Student Handbook
1300 909 402

RTO No: 107108   www.executivetraining.com.au   email: info@executivetraining.com.au

Applicant Name:...

Applicant Phone Number...

Welcome and thank you for considering Executive Training Group as your Training Provider. Prior to enrolling it is essential that prospective students and/or are fully informed of their rights, responsibilities and general obligations.

Executive Training Group will implement all practical resources and experience available to ensure successful completion of your training. We wish you every success during and after your training and please remember we are always here to help.

Christopher Ball
Chief Executive Officer
Executive Training Group

Introduction to Executive Training Group

Congratulations and Welcome!

Welcome to Executive Training Group (ETG). We'd like to congratulate you on your choice to complete a Nationally Recognised Qualification with ETG.

Executive Training Group (ETG) Head Office is based in Albury/Wodonga on the NSW & Victorian borders and with offices in Melbourne, Sydney & Adelaide we have the ability to deliver nationally recognised training to over 90% of Australia's population.

We aim to provide a quality learning experience which meets the needs of all students.

ETG began by specialising in meeting the needs of the security industry. Over time our methods were sought after by other industries such as hospitality, transport/warehousing, traffic control, health and safety to name a few.

As a registered training organisation ETG is regulated by the Australian Skills Quality Agency (ASQA). You can find more information about ASQA at their website, www.asqa.gov.au . ETG received successfully re-registered for five years in 2014

To assist you with managing your learning with ETG we have developed this **Student Manual.**

Please take the time to read through this manual, we trust you will find it useful, and answer many questions you may have.

The Student Manual provides an outline of the policies and procedures pertinent to students enrolling in and/or undertaking a course with ETG. The policies and procedures contained in this document are part of the overall quality framework that has been developed to ensure that students receive quality training and assessment services.

Our team at ETG is committed to maintaining the highest quality standards in training design, delivery and assessment and can be contacted at any time to assist with your enquiry on **1300 909 402**.

About Executive Training Group (ETG)

Our Vision

ETG's vision is to be the industry's first choice in accredited training nationally.

Our network of trainers and assessors will offer dynamic and innovative industry relevant and customised training.

Our Mission

Our mission is to provide quality training services to meet the needs of the industry. This includes pro

Training with ETG

As ETG is a registered training organisation who is regulated by the Australian Skills Quality Agency (ASQA) you can be assured that all training is of the highest quality.

All trainers and assessors are industry experienced and qualified, giving you peace of mind that the training offered by ETG will cater for your individual and industry needs.

Registration

ETG is a Registered Training Organisation (RTO) Number 107108.

As an RTO, ETG is a nationally recognised training organisation providing training, assessment and qualifications services for its clients, staff and members of the community.

ETG is governed by the Standards for Registered Training Organisations (RTOs) 2015.

ETG welcomes you and encourages you to familiarise yourself with the contents of this manual, as well as the contents of course handbooks for specific courses / modules you are undertaking with us.

Training Services provided to students follow the policies and procedures developed to meet the National Training Framework and national standards of the Vet Quality Training Framework.

Services include:

a) Pre-enrolment materials;
b) Study support and study skills programs;
c) Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
d) Equipment, resources and/or programs to increase access for learners with disabilities;
e) Learning resource centres;
f) Mediation services or referrals to these services;
g) Flexible scheduling and delivery of training and assessment;
h) Counselling services or referrals to these services;
i) Information technology (IT) support;
j) Learning materials in alternative formats, for example in large print; and
k) Learning and assessment customized to the workplace.

ETG is registered to deliver and assess the following qualification/s and short courses:

http://training.gov.au/Organisation/Details/107108

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Compliance with Legislation

Below is a list of legislation that ETG must comply with, but not limited to:

