



RTO Code:0381

Student Handbook

A guide and resource for prospective
Institute of Skills and Training Australia Students

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Introduction

As a Registered Training Organisation, Institute of Skills and Training Australia seeks to maintain the highest standards of competency-based training that is effectively targeted at building individual and organisational capability.

Institute of Skills and Training Australia programs will include training and assessment for formal qualifications in addition to short skills development courses that lead to a statement of attainment for the competencies involved.

Participants entering these programs may obtain recognition of prior learning for previous relevant experience and study using the Institute of Skills and Training Australia recognition process.

As part of the Institute of Skills and Training Australia commitment to the delivery of quality training this Handbook is designed to provide accurate information to participants about the program that it offers as well as the rights and responsibilities of Institute of Skills and Training Australia and its participants.

Institute of Skills and Training Australia is a Registered Training Organisation and therefore have an obligation and responsibility to you the learner to ensure the quality of training and assessment delivered to you is compliant with the Standards for RTOs 2015 and that the issuance of your Qualifications and Statement of Attainment meet the requirements of the Australian Qualification Framework (AQF).

Institute of Skills and Training Australia current qualifications

- SIT10222 Certificate I in Hospitality
- SIT20322 Certificate II in Hospitality
- SIT20421 Certificate II in Cookery
- SIT30821 Certificate III in Commercial Cookery
- SIT30622 Certificate III in Hospitality
- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management
- CHC22015 Certificate II in Community Services
- CHC33021 Certificate III Individual Support
- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50121 Diploma of Early Childhood Education and Care
- BSB30120 Certificate III in Business
- BSB40120 Certificate IV in Business
- BSB40520 Certificate IV in Leadership and Management
- BSB40920 Certificate IV in Project Management
- BSB50120 Diploma of Business
- BSB50420 Diploma of Leadership and Management

Where participants do not complete a full qualification, they will be issued with a Statement of Attainment for those units of competency that they have been deemed competent.


Governing bodies

Institute of Skills and Training Australia as an RTO are governed by Australian Skills Quality Authority (ASQA) and need to comply with the **Standards for RTOs 2015** to ensure that we can continue operating as an RTO.

Institute of Skills and Training Australia also communicates with the Department of Industry, Tourism and Trade (DITT) to ensure that compliance strategies are met. The RTO reports data to DITT quarterly to contribute towards statistical advice on training in the NT and Australia.

Current funding and entitlement programs

Institute of Skills and Training Australia has access to a range of funding or entitlement programs which you may be able to access based on your circumstances.

	<p>User choice funding</p> <p>User choice funding is provided to registered training organisations to provide training and assessment to apprentices and trainees to achieve nationally recognised qualifications. Qualifications available for apprenticeship and traineeship delivery in the NT are approved under the Training and Skills Development Act 2016 and listed on the NT Apprenticeships and Traineeships database.</p>
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Rights and responsibilities of program participants

When you undertake any Institute of Skills and Training Australia program, you have both rights and responsibilities. As well as considering the legislation outlined within this handbook, you have the right to:

- study a program that meets current industry standards and accreditation requirements
- be given accurate information about program content and assessment
- have your training assessed promptly and receive updates about your progress
- be treated fairly and with respect by other participants and Institute of Skills and Training Australia staff
- learn in an environment free from discrimination and harassment
- undertake your learning in a flexible manner to suit your circumstances, where it is practical to do so
- have personal records kept private and available only to authorised users
- learn in a safe environment
- have access to support from Institute of Skills and Training Australia trainers and assessors
- access your personal records
- have your complaints or appeals against decisions dealt with fairly
- have your language, literacy and numeracy assessed to ascertain whether you need additional assistance during the program

As a learner, you have a responsibility to:

- manage your own learning
- complete learning and assessment tasks by the agreed dates
- treat other participants and Institute of Skills and Training Australia staff with respect and fairness
- follow all normal safety procedures
- Abide by the appropriate Institute of Skills and Training Australia policies and procedures, as required

Rights and responsibilities of Institute of Skills and Training Australia staff

Institute of Skills and Training Australia trainers and assessors also have a right to:

