



AUSTRALIAN

SCHOOL OF FINISHING TRADES

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RTO CODE 40723

This Student Handbook belongs to:

Student Name:

STUDENT HANDBOOK

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INTRODUCTION

Thank you for selecting Australian School of Finishing Trades (ASFT) to further your Educational and Training pursuits.

Australian School of Finishing Trades is a Registered Training Organisation (RTO No. 40723) and is recognised by the Australian Skills Quality Authority as a provider of Nationally Recognised Training of the following courses:

MEM30319 Certificate III Engineering Metal Fabrication -Welding
CPC31020 Certificate III in Solid Plastering
CPC31320 Certificate III in Wall and Floor Tiling
CPC31420 Certificate III in Construction Waterproofing
CPC40120 Certificate IV in Building and Construction
CPC50220 Diploma of Building and Construction (Building)
BSB41419 Certificate IV in Work Health and Safety

ASFT has trainers that are leaders in providing vocational education and training in Australia. We aim to provide a quality experience, which meets the needs of all students.

To assist you with your training we have developed this student handbook. Please take the time to read it carefully, and should you require further information contact our staff.

Our team is committed to maintaining our high standards for Training and Assessment. We are proud of the Qualifications we issue and are recognised as a quality Registered Training Organisation.

We trust that you will find your Training and Assessment process with ASFT a rewarding experience. We look forward to your feedback to ensure that our products and services meet your expectations.

We wish you a very successful journey with ASFT.

Regards,

Mark Duffy

Director
Australian School of Finishing Trades
www.finishingtrades.com.au

COMPETENCY BASED TRAINING

Qualifications are comprised of Units of Competency, which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas.

The Standards provide a framework for training and assessment and specify what Competencies an employee at a particular level within a particular industry should be reasonably expected to achieve.

For our purpose Competency may be defined simply as:

‘... the ability to perform a job to the required level of performance expected in the workplace.’

FLEXIBLE DELIVERY

Flexible delivery means providing training when it best suits the participant and / or employer. Flexible delivery focuses on ***learning*** rather than ***teaching*** and to provide the best possible learning experience for the participant. This means that the participant has greater control over what, when and how they learn.

MUTUAL RECOGNITION

ASFT recognises the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by any other Registered Training Organisation.

Recognition of Prior Learning (RPL)

RPL is the determination, on an individual basis, of the skills and knowledge obtained by the learner through previous training, work experience and/or life experience. RPL is used to determine the advanced standing, within a training program, that the learner may be awarded as a result of this learning/experience. RPL assessments are primarily used to determine an individual's starting point in a course or program.

In all cases, the onus is on the applicant to document and present a convincing case to justify a claim for RPL. Whilst Trainers and Assessors may provide guidance or assistance to the applicant, it remains the applicant's responsibility to present his/her case to the satisfaction of the RPL assessor.

Course participants seeking RPL must complete an application form, and provide documentation to support your application.

ASSESSMENT

Assessment is defined as the process of ***‘collecting evidence and making judgments*** on the nature and extent of progress towards the performance requirement set out in a (competency) standard, or learning outcome, and, at the appropriate point, making a judgment as to whether competency has been achieved’.

In simple terms, Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. In order to be assessment as competent (C), you will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. Competency is simply about demonstrating that you can do the task with confidence to the required industry standard.

An assessment of 'Not Yet Competent' (NYC) is not a fail. It is simply a request for more information or further confirmation of the knowledge and skills required. Our Assessors will provide feedback to guide your resubmission and are available for contact if required.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other learners or trainees.

Assessment methods used may include:

- Demonstration.
- Observation.
- Work samples.
- Workbook activities.
- Oral presentations.
- Role plays or simulation.
- Projects

ASFT aims to provide students with assessment marking results within six (6) weeks of the student submitting their assessment. If assessment marking timeframes are extending beyond six (6) weeks (e.g. times of peak demand, holiday period, unforeseeable circumstances having arisen), any students affected will be advised by email with an estimated timeframe.