Type	Legislation	Impact	Compliance Measure
Business Name Registration	*Business Names Act 1962 (S.7) (VIC)*	Obligation to register, and maintain registration of business name/s	*Register business names*
	Company Registration *Corporations Act 2001 (CTH)*	Obligation to register company	*Obligation to maintain registration of company. Obligation not to trade whilst insolvent. Obligation to submit annual re-registration. Obligation to notify ASIC of required changes. Register company. Maintain company registration.* *Do not trade whilst insolvent.* *Submit annual re-registration return.* *Notify ASIC of required changes.*
Registration as RTO	Education and Training Reform Act 2006 (VIC); Education and Training Reform Act 2006 (Division 3 4.3.10 2) (VIC); National Vocational Education and Training Regulator Act 2001 (CTH)	Obligation to register as an RTO.	*Obligation to maintain registration as an RTO* *Comply with SNR's.* *Register as an RTO* *Maintain registration as an RTO* *Comply with SNR*
Working with Children Check	Working with Children Act 2005 (VIC)	Obligation to ensure staff holds employee level WWC cards.	*Obtain copies of WWC cards.* *Check WWC cards against WWC register Require holders to add* *The RTO as an employer (in order to receive notices of status change)*
National Police Certificate	*Information Privacy Act 2000 (VIC)*	Obligation to obtain national police certificates for specified RTO personnel	Obtain copies of national police certificate
Equal Opportunity	*Racial Discrimination Act 1975 (CTH), Sex Discrimination Act 1984 (CTH), Human Rights and Equal Opportunity Act 1986 (CTH) Disability Discrimination Act 1992 (CTH), Age Discrimination Act 2004 (CTH)*	Obligation to behave in a non-discriminatory manner in provision of goods and services, and in employment	Ensure compliance, through policy and procedure and through use of education Goods and Services
TAX	*A New Tax System (Goods and Services Tax) Act 1999 (CTH)*	Obligation to collect and remit GST on educational supplies not resulting in a NRQ outcome Staff education	Collect and remit GST on educational supplies Submit quarterly BAS
National Privacy Principles	*Privacy Act 2015 (CTH),*	Obligation to comply with the national privacy principles	Implement policies and procedures
Occupational Health & Safety	*Occupational Health and Safety Act 2004 (VIC)*	Obligation to maintain a safe workplace	Implement policies, procedures, have trained first aid officers, fire wardens, HSR's, provide a safe workplace.
Fair Workplace	*Fair Work Act 2009 (CTH)*	Obligation to maintain a fair workplace and to behave responsibly in employment	Provide clear Position Descriptions, and comply with Employment law.

Consumer Rights

Executive Training Group complies with the provisions of Australian Consumer Law including the Competition and Consumer Act 2010 (Cth) and Fair Trading Act 1989. This includes providing information to perspective students in clear English prior to enrolment, clearly explaining disclaimers, not behaving in a misleading or deceiving manner, not making any actions or omissions that may force or coerce a student's decision and providing fair dealings for all students.

Students enrolling into Executive Training Group's courses are entering into a contractual agreement. All students have access to and are provided with relevant information pertaining to their enrolment and contractual obligations before commencing the course. This information is contained within our enrolment form please call 1300 909 402 and request a copy be emailled.

For more information on consumer rights, please refer to www.consumerlaw.gov.au.

Terminology

Source: Australian Qualifications Framework Second Edition January 2013 www.aqf.edu.au

Assessment	Assessment is a process to determine a student's achievement of expected learning outcomes and may include a range of written and oral methods and practice or demonstration
Award of qualification	Award of a qualification occurs when a student has met the requirements of the qualification and the qualification is certified through the provision of a testamur. The term 'conferral' may also be used to describe this process
Certification	Certification is the verification and authentication of a student's entitlement to a qualification
Components of a qualification	Components of a qualification include modules, subjects, units of competency or units, the completion of which leads to an AQF qualification
Credit	Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing
Credit Transfer (CT)	Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications
Learning outcomes	Learning outcomes are the expression of the set of knowledge, skills and the application of the knowledge and skills a person has acquired and is able to demonstrate as a result of learning
Record of Results	A record of results is a record of all learning leading to an AQF qualification or an accredited unit in which a student is enrolled and is issued by an authorised issuing organisation. In Australia this may be called a 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results'
Recognition of prior learning (RPL)	Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit (National Quality Council Training Packages glossary)
Statement of Attainment	A statement of attainment recognises that one or more accredited units has been achieved
Testamur	A testamur is an official certification document that confirms that a qualification has been awarded to an individual. In Australia this may be called an 'award', 'parchment', 'laureate' or 'certificate'

AQF Guidelines and Learning Outcomes

The Australian Qualifications Framework (AQF) provides a comprehensive guideline for each AQF qualification, for example:

Learning Outcome Characteristics of a Certificate III qualification are defined as:

Breadth, depth and complexity of knowledge and competencies would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specific problems. This would be applied across a wide range of roles in a variety of contexts with some complexity in the extent of options available.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

Application may involve some responsibility for others. Participation in teams including group or team co-ordination may be involved.