- be treated fairly and with respect
- try to resolve any complaint or appeal before it goes further

Institute of Skills and Training Australia trainers and assessors also have responsibilities to:

- be adequately prepared for training sessions and assessment interviews
- provide participants with accurate information about program content and assessment requirements
- conduct all assessment according to the program requirements and NCVET standards
- keep personal information about program participants confidential

Privacy Statement

Student information is collected for the purpose of providing training services and is a requirement for complying with **Standards for RTOs 2015**. In line with these requirements, records of your enrolment must be kept for 30 years and may be reported to the DITT and ASQA. Institute of Skills and Training Australia acknowledges and respects the privacy of individuals. Information regarding a student's enrolment is kept confidential always and will not be disclosed to a third party without the written consent of the student in accordance with our Privacy and Confidentiality Policy.

Institute of Skills and Training Australia full Student Privacy Policy is located on our website:
<https://www.skillsandtraining.com.au/documents>

Access and Equity

In accordance with the company procedure Equal Opportunity Policy, Institute of Skills and Training Australia is committed to providing an environment that allows access to all groups of people and is concerned with ensuring that all groups of people have the opportunity to participate and benefit to the same level. To ensure we meet this commitment Institute of Skills and Training Australia staff will:

- Encourage all students to participate in training
- Provide flexible delivery and assessment methods where possible
- Provide appropriate support services for students and clients including access to facilities and resources
- Promote awareness of equity issues to students and clients
- Promote and value diversity
- Behave in a courteous, sensitive, non-discriminatory, and culturally aware manner when dealing with other staff and students
- Seek progressive improvement in the position of disadvantaged groups

Institute of Skills and Training Australia Equal Opportunity Policy is located on the website:
<https://www.skillsandtraining.com.au/documents>

Workplace Legislation

For participants involved with Institute of Skills and Training Australia programs, it is important for you to abide by Australian workplace legislation such as the Anti-Discrimination, Equal Opportunities and Workplace Health and Safety legislation, as well as the Copyright act.

For more information you can visit the following websites:

- NT WorkSafe: www.worksafe.nt.gov.au
- Anti-Discrimination Commission: www.adc.nt.gov.au
- Human Rights and Equal Opportunity Commission: www.hreoc.gov.au
- Copyright Act (Cth) 1968: <https://www.legislation.gov.au/Details/C2016C00741>

Language, Literacy, and Numeracy Support

Participants will be assessed to ascertain if their literacy and numeracy skills are sufficient to successfully undertake the selected training program. This is conducted through a pre-enrolment model and reviewed by your trainer.

Individuals who are already aware that they require help with their literacy and numeracy can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at <http://readingwritinghotline.edu.au>

Learning and assessment information

Your trainer/assessor will provide you with detailed information about:

- Your training plan that provides the training and assessment plan for the program
 - The document forms part of the enrolment process, it also provides the RTO with information relating to any special needs or reasonable adjustments for the individual student

Recognition of prior learning

Institute of Skills and Training Australia believes that no learner should be required to undertake training where they can already demonstrate that they are competent. Under its mutual obligation arrangements, Institute of Skills and Training Australia is committed to recognise all qualifications and statements of attainment issued by another RTO.

For this reason, Institute of Skills and Training Australia will provide you with an opportunity to seek recognition of:

- qualifications and statements of attainment issued by other RTOs
- prior learning and current competencies achieved elsewhere, either formal or informal

If you wish your skills and qualifications to be considered for recognition, please contact Institute of Skills and Training Australia on 08 89800600 or info@skillsandtraining.com.au

Completing Assessments

To gain competency for accredited training, participants will need to complete assessments tasks. Your trainer will explain what assessments you must complete to gain competency in each unit. You must complete and submit your assessment tasks within the given time frame, as agreed by you and your trainer. After you submit your assessment tasks, your trainer has a maximum of 14 days to assess your evidence. In some cases, your trainer may require you to resubmit work that is not correct. Participants will be able to have three attempts of gaining competency. After the second attempt students must practice the skills and knowledge in the workplace or simulated environment, before attempting the assessment item for the final time.

