



# EXCEL TRAINING LEARNER HANDBOOK

excel


Registered Training Organisation (1044)

[www.excel.com.au/excel-training](http://www.excel.com.au/excel-training) | (08) 8212 9000 | Level 1, 60 Waymouth Street Adelaide SA 5000



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***The Excel Training team is confident that you will find that this opportunity is a valuable one.....enjoy!!***

## INTRODUCTION

Thank you for choosing Excel Training as your preferred training provider. We look forward to making your learning journey relevant to your needs and learning goals.

Excel Training maintains a highly ethical, responsible and committed approach to providing high standards of vocational education and training. Our major objectives include safeguarding the educational interest, welfare of students and staff, while maintaining the standards of our training in line with the Vocational Education and Training (VET) Quality Framework regulated by the Australian Skills Quality Authority (ASQA).


This Learner Handbook outlines the training process you will need to follow and maintain in order to successfully complete the qualification you have enrolled in. This handbook has been designed to provide you with:

- an understanding of the training (delivery) process
- an outline of the assessment process including tips to complete assessments successfully
- definitions for terms you may encounter during your learning journey
- information needed to access your personal training records
- an explanation of Recognition of Prior Learning (RPL) and Credit Transfer (CT)
- some important policies and procedures

At Excel Training we encourage you to be involved and to take responsibility for your learning success. Our training courses are tailored to suit individual and organisational needs. Your trainers and/or assessors have been chosen to assist you with meeting all of the requirements of the qualification you have enrolled in.

Training and assessment is competency based and based on adult learning principles. Our proven delivery methods include in-house and on-the-job learning, online structured training, and classroom based facilitation, coaching and supported flexible delivery (self-paced) tuition.

Excel Training conducts regular monitoring of your progress throughout the course and will advise you when you have been assessed as competent in each unit.



## PRIVACY & YOUR UNIQUE STUDENT IDENTIFIER (USI)

### Privacy

The primary purpose of collecting the required information is to enable the provision of quality training. In addition, some of the information we collect and record is to satisfy the organisation's compliance obligations under the NVR Standards. Information recorded by us may be disclosed for administrative and educational purposes to others including, but not limited to, Excel Training, trainers, assessors, ASQA, NCVET and the Department of State Development (DSD). Students can have access to their personal records, we will however request proof of identification in accordance with the Right to Information Act 2009.

If we do not obtain the information referred to above, we may not be able to complete the enrolment process. By completing and submitting Excel Training's enrolment forms, you have confirmed your understanding of, and agree with Excel Training's privacy policy. If students believe that any of the personal information held by Excel Training regarding them is inaccurate, incomplete or out of date, they have the right, in accordance with the provisions of the Privacy Act, to make any updates or corrections

### Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a 10 digit reference number that creates a secure online record of your accredited training and qualifications that have been gained in Australia, gives you access to your transcripts and training records, can be easily accessed online at any time, is free and stays with you for life.

You will be required to give your USI to Excel Training when you enrol to study as it is required to issue your certificate, transcript or statement of attainment. Please note that your enrolment may be delayed if you do not have a USI number.

Individuals can create their USI for free and the process is quick and easy. For further information on the USI scheme or how to create your USI, please visit the USI website: [www.usi.gov.au](http://www.usi.gov.au)

If you require assistance creating a USI, please speak to Administration.

### Change of Details

Where any students' details have changed such as, contact number, change of address or change of name, participants are required to notify Excel Training in writing by using the Change of Details Form. Depending on the circumstances and the details that are being updated, the student will be required to provide identification that accurately represents the change being requested. It is the responsibility of the learner to ensure all details are to current and up-to-date.

