assessment, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given an additional opportunity for reassessment for a third at a cost of \$70.

4.2 Fees Paid and Refunds Given Policy

The fees and charges applicable to the Training and Consulting activities of Texeco shall be set by the Managing Director. All fees that a student will need to pay over the term of their enrolment are included in the marketing and advertising material.

All fees and charges for self-paced training will be invoiced for upon acceptance of the Application for Enrolment. Course material will be distributed only when the agreed deposit has been received by Texeco. Once the student has been enrolled and has commenced the training, a refund will not be given should the student wish to

discontinue their training. Training is considered to have commenced when the student is provided access to the course training materials.

Should a student wish to discontinue an RPL once payment has been made, no refund will be issued.

The Managing Director will ensure that Texeco, at all times, has the required insurances necessary to carry out its business, at its office and in other places, including insurance for workers compensation, public liability, professional indemnity, building and contents and if required, any other insurance necessary to indemnify Texeco, its staff, its clients and its students.

The entire course fee, including the administration fee of \$70, will be refunded if Texeco fails to provide the agreed services or if Texeco has canceled the enrolled training.

If the participant withdraws from a course due to illness or hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g., medical certificate) must be provided, or
- A non-refundable administration fee of \$70 will be deducted from any eligible refund, or
- Any refund due to withdrawal due to hardship will be at the discretion of Texeco.

VET student loans are not applicable to the training courses delivered by Texeco.

Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a certificate re-issue fee of \$70 will be charged.

In terms of timeframes for payments, Texeco will not admit a student unless an agreed deposit has been paid, or in the case of a company a purchase order has been received.

Texeco will not issue any statements of attainment unless the training and assessment has successfully been completed and paid for in full.

When a student pays the full course fee, they will be provided access to the required course training materials within not more than one business so that pre-reading can commence.

In the event your course is invoiced to your employer or a third party, and that organisation ceases to operate or refuses to make payment, the course fee becomes the responsibility of the student.

4.3 Cooling Off Period

Students have the right to a 'cooling off period' if they signed up to a course as a result of tele-marketing or door-to-door sales. The cooling off period is 10 days from the date they signed their Agreement. To exercise this right, the student must notify Texeco's

office in writing within 10 days of enrolment. This can be by email to admin1@texeco.com.au or by registered post.

4.4 Fee Protection Policy

Prepaid fees include all fees paid in advance from prospective students.

Fees include all fees that the student is required to pay to complete the course, this includes:

- Enrolment/Administration Fees
- Tuition Fees
- Fees for course materials.

Texeco will ensure that all fees are clear and transparent as per the marketing and advertising material. Texeco has measures in place to protect students' prepaid fees.

Texeco will not require more than \$1500 per learner in prepaid fees.

5.0 Competency Based Assessment

Competency based assessment is the process of collecting evidence and making judgments on whether competence has been achieved. This confirms that an individual can perform to the standard expected in the workplace as expressed in the relevant endorsed industry/enterprise competency standards (or outcomes of accredited courses if there are no competency standards for an industry).

Assessment is a mechanism for determining competence of an individual against a benchmark. In the Training Packages a unit of Competency is the benchmark. Assessment takes many forms, which can be offered in as many unique ways as there are individuals in the workforce. In many instances, assessment will form part of a training and assessment program. There is also, however, provision to assess individuals who have developed skills by pathways other than through a combined training and assessment mode, such as experience on the job, training in another sector or state.

5.1 Evidence Gathering

Texeco staff members have selected suitable methods to ensure sufficient evidence can be gathered on how you perform a task or skill against the specified criteria. Some assessment methods are best suited for assessing practical skills and others are better for assessing theory or underpinning knowledge.

When choosing the most appropriate assessment method, the following will be considered:

- the four dimensions of Competency (task skills, task management skills, contingency management skills and job/role environment skills);
- the skills or cluster of skills applied in a workplace situation;
- specific Training Package or Accredited Course requirements;
- underpinning knowledge/skills which are required;
- the qualification level and outcomes;
- the individual needs of the student;
- where the assessment will be conducted (on-the-job, off-the-job, simulated environment, distance delivery); and
- the available resources.

Your trainer will use a minimum of two different assessment methods to determine whether you are 'competent' or 'not yet competent' against the criteria.

The assessment activities must ensure:

- assessment is valid, reliable, flexible and fair;
- assessment takes place in an environment that meets the requirements of the relevant course;
- the assessment activity, as defined in the Delivery and Assessment Plan, is suitable for the course; and
- the assessment activity covers all elements and performance criteria within the unit, module or cluster.

You may find there are variables applicable to the assessment. This may depend on the:

- different workplaces or different work areas within the same workplace
- differing customer requirements/needs
- different occasions/times dealing with different situations such as night/day activity busy/non-busy periods
- different facilities and resources.