1st Submission – if deemed *Competent*, you will be assigned the next unit

If deemed *Not Yet Competent*, you will be given one week to correct and resubmit your work

2nd Submission – if deemed *Competent*, you will be assigned the next unit

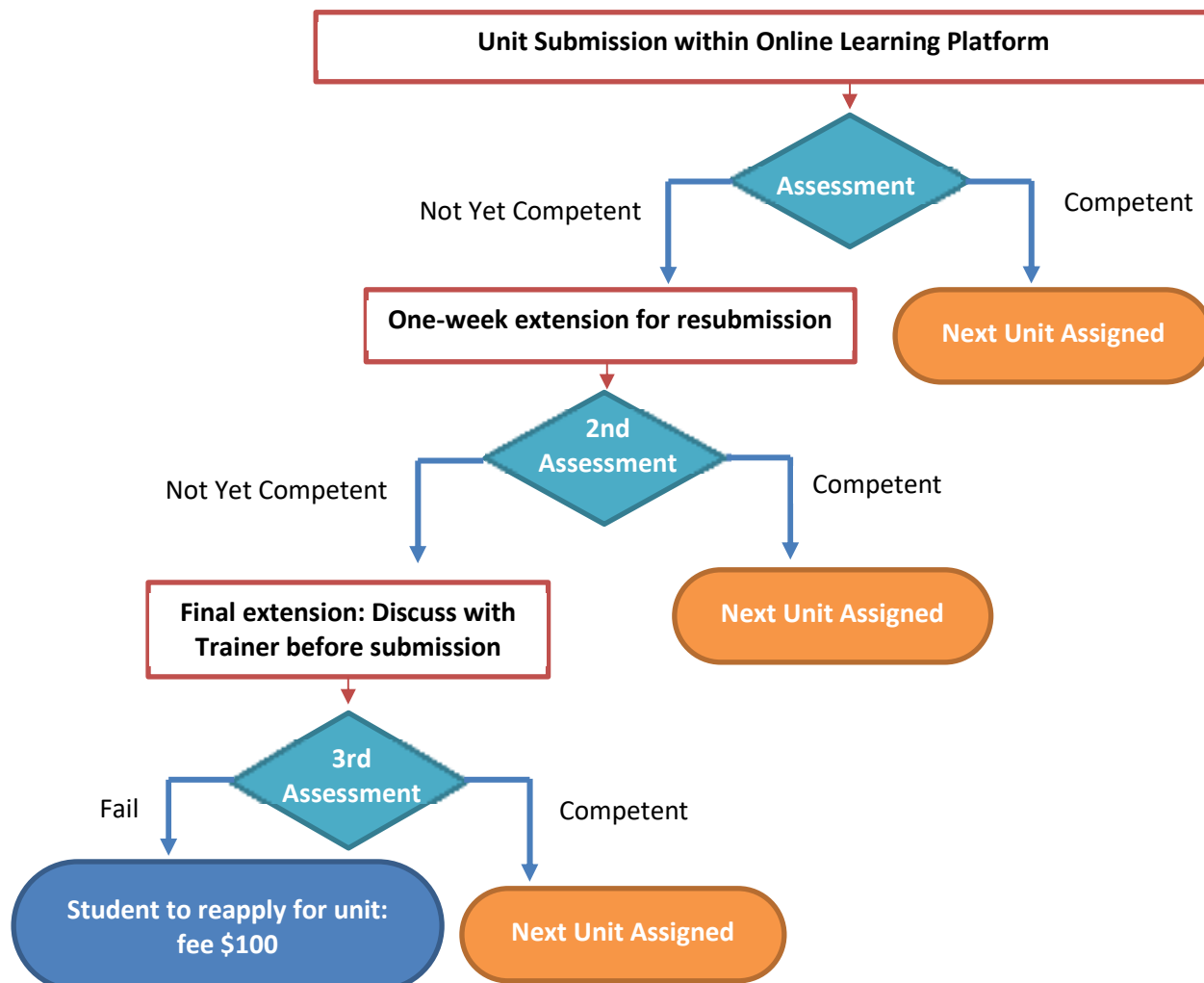
If deemed *Not Yet Competent*, you will be given one week to correct and resubmit your work

3rd Submission – if deemed *Competent*, you will be assigned the next unit

If deemed *Failed*, your Trainer will have a discussion with you regarding options available.