The Change of Details form can be found online or by an email request sent to [training@excels.com.au](mailto:training@excels.com.au)

Contact Excel Training to obtain a copy or visit our website [www.excels.com.au](http://www.excels.com.au)

## DEFINITIONS & REFERENCES

<b>Competency:</b>	The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.
<b>RTO:</b>	A Registered Training Organisation is a <b>training provider</b> registered by ASQA (or, in some cases, a state regulator) to deliver vocational education and training (VET) services. An RTO is recognised as providers of quality-assured and nationally recognised training and qualifications.
<b>RPL:</b>	An assessment process that assesses the competency of an individual that may have already been acquired through formal, informal and non-formal learning to determine the extent to which the individual meets the requirements specific in the accredited training package.
<b>Credit Transfer:</b>	Is a process that provides students with agreed and consistent credit outcomes for a Unit(s) of Competency for a qualification based on identified equivalence in content and learning outcomes between matched qualifications.
<b>AAC:</b>	Australian Apprenticeship Centre - Responsible for organising the Government paperwork associated with your traineeship or apprenticeship.
<b>Trainer:</b>	A Trainer is a person that is employed by your RTO to deliver training to you.
<b>Assessor:</b>	An Assessor is employed by your RTO to assess your skills against accredited training packages.
<b>Unit of Competency:</b>	The specifications of the standards of performance required in the workplace as defined in the training package.
<b>Apprenticeship:</b>	Structured training completed under a registered legal training agreement (training contract)* with the Government, yourself (apprentice) and your employer. The training contract lasts until you have completed your training and both you and your employer agree you are competent. You will learn on the job (on-job) under your supervisor at your place of work, as well as off-the-job with a training provider.
<b>Traineeship:</b>	A traineeship is the time you will spend learning a job (or vocation) under a supervisor at your place of work, as well as off-the-job. You can do a traineeship in just about any workplace, for example in a shop, a fast food outlet or office. After finishing your traineeship you will gain a minimum qualification at a Certificate II level. As a trainee, you and an employer have a legal agreement called a training contract*.
<b>NCVER:</b>	The National Centre for Vocational Education and Research, is a not-for-profit company owned by the Commonwealth and state and territory ministers responsible for vocational education and training. It is responsible for collecting, managing, analysing, evaluating and communicating research and statistics about vocational education and training (VET) nationally. NCVER's vision is to inform and influence vocational education and training in Australia through credible, reliable and responsive research and statistical services.
<b>Host Organisation:</b>	Is an organisation that supports students referred by Excel Training to gain suitable work experience (practical component) as required by the course the student has enrolled in. The host organisation is required to treat the student as if though they were their own by providing and maintaining a safe working environment and conditions.
<b>Contract of Training:</b>	This Contract establishes the legal relationship between your employer, yourself and the Registered Training Organisation. The Contract of Training is the central document that forms the basis of both your employment and your training; conditions apply.
<b>Unique Student Identifier:</b>	All students undertaking nationally recognized training delivered by a registered training organisation will need to have a Unique Student Identifier (USI). A USI gives students access to their online USI account which is made up of ten numbers and letters. For example the USI may look like, 3AW88YH9U5.

### Useful Links and Related Sites

Training.gov Web Site  
[www.training.gov.au](http://www.training.gov.au)

Unique Student Identifier  
[www.usi.gov.au](http://www.usi.gov.au)

Australian Government Department of Employment Web Site  
<http://www.employment.gov.au>

My Skills  
<http://www.myskills.gov.au>

Australian Skills Quality Authority  
<http://www.asqa.gov.au>

### State and Territory Training Authorities

Skills SA  
[www.skills.sa.gov.au](http://www.skills.sa.gov.au)

Australian Capital Territory  
[www.decs.act.gov.au/services/Training.htm](http://www.decs.act.gov.au/services/Training.htm)

New South Wales  
[www.det.nsw.edu.au/trainingindustry](http://www.det.nsw.edu.au/trainingindustry)

Queensland  
[www.trainandemploy.qld.gov.au](http://www.trainandemploy.qld.gov.au)

Victoria  
<http://www.skills.vic.gov.au>

National Centre of Vocational Education and Research  
<http://www.ncver.edu.au>

# COMPETENCY BASED TRAINING & ASSESSMENT

Competency based training and assessment is education and training for work. It exists to develop and recognise the knowledge and skills of learners. A competency is defined in terms of what a person is required to do (performance), under what conditions it is to be done (conditions) and how well it is to be done (standards). As well as being a description of a work task or activity, a competency addresses the knowledge, skills, and attitudes required for a person to perform a job to a required standard.

