



# Participant Handbook



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## Introduction

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Welcome to Apex HR

Apex HR is pleased to have you with us. Whether you are a part-time or full-time Apex HR participant, we want you to enjoy and benefit from your training program. A nationally recognised training program ensures your career moves in the right direction.

Individuals are increasingly capitalising on the competitive advantage gained by improving their skills and knowledge. Competent, well trained individuals are equipped with the skills and flexibility needed to adapt quickly to the rapid pace of change in the workplace.

Apex HR places great emphasis on attracting the most competent Trainers and Assessors in the market. We are committed to ensuring a safe and productive work environment for all our participants and others with whom we associate at work.

Apex HR provides:

- learning that is workplace relevant and improves career opportunities
- flexible training options that recognise the needs of each individual
- Trainers and Assessors with recent and relevant industry experience and expertise
- innovative and responsive training delivery
- expertise to identify, and clarify training needs and the ability to deliver training that meets those needs
- learning programs that make sense in the work environment
- participants with the required skills and knowledge for the future
- hands on practical skills linked to underpinning knowledge
- a learning environment that adapts to change and the demands of the day
- training that leads to career advancement.

As a registered training provider, Apex HR strives to ensure quality in all aspects of training and assessment, whilst meeting the requirements of all applicable governing bodies.

In this document any reference to “Apex HR” is a reference to Apex Human Resources Pty Ltd (A.C.N. 101 665 856) trading as “Apex HR” (TOID 21239)

## Training Program Information

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Apex HR incorporates adult learning principles into the training and assessment strategies of all its training programs.

Apex HR will, prior to the training program commencement, give participants all relevant information about the program of study, availability of learning resources and appropriate support services. A pre-training review will also be conducted to identify any specific needs, including skills recognition or Recognition of Prior Learning (RPL) that individuals may have.

Apex HR will ensure that training and assessment occurs in accordance with the requirements of the training program and the endorsed Training Package and where appropriate, the Training Package guidelines for customising.

Participants are encouraged to take responsibility for their own learning and to actively participate in the learning and assessment process.

Apex HR prides itself on its ‘people development’ through training programs. Training programs can assist participant’s progression pathways within their workplace.

## Course Information

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Participants will receive the following information that will assist in better understanding their rights, role and responsibilities whilst undertaking a training program with Apex HR:

- A detailed course outline which provides information on the course content
- Session dates/times and length of course
- Access and equity information
- Language, literacy and numeracy support
- RPL (recognition of prior learning) procedure
- Complaints process
- Fees, charges and refunds information
- Pre-requisites for entry into the training program
- Assessment methods to be used
- Qualifications issued
- Entry pathways, further training and career pathways

## Pre-Training Review

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Apex HR will conduct a pre-training review for each individual participant. The pre-training review provides a detailed outline of the training program, final training plan negotiation, a language, literacy and numeracy (LLN) assessment, a copy of the participant handbook and an opportunity to apply for recognition of prior learning or credit transfer (both forms of 'skills recognition'). Pre-training reviews ensure that all participants are enrolled in an appropriate training program and identify any special needs with their individual learning requirements. Participants who require assistance or support with any special need, including LLN, can speak confidentially with their Trainer and Assessor. Apex HRs experienced staff can discuss options for participation in training programs to assist participants in achieving competence.

## Participant Support Services

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Apex HR follows sound management practices to ensure effective participant services. In particular, Apex HR has established standards to ensure timely issuing of assessment results and qualifications.

Apex HR will ensure the vocational needs of participants are taken into account in the structure of its programs to give appropriate time allocation for practical application of knowledge and skill or personal need factors.

Apex HR provides the following in support of training:

- Continuous access to Trainers and Assessors
- Detailed course information
- Additional resource information
- Flexible delivery methodologies
- Flexible assessment methodologies.

Apex HR has a nominated Student Support Officer who is available to you. The Student Support Officer can be contacted between 9am-5pm, Monday to Friday where you can make an appointment to discuss the support that you require.

### Student Support Officer Contact Details

Diana Bevacqua  
Chadstone Tower 1, Level 8  
1341 Dandenong Road  
Chadstone VIC 3148  
Ph: (03) 9755 7453

## Academic support

The team at Apex HR will provide participants with advice, support and assistance if they are experiencing any difficulty with the program. Participants' course progress will be monitored through participation, completion of tasks and responses to questions.