There are four key principles that are a part of the assessment process:

- **Validity**
 - The assessment is seen as actually assessing what is supposed to be assessed.
 - The assessment adequately samples the range of skills and knowledge needed to demonstrate competence.
 - The current performance of the competencies in the workplace is assessed.
 - The results of the assessments can be used as a pointer to the student's performance in the workplace.
- **Reliability**
 - Reliable assessments use methods and procedures that engender confidence that competency standards and their levels are interpreted and applied consistently from student to student and context to context.
- **Flexibility**
 - Flexible assessments should provide for the recognition of competencies no matter how, where or when they have been acquired, draw on a range of methods and be appropriate to the context, task and person.
- **Fairness**
 - Assessment is fair if it does not disadvantage particular students. For assessments to be fair, students must clearly understand what is expected of them and what form the assessment will take.

What if my RPL Application is unsuccessful?

If you have gaps in your skills and knowledge and our Trainer/Assessor determines you are Not Yet Competent in some or all units of competency within the qualification, your Trainer/Assessor will discuss undertaking gap training or further evidence to be gathered. You will be given credit for any units of competency achieved through RPL. If a full qualification is not achieved, we will issue you with a Statement of Attainment for the units you have achieved.

ACCESS AND EQUITY

ASFT is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.

We ensure that our student selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we liaise with agencies and government departments for assistance in matters of language, literacy and numeracy difficulties.

LANGUAGE, LITERACY AND NUMERACY

To assist in identifying any special learning needs, you are required to provide ASFT with information regarding your LL&N requirements on your enrolment form, prior to the start of the training program. If you do have any learning difficulties you are encouraged to discuss these with your course instructor or facilitator either prior to course commencement or during the course induction. Be assured that discussions with our staff will be treated as Confidential.

We provide guidance where possible to assist students in meeting their learning needs and course expectations through the provision of support by trainers and assessors. Trainers and Assessors are contactable through email and phone.

ASFT is committed to implementing, maintaining and continuously improving Work Health and Safety initiatives in all of its training locations. The management of ASFT recognises that it has a responsibility to provide and maintain a safe environment for staff, students and visitors alike. This responsibility, obligation and involvement is transmitted to all staff to ensure a safe and healthy workplace is maintained.

CHEATING AND PLAGIARISM

ASFT has no tolerance for plagiarism or cheating. We will strictly enforce the penalties outlined below for any student who is found to have engaged in cheating or plagiarism during any of their submitted assessment documents.

What is cheating?

Cheating is copying someone else's work – sharing or copying an assessment, test or assignment or doing someone else's assessment, test or assignment.

What is Plagiarism?

Plagiarism is when you try to pass someone else's work off as your own i.e. Using someone's ideas, opinions, or theories in an assignment or essay, using pieces of information, such as graphs, statistics, drawings, that are not common knowledge as cited in:

<http://www.library.uq.edu.au/training/plagiarism.html>

Consequences

The consequences of being caught plagiarizing or cheating may include: repeating the entire unit, suspension from course and possible cancellation of course.

CODE OF CONDUCT

ASFT have Trainers that are leaders in providing vocational education and training in Australia. We aim to provide a quality experience, which meets the needs of all Students.

Our team is committed to maintaining our high standards for training and assessment. We are proud of the Qualifications we issue and are recognised as a quality Registered Training Organisation

All ASFT participants are expected to take responsibility for their own learning and behavior during both training and assessment.

ASFT reserves the right to terminate the training for any student that:

- Deliberately endangers the health and safety of another student or trainer
- Has not attended scheduled training sessions for two or more consecutive sessions without first giving at least 48 hours' notice prior to cancelling the scheduled session(s)
- Deliberately falsifies or changes documents and/or assessment and training outcomes either personally or via other person/s
- Divulges personal and confidential information pertaining to another student's documents and or assessment and training outcomes
- Refuses to abide by the students responsibilities as outlined in "The Rights and Responsibilities of Students"
- Breach the rights of copyright owned by ASFT on any material that is given to the student for use during the course
- Prevents in any way another student from completing or continuing their training / course in the reasonable peace and privacy assured them by ASFT Code of Practice
- Commits Plagiarism
- Cheating
- Refuses to act according to the reasonable restrictions placed in training venues. E.g. smoking policies, parking, access, etc.