Distinguishing features of learning Outcomes require the prospective student to:

- Demonstrate some relevant theoretical knowledge
- Apply a range of well-developed skills
- Apply known solutions to a variety of predictable problems
- Perform processes that require a range of well-developed skills where some discretion and judgement is required
- Interpret available information, using discretion and judgement
- Take responsibility for own outputs in work and learning
- Take limited responsibility for output of others.

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Marketing

ETG will market their vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.

In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

ETG will not state or imply that courses other than those on the Scope of Registration as recognised by the Australian Skills Quality Authority (ASQA).

An AQF and VET qualification to prospective clients is ethical, accurate and consistent with its scope of registration.

ETG will use the NRT logo only in accordance with its conditions of use.

If you need further information about registered training organisations, and nationally recognised training and accredited courses go to: www.training.gov.au

Course Information

Before enrolling into a course or program, students will receive a course information which provides information on:

- Course or program coordinator contacts
- Pre-requisites for entry into the program
- Course or program length
- Course or program content
- How to confirm location of training
- Opportunities for Recognition of Prior Learning (RPL)
- Fees (where appropriate)
- Assessment methods
- Qualification to be issued upon Successful Completion
- Refund policy to explain fee as trainees may need to pay money.
- Addtional Licensing Costs
- Complaints & Appeals Procedure
- Student rights & Responsibilities

Responsibilities of students

As a student you will be required to take responsibility for:

- Reading all relevant course and training information provided to you.
- Advising your Trainer/Course Coordinator if you have previous skills and knowledge and seeking Recognition of Prior Learning (RPL).
- Monitoring your progress by self-assessing your skills and knowledge against the competency standards in your qualification.
- Attending all training sessions as required.
- Meeting with your Trainer/Course Coordinator to review your progress
- Indicating whether you are ready for assessment at the scheduled times or seek alternative assessment dates.
- Working closely with your Course Coordinator and other students to present training and assessment session role-plays as evidence where required.
- Handing in all assessment tasks as per requirements unless otherwise discussed with trainer/Course Coordinator.
- Ensuring all work is the students' own work.
- Retaining evidence of your working notes and assessments and any other documents in your portfolio of evidence and presenting this for assessment.
- Discussing any concerns regarding the training course, session activities and your ability to learn with your Trainer/Course Coordinator.
- Advising the Trainer/Course Coordinator if you require any special adaptive equipment or support for the training course.
- Participating in course evaluation and providing feedback.

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Responsibilities of ETG to students

ETG will:

- Provide you with a safe and healthy learning environment free of discrimination.
- Provide you with a training and assessment schedule.
- Provide you with the appropriate unit of competency details included on your training plan.
- Treat you with respect.
- Follow all legislation affecting the learning environment.
- Provide opportunities to practice the skills and knowledge required to deem you competent.
- Deliver and record training and assessment outcomes.
- Provide you with access to your file records if requested.
- Set up work tasks to provide training and coaching to help achieve the competency standards in your training plan.
- Provide training materials and recommend other resources for further learning opportunities.
- Prepare you for assessment when you are ready and encourage self-assessment.
- Advise you of where, when and how assessment will occur.
- Assess your skills and knowledge through observation and questioning using valid, reliable, sufficient and adequate assessment tools developed.
- Give feedback to you on your progress.
- Provide results and review the assessment process after assessment.
- Remind you of the appeals process and options for further assessments if you are unhappy with the results.

Qualifications

All students participating in training with ETG will be issued with either a:

- Nationally Recognised Training Certificate (called a testamur),
  with a transcript of results/statement of results or
- Statement of Attainment

The following results are used to record unit outcomes on the above documents.