If a participant fails to demonstrate competency at an assessment the trainer supports them with measures such as:

- Reasonable adjustments
- Further training
- One on one coaching
- Additional learning resources
- Alternate methods of training or assessment.

## Specialist support

Apex HR provides access to specialist support for participants who may have special needs, including assistance for:

- language, literacy and numeracy
- people from disadvantaged backgrounds
- persons from non-English speaking backgrounds
- people without adequate social skills
- people with disabilities
- people in rural or isolated locations.

Apex HR can provide access to specialist assistance for participants who require support with language, literacy or numeracy. Prior to commencement of training, participants identified as having language, literacy and numeracy difficulties that could affect their ability to complete their studies will be provided with access to external specialist services to assist them. Apex HR will work in cooperation with the external specialist services to ensure successful outcomes.

Processes will be implemented to identify, counsel and provide access to appropriate assistance for participants with special needs. Assistance will be administered to participants identified with special needs in the form of information and/or referrals as required.

Further information can be obtained from:

Australian Apprenticeship Centres	<a href="http://www.australianapprenticeships.gov/">http://www.australianapprenticeships.gov/</a>
Domestic Violence Relationships	<a href="http://www.dvirc.org.au/">http://www.dvirc.org.au/</a>
Gambling	<a href="http://www.gamblinghelponline.org.au">http://www.gamblinghelponline.org.au</a>
Drugs and Alcohol	<a href="http://www.adin.com.au/content.asp?Document_ID=38#vic">http://www.adin.com.au/content.asp?Document_ID=38#vic</a>
Depression	<a href="http://www.beyondblue.org.au/index.aspx">http://www.beyondblue.org.au/index.aspx</a>
Centrelink	<a href="http://www.centrelink.gov.au/internet/internet.nsf/home/index.htm">http://www.centrelink.gov.au/internet/internet.nsf/home/index.htm</a>

## Trainers and Assessors

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Apex HR will ensure that all Apex HR Trainers and Assessors;

- have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors,
- have the relevant vocational competencies at least to the level being delivered or assessed, and
- can demonstrate current industry skills directly relevant to the training program being trained/assessed and will continue to develop their VET knowledge and skills as well as their industry currency and trainer/ assessor competence.

Your Trainer and Assessor can provide you with assistance on any aspect of the course content, resources or assessment activities.

## Workplace Mentor/Supervisor (where relevant)

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Workplace mentors will provide participants with support, coaching and mentoring on the job. They can provide information and resources regarding relevant policies and procedures and assist participants with their training program. They may also contribute to some assessment tasks in conjunction with Apex HR Trainers and Assessors.

Traineeships require structured training withdrawal throughout the training program. Workplace mentors will facilitate and ensure structured withdrawal is afforded to all Australian Trainees within their workplace, to allow adequate time to develop the necessary skills and knowledge to demonstrate competence throughout the training program.

## Participant Rights and Responsibilities

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Participants and workplace mentors have rights and responsibilities governed by State and Federal legislation.

### Participant rights

All participants have the right to:

- be treated fairly and with respect by all Apex HR employees and other participants
- not be harassed, victimised or discriminated against on any basis
- learn in a supportive environment which is free from harassment, discrimination and victimisation
- learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- receive adequate withdrawal from routine work duties to undertake structured training activities
- have their personal details and records kept private and secure according to Apex HR privacy policy
- access any information Apex HR holds about them, including their records free of charge (provided that their relevant tuition fees for the records they wish to access have been paid)
- have their complaints dealt with fairly, promptly, confidentially and without retribution
- make appeals about procedural and assessment decisions; all Apex HR internal complaints and appeals processing is free of charge
- receive training, assessment and support services that meet their individual needs
- be given clear and accurate information about their course, training and assessment arrangements and their progress
- access the support they may need to effectively participate in their training program
- provide feedback to Apex HR, on the client services, training, assessment and support services they received.