DISCRIMINATION

Discrimination is essentially any practice that makes distinctions between individuals or groups, so as to disadvantage some and advantage others. Federal, State and Territory legislation prohibits discrimination. Discrimination can occur with:

- Gender
- Age.
- Race.
- Religion.
- Marital status.
- Disability.
- Colour.
- Nationality.
- Ethnicity.
- National origin.

HARASSMENT

Harassment is persecution or bullying based on issues such as impairment, gender, marital status, parental status, pregnancy, sex, sexual preference or religion.

Examples of harassment

- Racist comments or jokes.
- Spreading rumours.
- Comments or jokes about a person's disability, pregnancy, sexuality, age religion etc.
- Threats, insults or abuse.
- Offensive obscene language.
- Request for sexual favours
- Obscene gestures, wolf whistle
- Emailing pornographic jokes
- Offensive posters

COMPLIANCE WITH COMMONWEALTH, STATE / TERRITORY LEGISLATION AND REGULATORY REQUIREMENTS

ASFT must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration. ASFT clients will be fully informed of legislative and regulatory requirements that affect participation in vocational education and training.

ASFT identifies and complies with Commonwealth and/or State/Territory legislation on:

- Vocational education and training
- Occupational Health and Safety
- Workplace harassment, victimisation and bullying
- Anti-discrimination, including equal opportunity, racial vilification, and disability discrimination (not exhaustive)

ASFT ensures that its policies and procedures meet the requirements of Commonwealth or State/Territory legislation which are relevant to ASFT operations.

(Refer to the Compliance Commonwealth Legislation Policy)

CERTIFICATE ISSUING POLICY

At the completion of your training program a Qualification or Statement of Attainment will be issued to you for the Units of Competency achieved. Qualifications and Statements of Attainment will be issued in accordance with the requirements of the Australian Qualifications Framework. All records of Qualifications and Competency achieved are retained for a period of thirty years.

Certificates and Statements of Attainment will be processed and dispatched to the student at course completion. The student is expected to advise ASFT of any change of their address details.

If a student of ASFT requires a replacement of an issued Qualification or Statement of Attainment, there will be payable an administration fee of \$60 for a Qualification Certificate and \$60 for a Statement of Attainment.

APPEALS

ASFT supports the rights of a student to lodge an appeal against any assessment decision and will not impair that right in any way. ASFT will do everything possible to address the appeal in an unbiased and professional manner.

Procedure:

Course participants may raise any matters of concern relating to training delivery and assessment, the quality of the learning, course participants amenities, discrimination, sexual harassment and other issues that may arise

Australian School of Finishing Trades appeals policy provides an avenue for most complaints, concerns and appeals to be addressed. However in some cases alternative measures may need to be explored, it is advisable for the student to contact the Training Manager before lodging a formal complaint, to discuss other avenues available to them.

EXTENSIONS

Extension of time requests must be made by contacting the Training Manager.

Payments – Course Fees

Generally the RTO requires upfront payment of course fees in line with ASQA Standard 7.3.

“Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.”

Course Fees

If you Enrol into one of our Self Paced or Online Courses, all Fees up to the amount of \$1500.00 are required upon Enrolment. If a Course Fee is greater than \$1500.00, a Deposit of \$1500.00 is required upon Enrolment, with the balance payable prior to completing the Course and being issued with your Certification.

You may discuss a suitable Fee Arrangement with ASFT if required.

Recognition of Prior Learning- Fees

Fees for conducting RPL are based on a rate for the Nominal Hour per Unit of Competency, plus additional Application and Administration Fees.

The fee for your RPL will be calculated based on your Application, and in particular, the Elective Subjects you choose. Each subject has a different number of hours allocated, and the cost may vary slightly between different RPL Applications.

An initial upfront Fee of \$1500.00 must accompany your Application, and we will advise you of the Balance remaining calculated on your chosen Elective Subjects.