Competent	The student has demonstrated competency in all learning outcomes for that unit.
Not Yet Competent	The student has been assessed and has not yet demonstrated competency in all the learning outcomes for an individual unit.
Withdrawn	The student has withdrawn after one quarter of the way through the unit and not completed all required learning outcomes.

Credit Transfer
Recognition of Prior Learning

Access and Equity

Access and Equity means policies and approaches aimed at ensuring that vocational education and training are responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Access applies to everyone who wants to enter training can do so, with minimal barriers.

Equity applies to everyone who is being trained has an equal chance to maximize their potential in the course. This involves using modified training and assessment techniques when the trainee's needs require it.

Provision of products and services to prospective students will comply with equal opportunity legislation.

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Human Rights and Equal Opportunity Act 1986
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Age Discrimination Act 2004

EEO & Anti-Harassment

ETG is committed to maintaining a workplace free of unlawful discrimination, harassment, and bullying.

ETG has created and will maintain a safe and healthy work environment culture.

Privacy

ETG collects personal information solely for the purpose of operating as a Registered Training Organisation. ETG complies with the National Privacy Principles.

As part of the terms of our registration as an RTO and your access to Nationally Recognised Training ETG may be required to pass your details on to Government departments, Australian Apprenticeship Centres or the registering authority (ASQA) and other agencies with a right to access the information linked to your studies.

We will only do this as we are required, and will never allow your information to be divulged to any other party. Under the National Privacy Principles you can access your personal information at anytime and you may request corrections to information that is incorrect or out of date.

Support services for people with special needs

ETG will provide access to external support services for people with special needs. Reasonable adjustments to training and assessment can be negotiated between you and your trainer. Below is a list of external support service contact details:

Association of Competitive Employment (ACE) National Network	
ACE represents agencies who deliver open employment services for people who have a disability	
Tel: 03 9411 4033	Fax: 03 9411 4053
E: info@acenational.org.au	W: www.acenational.org.au

Australian Association of the Deaf	
Tel: 07 3357 8266	Fax: 07 3357 8377
E: aad@aad.org.au	W: www.aad.org.au

Blind Citizens Australia	
Tel: 03 9372 6400	Fax: 03 9372 6466
E: bca@bca.org.au	W: www.bca.org.au

Brain Injury Australia	
Tel: 02 6290 2253	Fax: 02 6290 2252

Mental Health Foundation Australia	
270 Church Street, Richmond VIC 3121	
Tel: 03 9427 0407	Fax: 03 9427 1294
E: admin@mhfa.org.au	W: www.mhfa.org.au

National Council on Intellectual Disability	
Tel: 2 6296 4400	Fax: 02 6296 4488
E: ncid@dice.org.au	W: www.dice.org.au

National Ethnic Disability Alliance	
Tel: 02 9687 8933	Fax: 02 9635 5355

Physical Disability Council of Australia	
Tel: 07 3267 1057	Fax: 07 3267 1733
E: pdca@pdca.org.au	W: www.pdca.org.au

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Pre-Training Review

Before any training begins the student will be asked to complete an enrolment form and undergo a pre-training review.

The pre-training review process is a very important as it allows the trainer/assessor to determine the students' language and literacy needs for the duration of the training and to tailor training delivery and assessment accordingly.

The prospective student will be asked to complete a Language, Literacy, and Numeracy Test, and will be offered an opportunity to seek Recognition of Prior Learning (RPL).

It will also enable ETG to determine the correct AQF level of the qualification.

As part of the pre-training review process the RTO will provide an opportunity to identify if any assistance and support that may be required to complete the training successfully.

During the pre-training review process, if any reasonable adjustments are required these will be discussed with your trainer/assessor, and if necessary appropriate strategies will be mapped out and negotiated at that time.

Language, Literacy and Numeracy

Some training courses demand a high level of literacy and numeracy subject to the AQF level to successfully complete. Please discuss any concerns about the levels required for specific training programs and work projects with your trainer/assessor during the Pre-Training Review process.

As mentioned earlier, a Language, Literacy and Numeracy Assessment is required of all prospective students seeking to enroll in a nationally accredited training program to determine if the ACSF level of the student meets the requirements of the qualification being enrolled into.