## Participant responsibilities

All participants, throughout their training and involvement with Apex HR, are expected to:

- treat all others with fairness and respect and to not do anything that could offend, embarrass or threaten others
- not harass, victimise, discriminate against or disrupt others
- treat all others and their property with respect
- respect the opinions and backgrounds of others
- follow all policies and procedures as directed by Apex HR employees
- report any perceived safety risks as they become known
- not possess any articles or items that may threaten the safety of self or others during training delivery
- notify Apex HR if any of their personal information or contact details change
- provide relevant and accurate information to Apex HR in a timely manner
- apply themselves to their course with due personal commitment and integrity
- complete all assessment tasks, learning activities and assignments honestly and without plagiarism or cheating
- hand in all assessment tasks, assignments and other evidence of their work on time
- participate in regular contact with their Trainer and Assessor where directed
- progress steadily through their course in line with their training plan
- prepare appropriately for all assessment tasks, visits and training/coaching sessions
- notify Apex HR if any difficulties arise as part of their involvement in the program
- notify Apex HR if they are unable to attend a workplace visit or training/coaching session for any reason at least twenty-four (24) hours prior to commencement of the activity
- make agreed payments for their training within agreed timeframes.

### WH&S responsibilities:

- to protect own health and safety and to avoid adversely affecting the health and safety of any other person
- to not willfully nor recklessly interfere with, or misuse anything provided by Apex HR in the interests of health, safety and welfare
- to cooperate with health and safety directives given by staff at Apex HR
- to ensure that they are not, by the consumption of drugs and/or alcohol, in such a state as to endanger own health and safety or that of others.

## Classroom Training

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### How does the training happen?

Our classroom training offers the benefits of group training in a supportive learning environment and sessions are delivered by a qualified and experienced trainer. The class sizes are usually between 6 and 20 students so the trainer is always available to assist each person individually.

Training in a classroom may involve group discussion, demonstration, activities, role plays and workplace simulations. These sessions are designed to establish the knowledge and skills that the student will need to practice and develop before undertaking any assessments.

The trainer will discuss all of the assessment activities that must be completed and will give full support and assistance to every student to help them achieve competence.



## **What does Apex HR need to do?**

In the provision of our classroom training, Apex HR will:

- Ensure that trainers and assessors are appropriately qualified and experienced
- Retain and maintain records of training and assessments completed in individual student files, including copies of Certificates and Statements of Attainment issued
- Be able to reproduce qualifications for a period of seven (7) years
- Provide advice and guidance to the student regarding the training and assessment programs and services
- Liaise with Government training authorities where required or requested
- Provide reports to the relevant Government Department periodically on the progress of training and assessment, as per contractual obligations
- Evaluate training and assessment services regularly and identify and implement continuous improvement opportunities
- Maintain compliance to the Standards for Registered Training Organisations (RTOs) 2015 in accordance with the terms of our registration as an RTO
- Provide support to the trainer/assessor
- Administer and invoice appropriate fees as per the agreed course fees and payment schedule as set out in the Enrolment documentation or the Training Agreement.
- Develop a training plan
- Provide a simulated workplace environment for training and assessment within the classroom
- Ensure that training and assessment takes place in accordance with the agreed training plan
- Verify that competencies have been successfully demonstrated
- Ensure that outcomes are recorded on the training plan and are a true record of the competencies achieved
- Issue the student with a full, nationally recognised, Australian Qualifications Framework (AQF) Certificate within 30 days when all requirements of the qualification are met
- Issue a Statement of Attainment where a student has partially completed a qualification within 30 days

## **What does the student need to do?**

In order to gain the most benefit from the learning experience, the student should:

- Attend all training sessions at the scheduled times
- Advise Apex HR of any concerns or issues that will prevent attendance at any session
- Fully participate in all training activities
- Complete all assessment tasks
- Follow instructions willingly and promptly
- Respect others and their property
- Demonstrate appropriate behaviour and be prepared to learn

## **What are the timeframes**

Students are able to enroll at any stage up until the commencement of our classroom programs, however, we encourage students to discuss all aspects of the courses with one of our team members prior to course commencement to ensure they understand their training options.

New courses commence weekly, so students are not required to wait more than a week for entry into the next available course.

The duration of the enrolment is dependent on the course but is usually one to two weeks longer than the classroom sessions to allow for any missing evidence to be submitted and for final assessment. If a student completes a full course but is not able to demonstrate competence, the Student Support Officer will discuss the option of attending further training at the next scheduled course.