Typical assessment methods include:

- Observation - of someone performing a task or producing a product.
- Reports - used on or off-the-job to provide evidence of understanding in a particular context. Reports should be combined with oral or written questioning to validate understanding.
- Simulation/Role-Play/Case Study - simulation of workplace activities to gauge performance, e.g., opening and close a main line valve.
- Portfolio - provision of a collection of evidence and samples that prove competence against the specified criteria. This is particularly useful in a Skills Recognition Process.
- Practical exercise or task - the student undertakes a task or exercise that demonstrates Competency performed against the specified criteria.
- Knowledge based tests - written or oral questioning. Written and oral tests are widely used as a method of assessing a student's understanding or knowledge of the work or task they are performing. The term 'knowledge' is used in a broad sense and does not merely refer to recall from memory or rote learning, but to show clear understanding of the task being assessed.

Where appropriate, assessment methods will consider and have the flexibility to incorporate the equity needs of students.

5.2 Plagiarism

All evidence provided by the student must be entirely their work. This means that in any assessment, all written answers must be in your own words, and not copied from another student or researched document (without the proper acknowledgments). This is also the case for all practical components of an assessment, particularly where they may be a group project-based assessment.

If any instance of plagiarism is detected, the student will be notified as will their manager, and Texeco management. In this case, the student will be given an

opportunity to re-sit the assessment once, and, if detected again, the student will be deemed "not yet competent" for that unit.

5.3 Reporting to the Student

After someone has undergone a Competency based assessment or a skills recognition assessment, they are either deemed "competent" or "not yet competent". If you are deemed competent, you will be issued with a Statement of Attainment listing the units of Competency they are competent in, and a full qualification, if completed.

The trainer will provide you with feedback about the outcomes of the assessment and provide guidance for future options. Feedback must describe the performance of the student against the elements or learning outcomes and any reassessment options.

5.4 Assessor Qualifications

Texeco will at all times ensure that assessors completing assessments, including RPL, will have completed a Certificate IV in Training & Assessment or equivalent assessing units, and hold the relevant vocational competencies.

6.0 Student Not Yet Competent

If you are deemed Not Yet Competent (NYC), you will be given feedback on your performance. All candidates have the opportunity to appeal their results and to be reassessed (see section on Customer Complaints and Appeals). The student will have the opportunity to redeem the NYC in a reassessment session provided under the following arrangements:

- The reassessment opportunity must be undertaken within six (6) months after the original assessment.
- You will be given an opportunity to be retrained and assessed by a qualified assessor.
- If you still have a NYC result to redeem after the designated six (6) months, an approval from the Texeco Manager will be required to have this period waived.
- Trainers will document all reasons for placing you on NYC by completing the relevant section on the assessment. You will be informed of what you need to do to redeem the NYC and within what time period.

7.0 Skills Recognition

Texeco has processes for assessing the skills a trainee already possess. The processes may also be known as:

- Recognition of Prior Learning (RPL); or
- Mutual Recognition.

Skills Recognition may include:

- recognition of competence in a unit, module, program or cluster of subjects towards the achievement of a qualification; or
- recognition for an entire qualification.

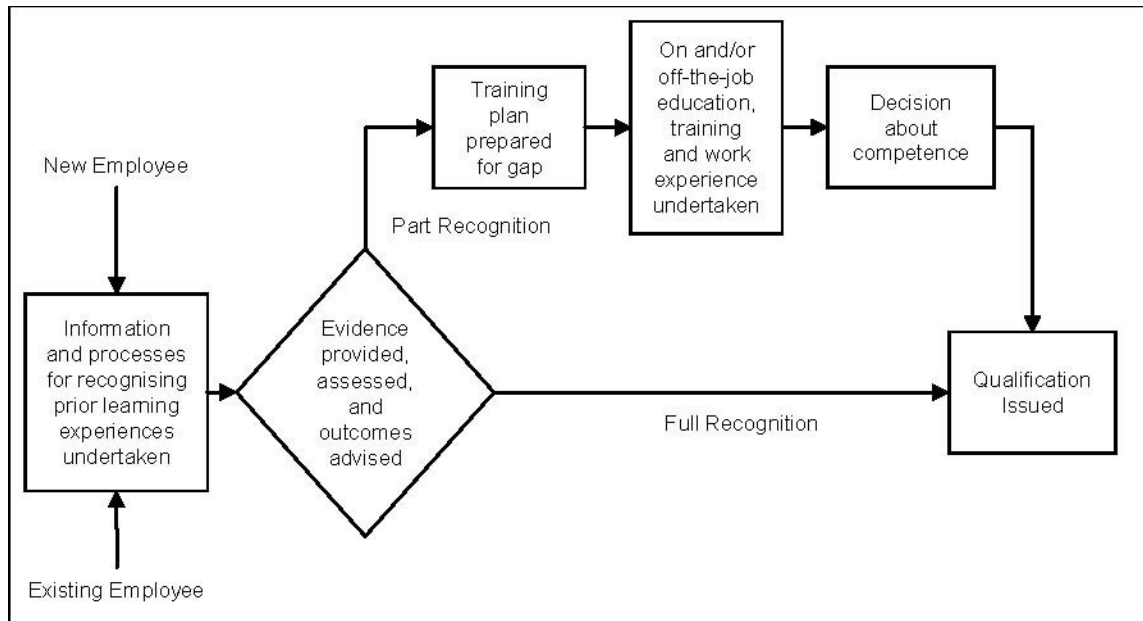
Recognition of Prior Learning/Experience Model