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Learning

Learning means the process followed by a learner.

There are three types:

(a)   Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of a formal qualification or award (for example, a certificate, diploma or university degree);

(b)   Non-formal learning refers to learning that takes place through a structured program of instructions, but does not lead to the attainment of a formal qualification or award (for example, in-house professional development programs conducted by a business); and

(c)   Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Competency Based Training

Competency Based Training (CBT) develops the skills, knowledge and attitudes required to achieve competency standards.

Competency is an industry-determined specification of performance, which sets out the skills, knowledge and attitudes required to operate effectively in employment. In vocational education and training, competency standards are made up of units of competency, which are themselves made up of elements of competency, together with performance criteria, a range of variables, and an evidence guide.

Competency standards are an endorsed component of a training package.

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Qualified & Vocationally experienced Trainer/Assessors

All Training and assessment conducted by ETG is provided by vocationally experienced and qualified trainers and assessors.

Specifically, Training and assessment is delivered by trainers and assessors who:

(a)   have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors; and

(b)   have the relevant vocational competencies at least to the level being delivered or assessed; and

(c)   can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and

(d)   continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

What this means is that all staff will have a minimum of three (3) years industry experience, they will have an industry qualification at least to the level being delivered and or assessed, and have a Certificate IV in TAE401010 & TAE40116 Training & Assessment with correct competencies

They will maintain their industry currency by undertaking ongoing professional development to stay up-to-date with industry expectations, regulations, requirements and standards.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

As part of the Pre-Training Review process, if a prospective student believes they have the current competencies or wishes to seek recognition of prior learning, it is recommended that they complete the Self-Assessment Checklist against the unit of competency and discuss these options with their trainer/assessor.

Credit Transfer (CT)

Credit Transfer (CT) is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

ETG recognizes the AQF qualifications and Statements of Attainments issued by other Registered Training Organisations.

As part of the Pre-Training Review process, if a prospective student believes they have the current competencies or wishes to seek Credit Transfer for past skills and or qualifications, it is a requirement that they provide certified copies of the qualification and Statement of Attainment at point of enrolment and discuss these options with their trainer/assessor.

Training Plan (TP)

Together ETG and a designated Trainer/Assessor will negotiate a Training Plan with you.

The Training Plan will be developed by:

- Selecting and Packaging together a number of units relevant to your workplace from the relevant Training Package.
- Identifying, negotiating and implementing learning/training methods and assessment strategies appropriate to your organisation and your individual learning needs.
- Outlining a proposed timeframe for the achievement of each competency.
- Planning the structured training component of the program.

Assessment

Assessment means 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 by the relevant endorsed industry/enterprise competency standards of a Training Package or by the learning outcomes of a VET accredited course.

Principles of Assessment

Principles of assessment are required to ensure quality outcomes.

Assessments should be fair, flexible, valid and reliable as follows:

Fairness: Fairness requires consideration of the individual candidate's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the candidate to ensure that the candidate is fully informed about, understands, and is able to participate in, the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.

Flexible: To be flexible, assessment should reflect the candidate's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the candidate; and, support continuous competency development.

Validity: There are five major types of validity: face, content, criterion (i.e. predictive and concurrent), construct and consequential. In general, validity is concerned with the appropriateness of the inferences, use and consequences that result from the assessment. In simple terms, it is concerned with the extent to which an assessment decision about a candidate (e.g. competent/not yet competent, a grade and/or a mark), based on the evidence of performance by the candidate, is justified. It requires determining conditions that weaken the truthfulness of the decision, exploring alternative explanations for good or poor performance, and feeding them back into the assessment process to reduce errors when making inferences about competence.

Unlike reliability, validity is not simply a property of the assessment tool. As such, an assessment tool designed for a particular purpose and target group may not necessarily lead to valid interpretations of performance and assessment decisions if the tool was used for a different purpose and/or target group.

Reliability: There are five types of reliability: internal consistency; parallel forms; split-half; inter-rater; and, intra-rater. In general, reliability is an estimate of how accurate or precise the task is as a measurement instrument. Reliability is concerned with how much error is included in the evidence.