Apex HR will issue a Certificate within 30 days of the student's completion or issue a Statement of Attainment if the student has achieved competence in some units and subsequently withdraws from the program.

## Workplace Training

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### Workplace Based Training

Workplace based training is a great way to learn vocational skills. This approach to training is a combination of theory, instruction and structured learning on-the-job which allows hands-on practical application and practice of the theory.

Training is designed to suit employees wishing to learn new skills and improve existing skills whilst working productively in a job. Training delivered in a workplace can be contextualised to suit an individual organisation.

Workplace based training is frequently delivered through a **traineeship** program.

### How does the training happen?

In workplace based programs, the training is the responsibility of both the RTO and the workplace.

A qualified and experienced workplace trainer is allocated to each business. This process is managed by the Training Manager who will carefully assess the business requirements and determine the most suitable trainer.

Training visits are scheduled for every 2 – 4 weeks (depending on the program) and are *approximately* 2 – 3 hours in duration (depending on the program), however times may vary depending on the individual's needs. This training must be conducted in an area away from the student's normal work area and may occur one-on-one or in small groups.

Our workplace trainers integrate the learning requirements of the relevant VET qualification with a trainee's daily duties and tasks.

The trainer will use a variety of techniques to introduce the learning topics. These techniques might include: discussion, demonstration, activities, role plays, simulations, etc, and are designed to establish the knowledge and skills that the student will need to practice and develop before assessment. The trainer will also provide advice to the student and the supervisor on how the workplace can provide opportunities to practice and demonstrate these skills.

The trainer will also discuss the assessment activities that must be completed by the student and how the supervisor can support and assist the student to achieve competence.

### What does Apex HR need do?

APEX HR will deliver off-the-job training to trainees. They work with the employer and student to:

- Ensure that trainers and assessors are appropriately qualified and experienced
- Retain and maintain records of training and assessments completed in individual student files, including copies of Certificates and Statements of Attainment issued
- Be able to reproduce qualifications for a period of seven (7) years
- Provide advice and guidance to the student and employer regarding the training and assessment programs and services
- Liaise with Government training authorities where required or requested
- Provide reports to the relevant Government Department periodically on the progress of training and assessment, as per contractual obligations
- Evaluate training and assessment services regularly and identify and implement continuous improvement opportunities
- Provide support to the trainer/assessor
- Administer and invoice appropriate fees as per the agreed course fees and payment schedule as set out in the Enrolment documentation or the Training Agreement
- Develop a training plan
- Deliver structured, off-the-job training
- Ensure that training and assessment takes place in accordance with the agreed training plan
- Verify that competencies have been successfully demonstrated
- Ensure that outcomes are recorded on the training plan and are a true record of the competencies achieved
- Issue the student with a full, nationally recognised, Australian Qualifications Framework (AQF) Certificate within 30 days when all requirements are met as listed in the training plan

- Issue a Statement of Attainment within 30 days where a student has partially completed a qualification

### **What does the employer need to do?**

The workplace supervisor plays an important role in the development of the skills and knowledge of the trainee. To further assist in this development, the workplace supervisor should:

- Ensure the workplace has the appropriate facilities and equipment available for student training and assessment activities
- Participate in the customisation of learning and assessment resources to ensure they are appropriate for the workplace
- Participate in the selection of elective units of competency to be included in the training course for students (if applicable)
- Identify an appropriate workplace manager/supervisor to provide guidance, mentoring and support to the student
- Allow Apex HR access to the student and manager/supervisor when required or requested, at appropriately agreed times
- Provide feedback to Apex HR after program commencement, at mid-point during the program and at program completion
- Inform the trainer/assessor or Apex HR management of any concerns or issues that may arise during the program, as soon as possible

### **What does the workplace manager/supervisor need to do?**

- Supervise the conduct and work duties of the student and provide opportunities for practice and consolidation of the skills that the student is developing.
- Ensure the student is made available at appropriately agreed times for training and assessment activities
- Provide feedback to the Apex HR trainer/assessor regarding the program on any scheduled monitoring visits and/or assessment visits
- Provide feedback to Apex HR about the training and assessment program when requested
- Be available to meet with the Apex HR trainer at each face-to-face visit to discuss the progress of training and assessment and to complete any necessary documentation.
- Sign the Training Contact Form to verify that the visit took place and that the specified training was delivered by the Apex HR trainer.
- Participate in the assessment process by confirming the assessment strategies are appropriate for the workplace and the student (and negotiating changes where necessary) and by verifying that the student is demonstrating the appropriate work skills.
- Sign all assessments to confirm their agreement with the decision of the trainer as regards the competence of the trainee.