A typical process for candidates seeking to have their prior experiences recognised within the model is shown in the following diagram.

To assist you in applying for Skills Recognition for credit, the following is available:

- step by step guide on how to apply for Skills Recognition;
- information regarding your preparation for Skills Recognition assessment;
- full details of the units of Competency or modules; and
- evidence summary sheets, to be completed by you.

Be aware that you must ensure that the documentation you provide to justify the claim for Skills Recognition is sufficiently detailed. Texeco staff may provide guidance to you in the preparation of your evidence.



You will be informed of the assessment methods to be used, and, where applicable, the time, date and venue for the assessment. All skills recognition interviews/assessments will be completed in a confidential, non-threatening environment, which provides access to appropriate materials, equipment and assessment tools. Short skill demonstrations may be required to verify your application.

The assessment of your Skills Recognition will be consistent with the assessment of students undertaking training in the associated Competency based programs.

Assessment for Skills Recognition may occur in a number of ways, for example:

- completion of an assessment without training;
- direct observation of a workplace activity;
- documentary evidence in the workplace with collaboration of authenticity by management; or
- challenge testing.

Assessors will ensure that the evidence provided by you is relevant, reliable, current and sufficient. During the process of assessment, feedback may be given to you regarding the adequacy of the evidence presented or clarification which may be required. A second opportunity to provide evidence will be given to you prior to the final assessment decision being made.

An appeals process is available as detailed in section 7. Any subsequent application for Skills Recognition made by an Applicant unsuccessful in an appeal, will be treated as a new application and will proceed accordingly.

7.1 Recognition of Prior Learning/ Recognition of Current Competencies

Policy

In accordance with the requirements of National Vocational Education and Training Quality Framework (VETQF), Texeco offers Recognition of Prior Learning (RPL) Recognition as a form of assessment used to determine whether a person has achieved, through a formal or informal training, life experience and/or work experience, the skills and knowledge required to prove they are currently competent in accordance with current industry performance standards.

Texeco will ensure that RPL is offered to all applicants on course commencement and that the process is structured to minimise the time and cost to applicants (trainees/corporate clients).

Texeco will also provide adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held, regardless of how, when or where the learning occurred.

The assessment pathways in Texeco provide for the recognition of competencies previously obtained. It should be remembered that Units of Competency and qualifications in the Training Packages should be recognised regardless of how, when or where they were achieved.

Note that RPLs can total 100% of the course.

Applying for RPL

An application for the RPL process is undertaken through the Training Needs Analysis Tool. There are two methods, depending on trainee's knowledge or abilities, in approaching RPL/RCC.

Option 1 - Current Qualifications or Statement of Attainment

After registering the details on the Training Needs Analysis (TNA) tool, the trainee will be prompted to enter the details of their Current Qualifications or Statement of Attainment. The Statement must be forwarded to the Managing Director and the trainee will not be required to complete the remainder of the TNA Tool.

The Assessor will map trainee's current Statement of Attainment or Qualification to the Competency. If the Statement of Attainment or Qualification is recognised as an equivalent competency, Texeco will acknowledge it and the trainee will be deemed as a competent.

If the Statement of Attainment or Qualification is not recognised as equivalent to the Competency, trainee may be required to demonstrate the knowledge of the Competency (through formal documentation) or alternatively may be recommended for further training.

Option 2 - Evidence of Current Competency

After registering the details on the TNA Tool and not having a Statement of Attainment, Qualification or previous Training, THE trainee will undergo the thorough face-to-face interview with the Managing Director/Assessor identifying the skills and

experience, knowledge and understanding so that the candidate's suitability for the current Competency is determined.

If the candidate is deemed as suitable, a letter is forwarded. Assessment decisions will be based on whether or not the evidence presented sufficiently shows that the individual is able to meet the competency standards.

The assessor will determine if you have achieved a 'Competent' or 'Not yet Competent' against each of the competency standards in the appropriate units. If you have achieved Competency, a Statement of Attainment will be issued.