If you fail and are withdrawn from a unit, you are required to reapply for the unit to complete your qualification. **All reapplications will incur a fee of \$100 to be paid to Institute of Skills and Training Australia, before you can be re-assigned the failed unit.**

To gain your qualification, all units must be completed and assessed



Submissions

Submissions are completed through the online learning platform. Your Trainer will discuss how you can submit via the platform.

Appeals

All participants have the opportunity to review and comment on the assessment process. If you wish to appeal against your assessment decision, you should do so at the time of finding out your results in writing to the RTO Manager within one week of the assessment outcome being received.

You may challenge the:

- Assessment decision if you believe the assessor's judgment is incorrect
- Assessment process if you believe it was not conducted as was agreed in the assessment plan.

In most cases, the appeals process will comprise two stages:

Stage 1: If you disagree with your assessment, you must state the reasons in writing within in one week of the assessment outcome being received. The Trainer/Assessor will then convene a meeting with you to discuss and review the process and outcome of the assessment. You will be informed in writing of the outcome of your appeal.

Stage 2: If any issues remain unsolved after Stage 1, you may choose to lodge another appeal within in one week of the outcome after Stage 1, you must clearly set out your claims in writing. The RTO Manager will then appoint an Appeal Committee consisting of two qualified assessors (not including the original assessor) and an external person. The entire assessment process as reported by the Assessor and you will be re-examined by the Appeal Committee.

The Appeal Committee may decide to:

- request additional evidence such as workplace documents, reports from managers/peers/external agency personnel or request a face to face interview with you
- request that a second assessment be conducted by a different assessor
- support your appeal and grant recognition to you without calling for a reassessment
- reject the appeal and uphold the decision of the initial assessment as correct.

The Appeal Committee will submit a report of the findings and outcome to the original Assessor and RTO Manager.

Where the RTO considers that more than 60 days are required to process and finalise the appeal; we will inform the complainant in writing including reasons why more than 60 days are required and provide regular updates on the matter to complainant.

Institute of Skills and Training Australia's Complaints and Appeals Policy is located on the website:

<https://www.skillsandtraining.com.au/Domestic student resources>

Resources and support

Resources such as materials, books or access to online training platforms may be needed to complete training and assessments. If fees apply, you will be advised prior to enrolment.

All students are provided with phone and email support. Other relevant support will be discussed with your Trainer to ensure student demands are met.

If you feel that you require extra support or are having difficulties with any of the following matters, please discuss with your trainer:

- Language, literacy or numeracy
- Personal or work-related issues

Complaints

Institute of Skills and Training Australia is committed to the continuous improvement of its program content, methods of delivery and assessment and program administration. Please help by letting us know what you like, and don't like, and by giving us suggestions for improvements.

If you have a complaint you should use the following process to resolve it:

- Give clear feedback to the person (s) closest to the problem
- If the problem is not resolved in a reasonable time, refer the problem to the trainer/assessor
 - Complete the formal complaint form.
- If the problem is still not resolved in a reasonable time, it will be referred to the RTO Manager.
- If you have exhausted all possible avenues within Institute of Skills and Training Australia without solving the problem, you may choose to refer the matter to an external agency.

Institute of Skills and Training Australia's Complaints and Appeals Policy is located on the website:

<https://www.skillsandtraining.com.au/Domestic student resources>

Plagiarism & Copyright

Institute of Skills and Training Australia defines Plagiarism as the act of using another person's work without approval or acknowledgement and submitting such work as their own for assessment. Such activity is viewed as dishonest and cheating and this is not acceptable. Plagiarism will not be tolerated and that identified instances will be investigated, and subsequent actions and penalties will apply. In a study environment, cheating means to act dishonestly in any way so that the assessor of the work accepts what you present as genuinely representing your understanding of, and ability in, the subject concerned.