Competency-based training is an approach to learning where emphasis is placed on what a learner can do in the workplace as a result of their training, i.e. can perform. Learners who have successfully achieved competency will have the skills and knowledge they need to complete workplace activities in a range of different situations and environments, to an industry standard of performance that is expected in the workplace.

Competency-based training allows for flexible entry and exit for learners enabling them to complete their studies much quicker. Once they have achieved competency in a unit of competency they can then move onto the next unit. Training can take place both on and off-the-job using a variety of delivery modes and methods. It is an approach to establishing relevant standards of competence. Competency-based assessment tools are designed to ensure that each learner has achieved all the outcomes (skills and knowledge) required by each unit of competency.

The VET Quality Framework is aimed at achieving greater national consistency in the way training providers such as Excel Training are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises of:

- Standards for RTOs 2015
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements, and
- Australian Qualifications Framework (AQF)





## DELIVERY METHODS

01

### FACE-TO-FACE

This is on site learning in a classroom with an industry experienced trainer. This method of delivery allows you to learn in an interactive, supportive classroom environment. There are some advantages of face-to-face training such as, networking, engagement and focus, adaptability, discussion, learning from other students, and the ability to have 1 to 1 interaction which can be helpful if there are any barriers.

02

### ONLINE

Excel training offers online programs in a range of career areas which gives you the flexibility to study where you want, when you want. Excel Training utilises an interactive, online portal which allows learners to complete their training at their own pace. It also allows trainers and learners to interact through the portals messenger, which allows for a quick and proactive approach.

03

### ON-THE-JOB

Allowing you the opportunity to study at your workplace and receive practical training which is catered towards your individual role in your workplace. Our industry specialised Trainers will assess your skills regularly, utilising a training plan, which meets you and your employer needs. This method is commonly used in traineeships as it is imperative that the specific training is tailored towards each individual learner and specific job

04

### HYBRID

Combination of Delivery Methods,

Flexible options are available dependent on the individual circumstances. Combination options can include classroom, workplace, online and external.

# ASSESSMENT METHODS

<b>Direct Observation:</b>	<ul style="list-style-type: none"> <li>Real work/real time activities at the workplace</li> <li>Work activities in a simulated workplace</li> </ul>
<b>Structured Assessment Activities:</b>	<ul style="list-style-type: none"> <li>Simulation exercises/role-plays,</li> <li>Projects</li> <li>Presentations</li> <li>Activity sheets</li> </ul>
<b>Questioning:</b>	<ul style="list-style-type: none"> <li>Written questions</li> <li>Self-assessment</li> <li>Verbal questioning</li> <li>Questionnaires</li> <li>Interviews</li> </ul>
<b>Portfolio:</b>	<ul style="list-style-type: none"> <li>Collections of work samples</li> <li>Products with supporting documentation</li> <li>Journal/log books</li> <li>Information about life experience</li> <li>Products as a result of a project</li> <li>Work samples/products</li> </ul>
<b>Third Party:</b>	<ul style="list-style-type: none"> <li>Testimonials/reports from employers/supervisors</li> <li>Evidence of training</li> <li>Authenticated prior achievements</li> <li>Interviews with employers, supervisors or peers</li> </ul>