If you are deemed 'Not yet Competent', the assessor will determine whether further training will be required or alternatively if mentoring or further on the job training will be required. If you achieve Competency and you are reassessed after this further training, a Statement of Attainment will be issued.

The length of the process is dependent on the complexity of each assessment. Finding evidence to support the application is usually the lengthy part of the process.

The assessment process involves:

1. Collection of evidence
2. Judgement
3. Recording results.

There are six key features of assessment practices/judgement in a competency-based assessment system:

- Validity = evidence covers a range of skills and knowledge in a variety of contexts or situations
- Reliability = evidence is interpreted against the National Competency Standards
- Flexibility = practice recognises transferable competencies no matter how, where or when they have been acquired. May include daily work activities, other work or leisure activities or previous certified learning.
- Authenticity = evidence is a true reflection of the candidate
- Currency = evidence is recent
- Fairness = the trainee and the assessor should jointly participate to develop/agree to the processes and criteria for judging performance.

That is:

- What competencies will be assessed
- How the competencies will be assessed
- Where the assessment will take place
- When the assessment will take place.

How to Apply for RPL

If you choose to proceed through RPL, you can contact Texeco staff via one of the following methods:

- Post to:
- Phone:
- Email to:

7.2 How to prepare for your RPL assessment

In order for your skills to be formally recognised as part of a national qualification, Assessors must make sure that you (the candidate) have the required skills and knowledge to meet the industry standard as specified in the relevant Training Package.

You must be involved in the RPL process so that all the experience, skills and knowledge you have gained over time can be correctly identified and suitably demonstrated. This evidence is gathered and used in recognition of all or some of the units for the qualification you wish to gain.

All assessment requirements will be discussed with you in advance, and you will be given the opportunity to ask questions and clarify requirements. Being prepared for the assessment process and knowing what you need to provide can save you valuable time and ensure that the RPL assessment is as simple and stress-free as possible.

Here are some tips to make the application process and interview (this may be by phone) easier for you.

1. Your Assessor will ask you to talk about your work roles and your employment history.
Bring a copy of your résumé. You might like to write down any work you have done in the past (paid or unpaid) and where this took place.
2. If you have certificates from any training courses you have completed, bring along or provide either certified copies or the originals to the interview with the Assessor and they can make a copy of them.
3. Bring along or provide any other documentation that you think would support your claim that you have done this work over-time.

The following is a list of some of the documents you can provide as examples of your work history:

- brief CV
- certificates/results of assessment
- any licences
- tickets held, e.g., forklift, crane
- photographs of work undertaken
- diaries/task sheets/job sheets/logbooks
- site training records
- site competencies held record
- membership of relevant professional associations
- hobbies/interests/special skills outside work
- references/letters from previous employers/supervisors
- industry awards
- any other documentation that may demonstrate your trade or industry experience or support your claim.

Depending on where you have worked and what the work may have included, you may or may not have documentary evidence. Do not be put off if you do not have documentary evidence, as the Assessor will work with you during the assessment process.

4. Think about who you would consider to be your workplace contact or referee.

Is your employer happy to support your aim to become qualified?

Would you feel comfortable if the Assessor contacted your current workplace or previous workplace/s to validate your skills and spoke to your supervisor/s or employer/s?

5. You will need to supply the contact details of work referees who can confirm your skills in the industry.

Think about who the best person to confirm your skill level would be.

Think about current or recent supervisors or employers who have observed your work and who would be able to confirm your previous work skills and experience. The Assessor will need to contact them.

6. You can speak with your Assessor about other ways you can show your skills for the trade or industry in which you are seeking recognition.

These could include letters from employers, records of any training courses or professional development sessions attended, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as there are no confidentiality issues – see below) or any other relevant documents.

7.2.1 Confidentiality issues

It is important that sensitive information is not included as part of your Supporting Documentation. You may need authorisation from your supervisor to use some of your evidence, so it is always best to check the privacy and confidentiality policies of the organisation. Client names should be deleted, and financial figures or other personal details should be blacked out and made unidentifiable.

An Assessor will map the trainee's current Statement of Attainment or Qualification to the Competency.

8.0 Mutual Recognition and Credit Transfer

Under the Australian Qualifications Framework (AQF), Texeco will recognise and accept the assessment decisions of Statements of Attainment and qualifications issued by any other Registered Training Organisation (RTO). Recognition may only be granted for qualifications where it is verified that the student has been issued with a statement of attainment.