If at any time, you feel that the assessment outcome is not fair, flexible, valid or reliable, discuss your concerns with your assessor.

Enrolment

All students are required to complete an **Enrolment Form** prior to commencing training.

As part of the enrolment process, you must provide a certified copy of appropriate photo ID as indicated on the Enrolment Form. A student must supply a Unique Student Identifier (USI) upon enrolment. Obtain your at: www.usi.gov.au

Course Fees

All course fees must be paid prior to commencement of any training.

Course Fees - please call 1300 909 402 press 1.

To ensure access and equity, ETG offers Enrolment by Payment plan, to ensure no student is disadvantaged.

Cancellations & Withdrawals

Occasionally, a student may withdraw from training, once they have commenced.

ETG will provide you with every opportunity to continue to access training in a more flexible manner, by making reasonable adjustments where possible.

However, in the event, that a student withdraws or cancels prior to commencement or completion, they are entitled to a refund.

Refund Policy

Fees may be refunded under the following circumstances:

If a student cancels 7 days prior to commencement, a 25% administration fee applies.

If a student cancels 3 days prior to commencement, no refund fee applies.

If a student has commenced training, no refund applies – Student can apply for a course

credit. In each instance, if a refund is sought, the student must complete a Refund Form.

Complaints & Appeals

All students have the right to appeal assessment results. All appeals must first be discussed with the trainer/assessor, as they may be asked to provide further evidence in support of the unit of competency sought assessment of.

If a student seeks re-assessment, they can do so under the Assessment & Re-assessment Policy - Starts on Page 32.

If a student has an issue that has not been resolved after attempts to resolve the issue with the trainer/assessor, then they can complete the Complaints & Appeals Form and the CEO will seek to resolve the matter with the student directly. Contact with the CEO can be made by email: info@executivetraining.com.au

Feedback

Feedback is a very valuable aspect of training and assessment. Feedback will be offered to you throughout your training from your trainer/assessor. Similarly, any feedback you have would be greatly appreciated, as it enables ETG to make improvements to the services we provide to our clients.

As part of the Vet Quality Training Framework, Students will be asked to complete the Quality Indicator Learner Questionnaire.

Re-Issue of Qualification

If a student requests in writing a re-issue of a qualification testamur or Statement of Attainment, then ETG will charge a $50.00 re-issue fee. The re-issue fee must be paid prior to re-issue.

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Self-Assessment Checklist

If you feel there are units they may wish to seek RPL for, you are asked to complete the following:

Unit Code	Unit Title	I have performed these tasks		
		Frequently	Sometimes	Never
Core Units				
Elective Units				

They are asked to provide this page to their trainer/assessor at time of enrolment, or as part of the Pre-Training Review. Similarly, if they have previous qualifications or Statement of Attainment, they can seek Credit Transfer, and will be required to provide a certified copy of the Qualification and Statement of Attainment. They have a copy of this Checklist in their Student Handbook.

Assessment/Re-assessment Policy and Procedures

Executive Training Group ensures that all assessments and evaluations be done in accordance with the assessment criteria of relevant training packages(s) and in line with Standards for RTOs 2015.

Clause 1.8 of Standards for RTOs 2015specifies that:
The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

1. complies with the assessment requirements of the relevant training package or VET accredited course; and
2. is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Clause 1.12 Standards for RTOs 2015 specifies that an RTO must develop and implement a system to ensure:
1. assessment judgements are consistently made on a sound basis
2. validation of assessment judgements is carried out.
3. An assessment system includes not only the actual materials used directly in conducting assessment, but also policies, procedures and other supporting documents that inform the way assessment is conducted within your RTO.
4. For a learner to be assessed as competent, your RTO must ensure the learner demonstrates their:
   ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations
   understanding of what they are doing, and why, when performing tasks
   ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments.
5. A learner must be assessed against all of the tasks identified in the elements of the unit or module