### **What does the nominated workplace mentor need to do?**

For some courses, nominated workplace mentors play a vital role in the student's learning and assessment experience.

The responsibilities of a nominated workplace mentor are outlined below.

- The workplace mentor is to be an experienced person available within the Employers organisation and may be a team leader, supervisor or manager of the individual student, alternatively the mentor may be an external person depending upon the arrangements within the Employers organisation and as agreed to with Apex HR.
- The workplace mentor can be the student's supervisor or manager
- The mentor is expected to be a subject matter expert, and would normally be expected to have at least three years' experience in their industry and to be able to advise the student on the skills and knowledge they are acquiring.
- Ideally, the workplace mentor would hold the same qualification that the student is completing however this is not mandatory
- This mentor/supervisor is to be determined by the employer and details provided to Apex HR trainer/assessor
- Workplace mentors/trainee supervisors will act under the guidance of Apex HR trainer/assessor for the completion of the Supervisor/Third Party Report which forms a part of assessment evidence for each unit of competency

## **What does the student need to do?**

In order to gain the most benefit from the training experience the student should:

- Perform their job role as determined by the employer to the best of their ability
- Actively participate in the program and commit appropriate efforts to their work
- Complete all activities and assessments as requested by the trainer/assessor to the best of their ability
- Inform their trainer/assessor of any problems they may be having with the training program as soon as possible
- Consult with the trainer regarding progress and set tasks
- Consult with the workplace supervisor to ensure that all necessary activities are demonstrated to workplace standards.
- Inform their trainer/assessor of any change to personal details, such as address, phone number and email address

## **Traineeships**

### **What are traineeships?**

The federal government introduced traineeships as a part of a national scheme to improve workplace efficiency and increase the number of employees in the workforce that hold higher level qualifications.

Traineeships use training packages to help make this happen and when a trainee successfully completes the program Apex HR will issue a nationally recognised Certificate or Statement of Attainment.

Traineeships are a contract between the employer (who agrees to provide support and on-the-job training) and the employee (who agrees to undertake the requirements of the learning and assessment). These contracts are administered by Australian Apprenticeship Centres.

In a traineeship program, off-the-job structured training is provided by Apex HR according to an agreed schedule. At the same time, structured on-the-job training is provided by the workplace supervisor. Apex HR ensures that the national competencies are met and the workplace supervisor ensures that the workplace competencies are met. This two pronged approach to training provides the best combination of theory and practice.

Apex HR delivers the structured off-the-job component either in a classroom or in an appropriate location in the workplace away from the student's usual work area, whilst the on-the-job learning is usually done at the student's work area as they work under supervision.

The traineeship program is available for full-time or part-time employees (subject to appropriate industrial relations arrangements being in place).

### **What does Apex HR need to do in a traineeship?**

In addition to the general responsibilities for workplace training, Apex HR will also:

- Conduct a minimum of four face to face training visits per trainee per training year.
- Work with the employer/supervisor to ensure that the trainee receives the appropriate on-the-job training.
- Monitor the trainee's release from their normal duties for the purpose of structured training and ensure the details of the learning are recorded.
- Make contact with the trainee and the workplace supervisor at least once a month to discuss the trainee's progress against the training plan.

### **What does the employer need to do in a traineeship?**

In addition to the general responsibilities for general workplace training, the employer will also be required to:

- Ensure that the trainee is released from normal duties for the purpose of structured training and record the details of the structured training in the Withdrawal Log which is then signed and handed to the Apex HR trainer each month.
- Actively monitor and supervise the training of the trainee, take an interest in their professional development, coach them in safe and efficient techniques, give them feedback on their progress and motivate them to achieve more.

## What does the trainee need to do in a traineeship?

In addition to the general responsibilities for workplace training, the trainee will also:

- Ensure that all details of withdrawal from normal duties for structured training are recorded in the Withdrawal Log.
- Ensure that the Withdrawal Log is signed by all parties and handed in to the Apex HR trainer each month.