Under this provision the following arrangements apply:

- All enrolled learners will receive credit for qualifications, units of Competency and/or modules completed at another RTO or AQF authorised issuing organisation (unless licensing or regulatory requirements prevent this). Texeco also accepts authenticated VET transcripts issued by the Registrar.
- Students must present original documents or colour certified copies from each RTO to claim recognition when applying for credit transfer.
- Any concern regarding the quality of Training and Assessment conducted by another RTO may be raised with the Department of Education and Training's Quality Assurance and Recognition branch which is required to investigate such matters or to the National VET Regulator at ASQA.

9.0 Customer Complaints and Appeals

9.1 Complaints

As complaints are part of the measurement of company performance, it is company policy to take every complaint seriously and to handle it expeditiously.

It is expected that the parties directly involved would resolve the complaint. Accordingly, candidates are encouraged to take up such matters with the persons involved as soon as possible.

If this approach is unsuccessful, students should consider lodging a formal complaint, wither in writing or verbally to the Texeco Manager.

Regardless of any result, each complainant will receive a written statement of actions and decisions made about the complaint.

9.2 Appeals

9.2.1 Appeals to complaint outcome

Each appeal against decisions made by Texeco as the RTO must be recorded in writing in Complaints and Appeals Register and referred directly to the Managing Director who will act as an independent arbiter.

9.2.2 Appeals to assessment outcome

If a trainee is not satisfied with the assessment outcome and feel that the judgement of the assessor affects their progress, the trainee should discuss the matter with their manager and then if not satisfied contact the Training Manager or Managing Director in writing, ensuring that this is done within 21 days of the date of the assessment.

To ensure a quality outcome, the Managing Director:

- is qualified as a Workplace Trainer and Assessor
- has not been involved with the course or assessment where the appeal arose
- is authorised to make a binding decision regarding an appeal made to him
- gathers information relevant to the appeal in any way they deem appropriate provided the principles of the assessment are not compromised
- makes every effort to liaise with the assessor/s to resolve the client's appeal.

Each appellant shall be given an opportunity to formally present their case. The Managing Director will provide each appellant with a written statement of appeal outcomes including reasons for the decision. See Complaints & Appeals Form attached.

It is expected that all appeals will be reviewed by the Managing Director within 10 working days. The trainee and the assessor/s will be required to sign a declaration stating that the decision of the Managing Director is final and binding upon both parties.

9.3 Procedure

While most complaints may be able to be resolved by the staff member taking the complaint, all complaints must be accurately recorded by the person receiving the complaint. All complaints, actions and outcomes must be registered in the

Complaints and Appeals Register. Complaint and appeals will be administered in accordance with the principles of natural justice and procedural fairness.

Should the staff member taking the complaint be unable to resolve the complaint then the matter is to be passed to an appropriate person best able to resolve the complaint.

It is generally expected that most complaints will be successfully resolved by the Training Manager within 5 working days. The office of the Managing Director will be used as an independent arbiter in cases of appeal or in the resolution of complaints that were not resolved at the lower managerial level.

In those cases where the complaint cannot be resolved within 5 working days the complainant will be informed in writing about the delay. After this step, the student can take the matter further in a more formal way.

The record of every complaint and any actions taken to resolve the complaint must also be referred to the Managing Director through the supervisory chain of command as stated in the Texeco's Organisational Structure. In all circumstances, Texeco will act on the subject of any substantiated complaint.

The Complaint & Appeal Form is available from Trainers, any Texeco staff or on-line on Texeco RTO's website.

All appeals are to be received in writing and recorded in the Complaints and Appeals Register. They are to be passed to the Managing Director immediately after receipt by Texeco.

If the complaint is made verbally through Trainer or Training Coordinator, the Training Manager at Texeco must summarise the complaint and appeal in writing and have it signed off by the person who received the complaint.

The Training Manager will respond in writing within five working days, acknowledging that Texeco has received the complaint.

Texeco will undertake to investigate the student's concerns. This investigation will involve contacting the party/parties against whom the complaint was made and allowing them to respond in writing in relation to the complaint.

Alternatively, a meeting will be arranged with the parties involved where a student has the right to appoint an independent nominee to attend all discussions.

The Training Manager will then inform, in writing, both parties of the outcome(s) and resolution in relation to the complaint.

The complaint and appeal will be dealt with promptly and the length of time involved may vary in accordance with the complexities of the case. Under normal circumstances the complainant can expect at least a provisional written response within 10 working days of presenting their complaint and appeal. If resolution takes longer, the complainant will be kept informed on the case's progress.

In the event that the complainant is not satisfied with the outcome, they can take the matter further with the Managing Director of Texeco, using the relevant complaints and appeals email address.

Texeco's complete Complaints and Appeals Policy and Procedure is downloadable via our website (refer to TEX-RTOPRO-21-0006).

All records of the complaints and appeals process and the outcomes are documented in the Complaints and Appeals Register and kept in a secure file.