Plagiarism: is "the act of taking and using another person's work as one's own" (Australian National University Handbook, 1997).

Any of the following acts constitutes plagiarism unless the work is appropriately acknowledged:

- Copying the work of another student.
- Directly copying any part of another's work.
- Summarising the work of another.
- Using an idea derived from another person's work.

It is cheating to:*

- use notes or other resources without permission during formal testing
- hand in someone else's work as your own (with or without that person's permission)
- hand in a completely duplicated assignment
- take work without the author's knowledge
- allow someone else to hand up your work as their own
- have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work

- use any part of someone else's work without the proper acknowledgement
- steal an examination or solution from a lecturer.
- The usage of AI technology

It is not cheating to:*

- discuss assignments with lecturers or other students to understand what is being asked for
- hand in work done alone or with the help of staff
- get help to correct minor errors in spelling, grammar or syntax (sentence construction)
- discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged)
- submit one assignment from a group of students where this is explicitly permitted or required and include a statement identifying the tasks that each individual completed
- use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, end notes or the Harvard system of referencing.

Remember that the integrity of a group project is the joint responsibility of all members of the group. Therefore, if cheating of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary processes.

Penalties: Institute of Skills and Training Australia will not allow cheating and plagiarism under any circumstances. If you are suspected of cheating, the Trainer will investigate to establish evidence to support the suspicion. If there is no clear evidence available, no further action will follow.

If there is evidence to support the suspicion, the Trainer will notify the RTO Manager and set up a meeting with you to discuss the matter. You will have the opportunity to respond to the allegations made against you.

Once you have provided your information, Institute of Skills and Training Australia may come to one of the following decisions:

1. If it is found an unintentional offence, your submitted assessment will be marked as fail (Not Yet Competent) for that unit. You will need to undergo another or alternative form of assessment, such as an oral assessment, which may involve talking about the work or questioning. This re-assessment may involve additional cost and will be determined by the RTO Manager.
2. If this is your first offence, your submitted assessment will be marked as fail for that unit. You will need to undergo another or alternative form of assessment and provide a supporting report from your workplace supervisor (where applicable). This re-assessment will incur additional costs and will be determined by the RTO Manager.
3. If this is a repeat offence, your submitted assessment will be marked as fail (Not Yet Competent) for that unit. Repeated offences will result in failure of the offending units plus a record on your student file, together with the reason. You will not be given the opportunity of another re assessment and the unit/s will be graded "Not Yet Competent". You may need to choose additional units to complete your qualification, additional costs will be incurred to complete additional units. You may be asked to show cause why you should not be expelled from the course.

You will be advised of all penalties writing.

Appeal Process

You may of course appeal any assessment decision made as per the Complaints and Appeals Policy

Where the RTO considers that more than 60 days are required to process and finalise the appeal; we will inform the appellant in writing including reasons why more than 60 days are required and provide regular updates on the matter to appellant.

Institute of Skills and Training Australia's Complaints and Appeals Policy is located on the website:

<https://www.skillsandtraining.com.au/domestic student resources>

Fees

If fees apply to the course you are participating in, you will be notified of the amount and due date for payment at the time of enrolment in the program.

If you are deemed Not Yet Competent, after completing all of the allowed attempts – See Completing Assessments for a unit on page 7, and you wish to keep learning and attempt assessment again; you will be required to enrol in that unit again. The individual unit fee will be \$100 should you be required to re-enrol.

Refund criteria

Institute of Skills and Training Australia will use the following criteria to assess an application for the refund of program fees:

- If Institute of Skills and Training Australia cancels a program or short course in which you have enrolled and paid fees, a full refund of all fees will be provided.
- If you withdraw more than 48 hours prior to the commencement of the program, a refund will be granted.
- If you withdraw within 48 hours of commencement of the program, a refund will not be granted.
- You claim exceptional circumstances and provide documentary evidence, Institute of Skills and Training Australia may sympathetically consider a refund.