## Principles of Assessment

- **Validity** refers to the extent to which the interpretation and use of an assessment outcome can be supported by evidence. An assessment is valid if the assessment methods and materials reflect the elements, performance criteria and critical aspects of evidence in the evidence guide of the unit(s) of competency, and if the assessment outcome is fully supported by the evidence gathered.
- **Reliability** refers to the degree of consistency and accuracy of the assessment outcomes. That is, the extent to which the assessment will provide similar outcomes for candidates with equal competence at different times or places, regardless of the assessor conducting the assessment.
- **Flexibility** refers to the opportunity for a candidate to negotiate certain aspects of their assessment (for example, timing) with their assessor. All candidates should be fully informed (for example, through an Assessment Plan) of the purpose of assessment, the assessment criteria, methods and tools used, and the context and timing of the assessment.
- **Fair** assessment does not disadvantage particular candidates or groups of candidates. This may mean that assessment methods are adjusted for particular candidates (such as people with disabilities or cultural differences) to ensure that the method does not disadvantage them because of their situation.

## Rules of Evidence

- **Valid:** there is a clear relationship between the evidence requirements of the unit of competency and the evidence on which the assessment judgement is made
- **Sufficient:** the performance criteria and evidence guide are addressed; competency over a period of time is demonstrated; all dimensions of competency are addressed; competency in different contexts is demonstrated
- **Current:** the evidence demonstrates the candidate's current knowledge and skills
- **Authentic:** it can be verified that the evidence is the candidate's own work.

### Credit Transfer (CT)

A Credit Transfer is the recognition of learning achieved through formal education and training. A Credit Transfer allows the participant to be credited for an individual Unit of Competency based on the previously successful completion of the same, matched unit. Credit Transfers will only be awarded where official, verified documentation can be provided.

Please refer to Recognition Policy  
Contact Excel Training to obtain a copy or visit our website [www.excels.com.au](http://www.excels.com.au)

### Recognition of Prior Learning (RPL)

RPL is the assessment process which recognises competency, based on previously acquired knowledge that may have been attained through formal, non-formal and informal learning.

- To achieve competency towards RPL the Participant must be able to demonstrate the following
- The ability to perform relevant tasks in a variety of situations or in a simulated workplace
- That they understand what they are doing, why and when they are performing tasks
- The ability to perform the tasks in different contexts and environments and adapt where necessary

To be deemed competent using RPL the Participant must be assessed against all of the tasks identified in the elements of



# EFFECTIVE STUDY TIPS

## 01

### **Look for the ideal study spaces**

In each location where you study – such as at home, work or at the course provider, look for the most ideal spot to study. This should be free from distraction. You also need to refrain from using your phone and other gadgets while you are in that area. Your goal is to maximise your concentration. It is also advisable to have a back-up space in case your ideal study space won't be able to serve its purpose at a certain time.

## 02

### **Review your notes and readings**

Before the class or event starts, it is best to review your readings and your notes so you can ask your facilitator if something is unclear to you. This will also demonstrate that you are interested to learn more. You also need to review your notes and materials soon after an event concludes. The first 24 hours of covering fresh information is critical – this is the time where information is held in your short term memory and further review is needed to assist in memorising the information for the longer

## 03

### **Do the most difficult task first**

When studying, your mind works at its best if you are full of energy. Make it a point to do the most difficult task first when you still have ample amount of energy. You need to determine which subject or task is most difficult for you and start with that subject first.

## 04

### **Use your free time wisely**

You might need to devote some of your free time to searching for other resources that can help you with your study. Don't make room for other activities, which are not important, until your work is done. Keep in mind that it is easier to enjoy fun moments if you don't need to worry about overdue course or study matters.

## 05

### **Conduct weekly reviews**

Weekly reviews can help you remember and refresh the things that you have learned so you won't forget them. And it will also assist you monitor your own progress and keep you on track. It is important to determine the best time to do your

***Choose the best study time strategy that works for you. Remember that no two people are exactly alike. A certain study strategy might work for your friend, but not for you and vice versa. You need to find the best study time for yourself and stick to it.***

09



## POLICIES & PROCEDURES

### Access and Equity

Excel Training is committed to Access & Equity Principles & Processes in the delivery of its services and working environment in accordance with the Sex Discrimination Act, Human Rights and Equal Opportunity Act, Racial Discrimination Act and Disability Discrimination Act.