If the student finds no satisfaction with Texeco, they may request mediation through the following body:

1. Australian Council for Private Education and Training (ACPET) provides access to independent mediators:

Suite 1/ 126 Wellington Pde

EAST MELBOURNE 3002

Tel: (03) 9654 6790

Fax: (03) 9654 9671

Web site: www.acpet.edu.au

If the matter cannot be resolved, then the student may wish to reach out to the:

2. Training Accreditation Council

Locked Bag 16, OSBORNE PARK DC, WA 6916

Phone: 08 9224 6510

Web: <https://www.tac.wa.gov.au/Pages/contactus.aspx>

Failing this, then the matter may be taken to appropriate legal professionals for resolution.

9.4 National Code of Good Practice

All state and territory registering authorities have embraced the National Code of Good Practice to respond to vocational education and Training (VET) quality complaints.

It documents service standards and complaints handling principles for registering authorities and the Australian Government.

These service standards include:

- listening to the views of VET consumers
- addressing any concerns VET consumers may have
- constantly improving the quality of VET products, services and policies.

National Code of Good Practice for Responding to Complaints about Vocational Education and Training Quality. For more information:

- talk to your local training organisation;
- visit www.training.com.au; or
- contact the relevant State/Territory Training Authority.

10.0 Training Assessment Strategy

10.1 Overview

The delivery and assessment strategy for your qualification and/or certification is designed to achieve two outcomes:

1. Gain workplace skills and knowledge at a pace and learning order that is consistent with carrying out your work duties.
2. Accumulate evidence in preparation for assessments as part of a certification process.

Each qualification has its own training and assessment strategy, which will be provided to you as a guide to the training program. This has been developed with industry needs in mind but, maybe altered to suit, where selected units are on Texeco's scope. The strategy outlines the following information:

- qualification details
- units of competence
- course details
- program details
 - industry consultations
 - delivery methods
 - assessment methods
 - staff qualifications
- resource requirements
- records management

At enrolment, an initial Training Needs Analysis (TNA) maybe conducted with you by our training staff. This initial TNA will identify your specific training needs based on your current work experience and qualifications and identify the gap for you to achieve full job competency.

Your trainer may also make suggestions on which learning unit you may be awarded Recognition of Prior Learning (RPL). Evidence of any RPL to be awarded must be provided. The result of this TNA is recorded in our student management system. Your TNA will contain a list of outstanding learning units required to be completed.

This information will be used by Texeco in identifying your learning needs at enrolment in one of our courses. Texeco will ensure it meets the needs of you and your job.

Feedback from you is a vital part of the continuous improvement of this learning process. You will be provided with Training Course Evaluation forms for all training sessions. Objective and accurate feedback from you is important. This information is strictly confidential and will stored and used according to our information and document control processes.

10.2 Training Delivery

Training is conducted at appropriate training venues – these venues may be at your workplace sites or at Texeco provided sites. Training may be provided by Texeco or by a third party training provider. You will be informed of your enrolment details for these training sessions.

A presenter, facilitator or trainer will be assigned for all training sessions. Training sessions can be theory only, practical only or a combination of both. Typically, theory learning is classroom-based and practical learning is conducted in a workshop or workplace environment. Training sessions will typically comprise of no more than 12 participants.

Where there is a practical component to the training session, you will be informed of the appropriate personal protective equipment (PPE) required. Prior to any practical activity or assessment, a job hazard analysis (JHA) will be conducted by your presenter or facilitator to ensure that all practical activities are conducted safely.

During these learning sessions, the presenter or facilitator will present the learning material. In-class discussions are encouraged to facilitate learning. Where there are knowledge-based learning outcomes, written assessments are conducted during or at the end of the training. Where there are practical learning outcomes, practical assessments with checklists are conducted.

You will be given direct feedback on your written and/or practical assessments during the training. If you are required to attend further training to complete a learning unit, you will be informed by your course presenter or facilitator.

At the end of the group training session, you will be asked to fill in a Training Course Evaluation. A course completion statement or certificate will be issued to you. You are required to provide the Training Course Evaluation to your trainer/assessor.

10.3 Self-Paced and e-Learning

Some learning units are suited for self-paced learning. In this mode of learning, you will be instructed on how to access the learning material. The learning material is in the form of student/trainee course notes, either electronically as screen-readable files or paper-based printouts. In some cases, your learning material will be accessible through an online learning system.

Where implemented, an e-Learning on-line environment may be accessible by you. The method of access will be made known to you by our Training Coordinator.

If your method of access is by printed course notes, written and/or practical assessments will also be printed out for your completion. If your method of access is electronic or web-based, you are required to print out the written and/or practical assessments for hand-written completion. Electronic completion of written assessments is NOT permitted. You may print out the course notes or you may read them off the screen.

If an e-Learning environment has been implemented, you will be instructed on how to securely log onto your e-Learning account to record your answers.