Cooling Off Period

The only cooling-off period applicable to VET students is associated with Commonwealth Government managed VET Student Loans which have a two-day cooling-off period. ISTA does not offer VET Student Loans and consequently a cooling-off period is not applicable.

Reprints of certificates

If you require a reprint of your original certificate you will be charge a reprinting fee. The current reprint fee is \$30. This fee may increase without notice in the future.

Retrieving/Accessing student files and results

Institute of Skills and Training Australia is required to keep information regarding student enrolment and qualification/unit completion for 30 years. If you require access to your student file to retrieve information, you must request in writing and you will be required to pay any fees associated with the retrieval of your information from storage. Hard copy files can only be viewed under the supervision of an Institute of Skills and Training Australia staff member.

Changes to qualifications

Training packages and units of competency are reviewed by Industry through Service Skills Organisations on a managed cycle. Institute of Skills and Training Australia must comply with the Standards for RTOs 2015 in relation to a “12-month Transition Period”, this means that Institute of Skills and Training Australia has 12 months to implement the updated qualification and its associated units of competency.

You will be advised if the qualification/unit of competency you are participating in has been changed to reflect current Industry requirements. Should your completion date of the course be within the “12-month Transition Period then you will be issued the qualification you were initially enrolled into.

Should your completion time fall outside of the “12-month Transition Period” Institute of Skills and Training Australia will review the changes to the Training Package and adjust delivery and assessment accordingly. This may mean you will have additional assessment requirements, if this occurs you will be issued with a new Delivery and Assessment Plan to reflect the changes.

Qualification units

All qualification units will be determined and set by the RTO. Under special consideration, a single elective unit could be changed on a case by case basis.

All students will be provided with training plans which will include RTO selected units' release and due dates. Although units are set, the dates may be negotiated with trainee's supervisor/manager, prior to signing.

Student Code of Conduct

Breaches of the following guidelines may result in a student being removed from the training program

Respect & consideration for others

Performance and attitude are just as important when you attend training as they are when you are at work. You need to remember to show mutual respect to other students and staff of Institute of Skills and Training Australia, their possessions and property. Harassment in any form against an individual or group will not be tolerated and will be treated as inappropriate behavior.

Legitimate directions

Students shall follow all legitimate directions given by the trainer/assessor.

Attendance

All students shall attend on the specified dates and participate fully in all activities.

Lateness or absenteeism

If you are running late or are unable to attend training, please advise us as early as possible by contacting reception on – Darwin 08 8980 0600. If you are taking time off during your training course, please advise your trainer in advance so you don't miss out on vital training/learning material. In some cases, if you miss any days of the allotted workshops you will be required to attend another workshop at a later date (provided there is space for you in the class and provided that your training duration has not expired).

Equipment usage policy

All equipment shall be handled with care, safety and respect. Any loss or damage to equipment needs to be reported to the trainer or administration officer immediately. All equipment is to be left in a clean and tidy manner at the end of training.

Inappropriate behavior

Inappropriate behaviour will not be tolerated under any circumstances and students may be removed from training for displaying continued inappropriate behaviour.

Alcohol and illegal substances

Possession or the use of either drugs or alcohol during training is strictly forbidden. Any breaches of this policy will be treated under the same procedure as for inappropriate behavior.

Failure to make satisfactory progress

If your attendance to training is unsatisfactory, you have consistently failed to meet assessment deadlines, or you have had consistent warnings regarding breaches of any of the above requirements, the appropriate action will be taken in consultation with yourself, and the appropriate staff members from Institute of Skills and Training Australia, GTNT Group – Australian Apprenticeship Support Network (if applicable), your employer (if applicable) and your school (if applicable). Such action may include your expulsion from the program.