*Please see Access and Equity Policy*

Contact Excel Training to obtain a copy or visit our website [www.excels.com.au](http://www.excels.com.au)

### Complaints, Grievances & Appeals

Excel Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations 2015. As such, Excel Training is required to have a policy and processes in place to manage and respond to allegations involving the conduct of staff, learners and third party training and assessment providers who provide services on behalf of Excel Training.

*Please refer to Complaints, Appeals and Grievances Policy*

Contact Excel Training to obtain a copy or visit our website [www.excels.com.au](http://www.excels.com.au)

### Course Fees and Refunds

Unless otherwise specified, course fees include training and all of the resources you will need. All course fees include up to two (2) attempts per unit for successfully completing a unit of competency. Excel Training require that the Client signs all relevant documentation to acknowledge their understanding of the fee payment arrangements and refund policy arrangements prior to provision of the service. Signed copies are kept in the Client's (employer) records.

Excel Training does not charge fees in advance. All fees are charged and collected at/after enrolment once the information including payment conditions (if applicable to the course) i.e. funding type has been provided to the student for the qualification they have enrolled in. Excel Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations 2015. As such, Excel Training is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy and related procedure is to provide all learners, employers and staff with information:

- On the ability to apply for a refund of course fees in certain circumstances.
- To keep advance payments of fees to a minimum (\$1,500 for learners) and hence reduce the financial risks and service standards.

*Please refer to Fees and Refund Policy*

Contact Excel Training to obtain a copy or visit our website [www.excels.com.au](http://www.excels.com.au)

### Cheating, Plagiarism and Collusion

Excel Training is committed to upholding standards of participant integrity and honesty in regards to the assessment of their work, and places value in the declarations of authenticity made by participants.

Students are expected to act with integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work. Students and staff have a duty to ensure they gain the necessary understanding of how to correctly acknowledge and cite references and resources to minimise the incidents of plagiarism and cheating and the allegations of such.

Definitions you should be aware of include:

- Cheating – seeking to obtain an unfair advantage in the assessment of any piece of work.
- Plagiarism – to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement.
- Collusion – unauthorised collaboration between participants when completing assessment tasks.

*Please refer to Plagiarism, Cheating & Collusion Policy, and Learner Disciplinary Policy*

Contact Excel Training to obtain a copy or visit our website [www.excels.com.au](http://www.excels.com.au)



# POLICIES & PROCEDURES

## Learner Code of Conduct

Excel Training is committed to providing an environment of quality training practices by promoting the rights and safety of all learners involved with Excel Training, ensuring the learners' responsibilities for their own actions and behaviour, prohibiting all forms of unfair discrimination and eliminating disruptive and offensive conduct. All learners are to maintain high standards of academic honesty and integrity to maintain quality and validity of their work., they are also expected to respect the property and materials provided by excel training, the staff and fellow learners.

*For further information please see the Code of Conduct  
Contact Excel Training to obtain a copy or visit our website [www.excels.com.au](http://www.excels.com.au)*

## Learner Support Services

Trainers offer learners support in making informed decisions regarding their learning plan, including all aspects of their individual, learning and classroom needs.

Services that may be offered include but are not limited to; in class support, adaptive technology, assessment adjustments, modified learning material and tutoring.

Where the required support is not available through Excel Training, we have the resources and connections to link learners to external support services where necessary.

## Issuance of Parchments

In accordance with the Standards for Registered Training Organisations 2015, Excel Training ensures that all learners receive their Certificates or Statements of Attainment within the 30 calendar day requirement. However, all fees must be paid in full and required units of competency must be completed to enable Excel Training to issue the Parchment or Statement of Attainment in this timeframe.