All assessments must be returned to our Training Coordinator for checking by a Workplace Assessor. If required, your Workplace Assessor will contact you for clarification on your assessment. If your assessment is satisfactory, you will be informed, and a unit completion statement will be issued to you. Your Training Coordinator will also record unit completion on your Training data file.

The pace at which you progress through self-paced learning material is determined collaboratively by you and your designated trainer. Once determined, your trainer will inform our Training Coordinator and our Training Coordinator will prepare a Training Plan for you based on the agreed pace.

10.4 Subject Matter Experts

Workplace mentoring is a learning strategy that is designed to enable you to develop workplace skills with the help of other experienced employees in your company. These employees act as Workplace Mentors as recognition that they are subject matter experts in their area of expertise.

The workplace mentors ensure experienced employees systematically pass on industry best practice skills that have been customised to specific company needs. Workplace Mentoring is a structured learning process using documented practical activity checklists with performance guides to ensure consistency in the process.

During Workplace Mentoring sessions, your Mentor will make use of the practical activity checklists to assist in systematically ensuring that workplace tasks have been completely accomplished.

You are encouraged to seek clarification on any aspects of underpinning knowledge required for the task or task performance with your Workplace Mentor. The objective of workplace mentoring is to provide you with a non-threatening environment to develop and retain new skills. Your Workplace Mentor will record the results of these events and forward the appropriate documentation to our Training Coordinator for filing and data entry.

10.5 Competency Assessment

Competency Assessments are conducted as the final assessment for units of Competency as part of your National Training Pathway in your nationally-recognised Certificate of Competency. Our training coordinator will inform you when Competency Assessments will take place, your training assessor and the location of the Competency Assessment. You will also be informed the details of the assessment – an assessment document will be sent to you to allow you to review the performance criteria and the areas of assessment that will be required.

Competency Assessments are a learning integration event designed to consolidate and integrate your learning experience, compliant to nationally-recognised units of Competency. In some instances, you will be required to repeat tasks that you have already performed with your Workplace Mentor – this is intentionally done to ensure consistency and retention in your learning experience.

This event provides Texeco as your Registered Training Organisation, an opportunity to monitor the effectiveness of the learning strategies implemented to assist you in your learning. It also enables Texeco to formally document your learned Competency.

Typically, Competency Assessments will be conducted as an assessment event on your worksite, or at a Texeco venue. You will be required to demonstrate your skills and knowledge at a worksite nominated by a qualified Workplace Assessor. A JHA will be conducted prior to each assessment session – typically, this will be conducted as part of raising a permit to work at the worksite.

The results of your Competency Assessment will be made known to you at the end of the assessment event. If you are assessed as 'not yet competent', your Workplace Assessor will remind you of the Appeals process as per Section 9.2.

11.0 Training and Assessment Plan

11.1 Training and Assessment Plan Overview

Your qualification training and assessment plan commences with your initial TNA. Based on the results of your TNA, our Training Coordinator and/or Trainer will prepare an initial training plan for you. Following this, as and when required, your Training plan will be reviewed and may be updated. Each time your Training plan is changed, the revised training plan will be sent to you. You will be instructed to replace the obsolete training plan with your current training plan.

Your Training plan will incorporate training and assessment events for your Workplace Training Pathway as well as your National Training Pathway. Details of each training event will be in your Training plan. Details of each course or Training module are in your Workplace Training Pathway.

In addition to this, you will be reminded by your Training Coordinator to attend training events and be given a Training Course Evaluation form to complete. On completion of each training event, you will be instructed to send a copy of course completion documentation and the Training Course Evaluation to your Training Coordinator.

All training is sponsored for and paid by your employer. If you have any enquiries regarding your training or assessment, please contact your Training Coordinator, team leader or manager.

11.2 Training Records

Your Training records document the training that you have completed. Copies of evidence of completion of training are filed by your company as well as by Texeco (as the RTO responsible for managing your training and qualification). You will receive the original printout of any statements or certificates from the training provider (third party or Texeco) – copies are retained by your company and Texeco. You may file your original documents in the section provided for this purpose in your Training Portfolio.

You are encouraged to monitor your Training records in your Training Portfolio for accuracy – if there are any anomalies, please contact your Training Coordinator for clarification or resolution.

On a regular basis (typically, every three months), a reprint of your latest training records will be sent to you. You will be instructed to replace the obsolete records with your current records.

11.3 Training Needs Analysis

Training Needs Analysis (TNA) is a process of identifying your Training requirements based on your Training pathway. At job start, your initial TNA will identify all your future training needs in order to gain full Competency for your job role. In addition to your initial TNA, your Training needs are routinely reviewed by your Training Coordinator and team leader or manager to ensure that you remain on target with respect to your rate of progression in your Training pathway.