Useful Contacts

Websites (last viewed May 2022)

- GTNT Group – Australian Apprenticeship Support Network: <https://www.gtntgroup.com.au/australian-apprenticeship-support-network-services>
- NT WorkSafe: www.worksafe.nt.gov.au
- Anti-discrimination: www.adc.nt.gov.au
- Equal Employment Opportunity: <https://www.legislation.gov.au/Details/C2016C00775>
- Awards and agreements: <https://www.fairwork.gov.au/awards-and-agreements/agreements>
- ASQA: <https://www.asqa.gov.au>

Frequently Asked Questions (FAQ's)

How do I hand my assessment in?

To help us assess your work here are some guidelines to follow:

- Answer all the questions in your assessment, otherwise it will be returned for resubmission. If you have any difficulties with questions or need to clarify, please ask your trainer, they are there to help.

I have done some courses and training before, does that mean I still must do the work?

Ask your trainer, they will be able to assess whether you will be applicable for the RPL process. Remember to keep any certificates of any training or courses you undertake.

I lost my certificate can I get another copy?

You can have another certificate created for a fee of \$30; see your trainer or contact the Institute of Skills and Training Australia administration.

If I leave the course before I finish, what happens?

Any of the units of competency that you have completed will go on a Statement of Attainment. The units are all nationally recognised, so you can take this record and continue your training elsewhere. The sooner you let your trainer know that you will be leaving the better, as they can tell you what things need to be finished or collected to complete.

How long will the training take me to finish?

Competency based training has no set time frames. Each unit is given a nominal duration (expected hours to learn and complete), your trainer will be able to advise you of these, and after you have chosen your units, an approximate time to complete the Qualification.

I haven't finished my assignment and its due next week?

If you haven't completed all the work required, contact your trainer as soon as possible to negotiate an extension and new due date.

When will I receive my certificate?

If you have completed all the assessment requirements to achieve the full qualification you will be issued a certificate within 30 days of being deemed competent for your last unit completed. Therefore you will submit your assessment, you will be assessed and hopefully deemed competent, then 30 days from this date you will be issued with your Certificate.

If you have not completed all the assessment requirements, but you have notified the RTO that you are not continuing the training; you will be issued a Statement of Attainment, 30 days after the date of notification to not continue.

Glossary of Terms

Some definitions have been drawn from the Australian Qualification Framework Handbook.

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	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
Assessment plan	An assessment plan is a document developed by an assessor that includes the elements and units of competency to be assessed, when the assessment will occur, how the assessment will occur, the assessment methods to be used and the criteria for the assessment decision. Also see Evidence plan.
Assessment process	The assessment process is the agreed series of steps that the candidate undertakes within the enrolment, assessment, recording and reporting cycle. The process must best suit the needs of all stakeholders and be both efficient and cost-effective. The agreed assessment process is often expressed as a flow chart.
Assessment tool	An assessment tool contains both the instrument and the instructions for gathering and interpreting evidence: <ul style="list-style-type: none"> • Instrument(s) – the specific questions or activity developed from the selected assessment methods) to be used for the assessment. (A profile of acceptable performance and the decision-making rules for the assessor may also be included.) • Instructions – the information/instructions given to the candidate and/or the assessor regarding conditions under which the assessment should be conducted and recorded.
Australian Apprenticeships	Australian Apprenticeships means structured training arrangements, usually involving on and off-the-job training, for a person employed under an apprenticeship/traineeship training contract.
Competency	Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace.
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 unit title, unit descriptor, elements, performance criteria, range statement and evidence guide. Also see Unit of competency.