Therefore Executive Training Group will:
1. Prior to commencement of the course, learners are advised of the general assessment tasks, criteria and requirements of each unit of competency they will need to attain for the issuance of relevant qualifications.
2. All learners complete relevant assessments within the training schedules and then submit the completed assessments for marking with signed statement of authenticity.
3. The Compliance officer or respective trainer will ensure that learners' submitted assessments are all signed and dated with a statement of authenticity.
4. The Compliance officer or respective trainer will ensure that all assessment will be marked/evaluated within 5 working days following the date of submission, unless otherwise agreed or is a licensing condition.
5. The appointed assessor returns the marked unit (Competent or Not Yet Competent) with signed assessments feedback sheets to learners and notify the Compliance offcier or update the result into the system within 7 working days following the date of submission, unless otherwise agreed.
6. If being deemed Not Yet Satisfactory in an assessment, Learners will be offered the opportunity to resubmit. Learners are given another opportunity to resubmit an assessment. A learner will be contacted within 2 working days of this decsion.
7. If non competency of resubmitted assessment leads to non-issuance of the qualification, written advice must be given to the Learners within 15 working days.
8. The Learner has the opportunity to dispute the assessors' decision and request for re-assessment according to ETG's complaints and appeal policy and procedure. An email to compliance@executivetraining.com.au making this request, will be answered within 5 working days
9. The compliance officer will ensure that all learners' assessments as required have been marked as competent before recommending certificates and/or statement of attainment and/or statement of results.
10. All records will be stored in the Learners' academic folder, which shall be securely stored.
All assessments submitted by Learners, assessment feedback by the appointed assessor(s), resubmitted assessments, appeals etc. will be stored in the Learners' folders.
11. The CEO will ensure that no qualification/certificates/transcripts will be issued until the final assessment checklist has been submitted by the compliance officer with the signature(s) of the approved assessor(s) with all assessments marked as Competent.

Form ID Number:	Title:	EXECUTIVE TRAINING GROUP
ETG_FOR_007	**RPL APPLICATION FORM**	
P 1300 909 402	Executive Training Group 11 Glenwood Close Knoxfield Victoria 3180 chris@executivetraining.com.au	RTO: 107108

Recognition of Prior Learning (RPL) Application Form (To be used in conjunction with specific qualification RPL Kit)

Student Name:	
Course Name & Code:	
Assessor Name:	
What Qualification or Unit are you seeking RPL for?	
Date:	

Trainer/Assessor Interview Notes

Office Use Only

What is the outcome of the RPL Interview?

Form ID Number:	Title:	
ETG_FOR_006	**CREDIT TRANSFER FORM**	
P 1300 909 402	Executive Training Group 11 Glenwood Close Knoxfield Victoria 3180 chris@executivetraining.com.au	RTO: 107108

Credit Transfer Application Form

Student Name:	
Course Name:	
Date:	

Unit of Competency applying for Credit Transfer (Originals or certified copies must be supplied)

Unit code	Unit Name / Description	RTO who issued the units / qualification?

Office Use only

Was the student informed of the outcome of the Credit Transfer? (please specify)

Has the outcome been recorded in the management system?

Document Name	Credit Transfer Form			Issue Date	15/05/2014	Authorised by	CEO
Document ID No.	ETG_FOR_006	Version	1.0	Review Date	21/05/2015	Page	Page 1 of 1
RTO	Executive Training Group	National Provider Code	107108	Disclaimer: Once printed this becomes an uncontrolled document			

Form ID Number:	Title:	
ETG_FOR_010Security Vic	**STUDENT INDUCTION FORM**	
P 1300 909 402	Executive Training Group 11 Glenwood Close Knoxfield Victoria 3180 chris@executivetraining.com.au	RTO: 107108

Student Induction Checklist	**Yes**	**No**
Student Name		
Student ID		
Contact Number		
Email Address		
Pre Enrolment Questions - Checklist for Suitability (only for Security Course Students)	**Yes**	**No**
1. Have you ever been convicted of an offence, charges pending or found guilty without conviction in Australia or overseas. (this may warrant a refusal of license)		
2. Are you an Australian Citizen or permanent resident		
3. Have you been in Australia for over 12 months		
4. Can you read and write English (No Refunds will be given if misleading information is given)		
I have read and understood all the above questions and provided a true & correct answer		
Pre-Enrolment for ALL Students	**Yes**	**No**
Enrolment Form		
Student Handbook Issued		
Pre-Training Review		
Language Literacy Numeracy Test Conducted		
Training Plan Explained		
Student Assessments Explained		
RPL Offered		
Credit Transfer Options		
Notes		
Office Use Only: Have the students details been recorded in the management system? Y/N		