All Transcripts, Certificates and Statements will be posted to the learners' nominated address as detailed on their initial enrolment form. It is the responsibility of the learner to ensure their postal details are kept up to date and accurate.

Where a student requires an electronic copy of their Certificate, Transcript of Statement, they will need to send a request through to [training@excels.com.au](mailto:training@excels.com.au) as this is not an automatic service.

*For further information please contact Excel Training or visit our website [www.excels.com.au](http://www.excels.com.au)*

## Language Literacy and Numeracy

Excel Training recognises that all vocational education involves Language, Literacy and Numeracy. All students undertaking accredited training are required to complete a Language, Literacy and Numeracy Assessment which has been tailored to the VET level and qualification they are aiming to complete. This must be completed prior to enrolment as it will help determine if there are any special requirements the learners may need and to maximise their chance of successfully completing the course.

The Language, Literacy and Numeracy assessments gives Excel Training Staff an accurate indication of:

- The participants level of reading, writing, speaking, listening and numeracy at the time of enrolment; and
- The type of assistance the participant may required to ensure successful completion

Based on the individual learners LLN level, reasonable adjustment of resources and assessments may be implemented to enable the learner the best chance of success. If the level of assistance or adjustment required is considered too excessive for the VET level being undertaken, the learner may be required to complete a LLN support service external to the RTO prior to the commencement of the accredited qualification.

*For further information please contact Excel Training at [training@excels.com.au](mailto:training@excels.com.au)*

## Workplace Health and Safety

Excel Training is committed to providing a safe working and learning environment for all staff, learners and visitors. Excel Training emphasis that Workplace Health and Safety is everybody's responsibility. All staff, learners and visitors are informed of WHS requirements and responsibilities during induction and orientation sessions. To mitigate risk of harm. Excel training conducts risks assessments and audits to ensure safe work methods are utilised. Where external training venues are used, Excel Training ensures in the contracts that all WHS policies and procedures are in place.

# RIGHTS AND RESPONSIBILITIES

## 01

### Student Responsibilities

As a student with Exce Trainig, you ill be required to take responsibility for the following:

- Completing your enrolment documentation in full
- Notifying your trainer if you have previous skills and knowledge you believe are relevant so that some recognition of your prior learning may be applied for
- Engaging in the learning journey designed for you
- Working closely with your trainee and supervisor
- Requesting reasonable adjustment yto your training agfreement, where needed
- Treating other people in your training program with courtesy and respect
- Being punctual with regular attendance and notifying your trainer if you are not available
- Observing normal safety practices
- Completing all assessments by the agreed date
- Seeking feedback from your trainer/ supervisor on your profess
- Discussing any concerns with your workplace supervisor, employer ot trainer

## 02

### Employer Responsibilities

Your employer will:

- Provide employment for the term of the Australian Apprenticeship/ Traineeship in accordance with the national Training Wage
- Provide training in the workplace to help achieve he competency standards as set out by industry
- Provide a safe working environment
- Help assess your skills in relation to the performance required by your industry and the training package
- Offer feedback on your progress
- Liaise with your trainer about your achievements and how they believe you have achieved these

## 03

### RTO Responsibilities

The RTO will:

- Provide you and your employuer with a comprehensive course induction
- Help to identify and assess yoru current skills and knowledge and process any application for Recognition o Prior Learning or Credite Transfers
- Support you and your employer in selecting elective units that will best suit
- Contextualise the learning experience to meet your needs
- Develop a training plan with you and your employer
- Provide training and assessed resources required
- Monitor your progress throughout the training
- Record your progress in your learner file and the Student Management System used by Exce! Training and store this information confidentially
- Arrange access to your file at your request
- Sign off achievements in you training record book
- Arrange the issuance of a certificate at the completion of your learning



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