<p>Evidence</p>	<p>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:</p> <ul style="list-style-type: none"> • 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. <p>All evidence must meet the rules of evidence in that it is valid, authentic, sufficient and current and enables the assessor to make the assessment judgement.</p>
<p>Evidence gathering techniques</p>	<p>Evidence gathering technique means the technique or method used to gather different types of evidence. This may include methods or techniques such as questioning, observation, third party reports, interviews, simulations and portfolios.</p>
<p>On the job and off the job training</p>	<p>On the job training refers to the experience and exposure to tasks and skills that you will gain at your workplace from other experienced colleagues and supervisors. Off the job training refers to formal courses, workshops, theory books or training manuals. Off the job training is usually conducted away from the workplace with your RTO.</p>
<p>Qualification</p>	<p>Qualification means, in the vocational education and training sector, the formal certification, issued by a Registered Training Organisation under the Australian Qualifications Framework (AQF), that a person has achieved all the requirements for a qualification as specified in an endorsed national Training Package or in an accredited course.</p>
<p>Reassessment</p>	<p>An assessment activity initiated because of an appeal against the outcome of a previous assessment.</p>
<p>Recognition</p>	<p>Recognition is a term that covers Recognition of Prior Learning, Recognition of Current Competency and Skills Recognition. All terms refer to recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the National VET Regulations, competencies may be attained in several ways. This includes through any combination of formal or informal training and education, work experience or general life experience. To grant recognition of prior learning/current competency the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Training Package qualifications or accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.</p>
<p>Records of Assessment</p>	<p>The information relating to the assessment outcome that is retained by the organisation responsible for issuing the nationally recognised Statement of Attainment or qualification.</p>
<p>Registered Training Organisation (RTO)</p>	<p>Registered Training Organisation (RTO) means a training organisation registered in accordance with the Standards for RTOs 2015, within a defined scope of registration.</p>

Self-assessment	Self-assessment is a process that allows candidates being assessed to collect and provide evidence on their own performances against the competency standards. Self-assessment is often used as a pre-assessment tool to help the candidate and assessor to determine what evidence is available and where the gaps may be.
Simulation	Simulation is a form of evidence gathering that involves the candidate in completing or dealing with a task, activity or problem in an off-the-job situation that replicates the workplace context. Simulations vary from recreating realistic workplace situations such as in the use of flight simulators, through the creation of role plays based on workplace scenarios to the reconstruction of a business situation on a spreadsheet. In developing simulations, the emphasis is not so much on reproducing the external circumstance but on creating situations in which candidates are able to demonstrate: <ul style="list-style-type: none"> • technical skills • underpinning knowledge • generic skills such as decision making and problem solving • workplace practices such as effective communication
Statement of Attainment	Statement of Attainment is a record of recognised learning which, although falling short of a qualification, may contribute towards a qualification outcome, either as attainment of competencies within a Training Package, partial completion of a course leading to a qualification or completion of a nationally accredited short course which may accumulate towards a qualification through a recognition, or credit processes.
Training Package	Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and qualifications for a specific industry, industry sector or enterprise.
Training Plan	Training plan means a program of training and assessment which is required under an apprenticeship/traineeship training contract and is registered with the relevant State or Territory Training Authority.
Unit of competency	Unit of competency means the specification of knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.

Qualifications and competency-based training

A qualification is made up of units of competency. Your trainer will explain to you at your induction the rules of the qualification, like how many units you need to complete and what sort of units you can choose to undertake. You must achieve competency in all your units to gain a successful qualification at the end of your training.

Being competent means:

- The ability to perform a task
- Understanding why it should be done that way
- Being able to do different tasks at the same time
- Dealing with everyday problems that may occur
- Understanding workplace policies and procedure

When being assessed for competency, you need to remember that your assessor will need to know that you can do all those things mentioned above, not just once, but all the time, and even when things are not going smoothly.

There are different types of evidence and different methods used to collect this evidence to prove your competency and ability.

These could be at least two or more of the following:

Third party reports – A checklist of the competencies you need to perform.

Your supervisor or workplace coach will complete this and may discuss some aspects of your work with you, ask questions or get you to demonstrate some tasks.

Workplace assessment – A checklist that your trainer/assessor will complete with you by means of asking questions, getting you to demonstrate tasks and showing evidence of your work.

Assignments – A set of questions, which when complete, will demonstrate that you have the theoretical knowledge required for that particular unit.

Videos – Where a third-party observation or a skill demonstration is required, a video demonstration can be used as evidence. If you are in a group of people, you will need their permission to record your video.

Workshops and training – In this environment, the Trainer/assessor may get you to complete activities, roles plays, participate in brainstorming and discussions to demonstrate competency.

Workplace evidence – Supporting evidence such as letters, emails, reports and other workplace documents to demonstrate that you can do certain tasks and meet competencies.