Document Name	Student Induction Form			Issue Date	09/07//2014	Authorised by	CEO
Document ID No.	ETG_FOR_010	Version	1.0	Review Date	21/11/2015	Page	Page 1 of 1
RTO	Executive Security Training	National Provider Code	107108	Disclaimer: Once printed this becomes an uncontrolled document			

Form ID Number:	Title:	
ETG_FOR_012	**PAYMENT OF ENROLMENT BY PAYMENT PLAN FORM**	
P 1300 909 402	Executive Training Group 11 Glenwood Close Knoxfield Victoria 3180 chris@executivetraining.com.au	RTO: 107108

Student Details

Surname	
First Name	
Course Name	
Course Code	
Course Start Date	
Course Cost	

Payment Method

□ Cash	□ Cheque	□ Eftpos
□ Credit Card	□ Direct Deposit	□ Other
Name on Card		
Card Number		
Expiry Date		

□ I agree to pay instalments of $

□ Per week	□ Per Fortnight	□ Per month

To be paid in full by (insert date)

Signature:	
Date:	

Office Use Only

Date	Amount Paid	Receipt No.	Balance Owing

Document Name	Enrolment by Payment Plan Form			Issue Date	09/07/2014	Authorised by	CEO
Document ID No.	ETG_FOR_012	Version	3.0	Review Date	21/05/2015	Page	Page 1 of 1
RTO	Executive Training Group	National Provider Code	107108	Disclaimer: Once printed this becomes an uncontrolled document			

Form ID Number:	Title:	
ETG_FOR_004	**REFUND FORM**	
P 1300 909 402	Executive Training Group 11 Glenwood Close Knoxfield Victoria 3180 chris@executivetraining.com.au	RTO: 107108

Refund Form	
Student Name:	
Course Name:	
Date:	
Reason for Refund:	
Office Use Only	
According to the refund Policy is the individual entitled to a refund?	
What was the amount?	
Was it refunded? (If Yes/No please state reason)	
When?	
How? (what method)	
Has this been recorded in the student file and updated in the Management System?	

Document Name	Refund Form			Issue Date	09/07/2014	Authorised by	CEO
Document ID No.	ETG_FOR_004	Version	3.0	Review Date	21/05/2015	Page	Page 1 of 1
RTO	Executive Training Group	National Provider Code	107108	Disclaimer: Once printed this becomes an uncontrolled document			

Notes

Student Feedback

Student Name:	
Course Name:	
Date:	
Trainer/Assessor	

Course Objectives	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree
The objectives of the session were clear	1	2	3	4	5
The objectives of the session were met	1	2	3	4	5
I will be able to apply my learning in the workplace	1	2	3	4	5
Course Content					
The session was easy to understand	1	2	3	4	5
The session was logically sequenced	1	2	3	4	5
Course Materials					
The visual aids were well designed and helpful	1	2	3	4	5
I will refer back to the training material back on the job	1	2	3	4	5
Course Structure					
There was sufficient interaction between the facilitator and participants	1	2	3	4	5
The session was well planned and conducted	1	2	3	4	5
Participants were encouraged to be actively involved in the session	1	2	3	4	5
Facilitator					
The facilitator demonstrated sound subject knowledge	1	2	3	4	5
The facilitator's style, delivery and behaviour was appropriate	1	2	3	4	5
The facilitator created a comfortable learning environment	1	2	3	4	5
The facilitator was responsive to the group	1	2	3	4	5

What was the best thing about the training session?

What was the worst thing about the training session?

Other comments

<div align="center">

Thank you for your feedback!

</div>

Document Name	Student Manual			Issue Date	01/04/2015	Authorised by	CEO
Document ID No.	ETG_MAN_001	Version	4.0	Review Date	11/09/2020	Page	Page 42 of 42
RTO	Executive Training Group	National Provider Code	107108	Disclaimer: Once printed this becomes an uncontrolled document			