The TNA report in your Training Portfolio lists all training that has not been completed by you that is relevant to your job role. This document is marked up when you meet with your team leader or manager to decide your Training needs.

The marked up TNA report is then forwarded to your Training Coordinator, who will prepare your Training Plan.

11.4 Training Management Plan

Where included, this section of your Training Portfolio describes your company's training strategy in meeting its statutory, license and business obligations.

12.0 Attachments

1. Company Code of Practice – Code of Conduct
2. Company Mission Statement and Vision
3. Complaint and Appeal Form
4. Glossary of Terms

Company Code of Conduct

Texeco makes the following commitments:

1. Acknowledges, supports and complies with, the Australian Qualifications Framework (AQF) as one of the most important features of the National VET Quality Training Framework (VETQF).
2. Committed to fair and transparent dealings in all activities including interactions with customers, employees, contractors, suppliers and government authorities.
3. Delivers and develops quality training programs, (including training and assessment activities) at competitive rates made accessible through group, individual, electronic and flexible learning means.
4. Requires its staff to be customer-centred and people-focused, to be responsible, accountable and outcome-focused while striving to achieve a high level of business acumen.
5. Educates clients on training pathways, encourages lifelong learning and consistently strives to initiate better learning pathways.
6. Encourages its customers to provide constructive criticism and will strive to continuously improve its systems and processes for its customers.
7. Recognises a 'Duty of Care' to clients, contractors and employees and provides a safe working environment free of discrimination and harassment.
8. Respects the privacy of all individuals, including staff and trainees and treats all training and human resources information as confidential.
9. Respects and abides by copyright and intellectual property laws.
10. Maintains up-to-date industry knowledge and complies with State, Federal, Industry and Client Regulations.

Mission Statement

Our mission is to deliver quality specialist training and compliance services that meet industry and customer needs through a strong customer and business focus.

Vision

Our vision is to be recognised as trusted experts and leaders in quality training and compliance services in the industry we operate.

Complaint and Appeal Form

Trainee			
Title			
Company		Date	
Receiving By			
Details of Complaint:			
Verified with Trainee	YES / NO	Date	
Additional Comments by Trainee:			
Trainee's Supervisor Informed	YES / NO	Date	
Complaint discussed with :			
Resolution between Texeco and :			
Trainee Notified of Outcome		Date	
Trainee Satisfied with Outcome	YES / NO		
If NO state action taken			
Trainee's Supervisor Notified	YES / NO	Date	
Office Manager Signature		Date	
Director Signature		Date	
Office use only:			
Texeco Administration: File in the Complaint and Appeal Register Folder			

GLOSSARY

Appeal process

A process whereby the person being assessed or other interested party, such as an employer, may dispute the outcome of an assessment and seek reassessment.

Assessment The process of collecting evidence and making judgements on whether Competency has been achieved to confirm that an individual can perform to the standard expected in the workplace as expressed in the relevant endorsed industry/enterprise competency standards or outcomes of accredited courses.

Assessment guidelines

Assessment guidelines are the endorsed component of a Training Package which underpins assessment, and which sets out the industry approach to valid, reliable, flexible and fair assessment. Assessment guidelines include the assessment system overview, assessor requirements, designing assessment resources, conducting assessment and sources of information on assessment.

Competency standard

Competency standards define the competencies required for effective performance in the workplace. Standards are expressed in outcome terms and have a standard format comprising of Unit title, Unit descriptor, Elements of Competency, Performance Criteria, Range Statement and Evidence Guide. See also Unit[s] of Competency.

Currency of evidence

Evidence that is relevant to what is outlined in competency units and not outdated or irrelevant.

Evidence/ quality evidence

Evidence is information gathered which, when matched against the performance criteria, provides proof of Competency. Evidence can take many forms and be gathered from a number of sources. Assessors often categorise evidence in different ways for example:

- direct, indirect and supplementary sources of evidence
- evidence collected by the candidate or evidence collected by the assessor
- historical and recent evidence collected by the candidate and current evidence collected by the assessor. Quality evidence is valid, authentic, sufficient and current. It enables the assessor to make the assessment judgement.

Qualification

Qualification means, in the vocational education and training sector, the formal certification, issued by a Registered Training Organisation under the Australian Qualifications Framework, that a person has achieved all the requirements for a qualification as specified in an endorsed Training Package or in an Australian Qualifications Framework accredited course where no relevant Training Package exists.

Statement of Attainment

Statement of Attainment means a record of learning, recognised under the AQF, which although falling short of an AQF qualification, may contribute towards a qualification outcome, either as attainment of competencies within a Training Package, partial completion of an AQF accredited course leading to a qualification, or completion of a nationally accredited short course which may accumulate towards a qualification through Recognition of Prior Learning processes.