This fee is made up of a \$300.00 Non-Refundable Administration Fee, and \$1200.00 deposit towards your RPL Application. A Tax Invoice will be forwarded to you once we receive your Enrolment form.

A second Tax invoice will then be sent to you for payment of the Balance prior to our Assessor meeting with you to conduct the final Assessment.

All RPL Application Fees must be paid in full prior to your ASSESSMENT

SUBSIDISED OR FUNDED COURSES

ASFT may from time to time have Funding available for certain Courses.

Generally, this Funding may be available through Construction Skills QLD (CSQ), and this Funding is only available for QLD Eligible Workers, and you will be required to provide proof that you meet ALL of the Eligibility requirements.

Students are required to contribute towards your Study, as the Courses are not free.

Contact ASFT for further information, and to discuss your eligibility and Funded Courses.

THIRD PARTY AGREEMENTS

Australian School of Finishing Trades may from time to time engage the services of external organisations to source Students, complete Enrolments, and conduct Assessments on our behalf. These arrangements are called Third Party Agreements.

Our Partner must inform you of this arrangement prior to Enrolment, and advise you that ASFT will be responsible for issuing your Qualification or Statement of Attainment upon successful Completion.

Under these Agreements, our Partners agree to abide by all ASFT Policies and Procedures and adhere to all Standards for Training Organisations 2015.

Our Partners are bound by the same Standards governing Student Fee Protection as ASFT.

Should you be charged Fees that are NOT in accordance with the provisions detailed above, please notify ASFT immediately by emailing training@finishingtrades.com.au

Please indicate the name of our Partner, and provide the fee structure they have given you.

All Third Party Agreements are registered with Australian Skills Quality Authority (ASQA)

Should you have any queries regarding how this service may affect you, or if you have any complaints regarding our Partners, please contact our Training Manager.

REFUNDS

ASFT will provide refunds in accordance with the organization's refund policy.

Student Funded Courses (not traineeships)

Course fees may be refunded or reallocated under the following circumstances:

- If ASFT cancels the course for whatever reason, the student will receive a full refund (or pro-rata adjusted refund), ASFT may also offer the student a transfer to another course, this choice is for the student to make
- If a refund is requested more than 14 days before course commences, a full refund, less the enrolment fee will be provided
- If a refund is requested between 14 days of course commencement and the day of commencement, 50% of the initial course fee will be refunded, less the enrolment fee
- If a place is not offered in the course, the student will receive a full refund including the enrolment fee
- If the student wishes to change their enrolment into another course with ASFT the course fees paid will be transferred to new course
- If a student applies for RPL and the application is unsuccessful, there will be no refund

No Refund

- If a student applies for RPL and the application is unsuccessful, there will be no refund
- Once training has commenced in the course no refund is available, unless compelling circumstances prevail

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- The student fails to comply with terms and conditions of the enrolment which include, ASFT policies and procedures
- The student provides false or misleading information

PRIVACY

ASFT will ensure that it respect the privacy of students, prospective students and their employers by implementing the Australian Privacy Principles. ASFT will not pass on students or employers information to anyone in any way that may be considered as breaching the Privacy Principles.

Students will have access to all information held on them. ASFT will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or who the student has given permission.

ASFT uses the information collected for the purpose disclosed at the time of collection or otherwise as set out in this Privacy Policy. Generally ASFT will only use and disclose personal information:

- To establish and maintain the relationship to Australian School of Finishing Trades
- To provide the products and services requested from Australian School of Finishing Trades
- To administer and manage those products and services

ADMINISTRATION

If you have any further questions regarding your enrolment in one of our courses, please contact the Training Manager during business hours or alternatively you can write to us at:

Australian School of Finishing Trades
P.O. Box 2248
SUNNYBANK HILLS
Queensland (QLD) 4109 Australia
Email: training@finishingtrades.com.au
www.finishingtrades.com.au

We hope you enjoy your journey with Australian School of Finishing Trades, and we will do our best to make your Study an enjoyable and rewarding experience. We look forward to assisting you in your Vocational needs and helping you gain your Nationally Recognised Training Qualifications.