## Structured Training Withdrawal

Structured Training Withdrawal (time spent on developing your skills and knowledge in the workplace) is an essential component of your development and is a mandatory requirement for all traineeship participants.

Whilst it can vary week to week, your time on structured training activities must average out, per month, as follows:

- 12 hours for full-time employees
- Pro rata to the full time equivalent for part-time employees.

Structured training withdrawal occurs in many ways and the Apex HR Assessment Coversheets provided to all participants has been pre-populated with some of the most common types, however you may record any other activities that you and your mentor/supervisor consider appropriate. If you are unsure, please consult your Apex HR Trainer and Assessor. Some of the activities include:

- Attendance at an off-site training session
- Formal workplace induction
- Instruction in a new process
- Practicing new skills under supervision
- Job rotation
- Visits by the Apex HR trainer
- Completion of assessment tasks

## Training and Assessment Methods

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Training by Apex HR is delivered using a variety of flexible approaches to learning, including techniques such as: classroom based learning, on the job instructions, self-paced learning, group based learning, coaching, on-line learning and workplace training. Flexible delivery means providing training in a way that best suits employers and participants and to enable each to fulfill the requirements of the nationally recognised competencies.

Apex HR will, prior to the training program commencement, give participants all relevant information about the nationally recognised qualification, the requirements of the accredited training program or endorsed training package (if requested) and availability of learning resources and appropriate support services.

At all times, Apex HR will ensure that training and assessment occurs in accordance with the agreed training plan.

### Training delivery

The flexibility in training delivery incorporates options that best suit the individual's learning needs:

- Workplace delivery – Trainer and Assessor led training sessions on-site
- Workplace mentoring – Workplace Mentors provide additional training and support to participants
- One-on-one coaching sessions
- On-the-job coaching sessions
- Self-paced learning – working through training resources outside of scheduled training delivery.

Apex HR will comply with all laws relevant to the operation of the training premises including

occupational health and safety and fire safety regulations and ensure that the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

Apex HR will ensure that training facilities, equipment and courseware is adequate for the training program being delivered and are maintained in good working order.

## **Assessment**

To be awarded a qualification, a participant must be deemed as 'competent' in all units of competency prescribed for that course. In turn, in order to achieve competence in each unit, the participant must satisfactorily complete each prescribed assessment task. Primarily, these areas of competence and the associated assessments are based on; performance criteria, skills, knowledge and foundation skills.

All training programs delivered by Apex HR are developed by referencing competency standards as set and endorsed by industry skills councils. Participant competency will be assessed by qualified staff using strict assessment criteria. When a participant can demonstrate competency for the required number of units of competency specified for their training program, the full qualification will be awarded. Where a participant can demonstrate competency for units of competency less than the required number to achieve a full qualification, a statement of attainment will be issued for the units in which competency was achieved. Participants who fail to demonstrate the required level of competency at the close of the program will be provided with information, advice and/or counselling on options or opportunities to achieve competence and be re-assessed.

Wherever possible, a practical assignment or project will be used to assess a participant's competence. In many cases, however, the practical application is underpinned by structured, theoretical knowledge. The application of such knowledge may vary considerably, depending upon industry, organisation and business environment or situation. It is therefore necessary, in many cases, to measure a participant's theoretical knowledge using a variety of assessment methods over and above the assignment or project.

Some of the aforementioned delivery methods may also be used as methods of assessment and are complimented by other assessment methods that may include (but are not limited to):

- Written questions
- Case Studies
- Demonstration (observations by the Trainer and Assessor)
- Targeted oral questioning
- Projects
- Supervisor reports.

All assessment tasks must be completed satisfactorily in order for a competent result to be achieved. In turn, each unit of competency must be completed satisfactorily (competence achieved) to be issued the qualification.

## **Projects/assignments**

All projects should be completed to a standard expected in the workplace/industry. Therefore all work should be to a professional level, properly labelled, well presented and submitted on time.

All assessment tasks will come with a set of instructions which must be adhered to and all requirements met.

Whilst individual Trainers and Assessors may have specific requirements for an individual project, every project must have a cover sheet. The information on the coversheet must include (at a minimum);

- Trainer and Assessor's name
- Participant's name
- Date of submission
- Participant's signature validating authenticity and compliance with rules on copyright and plagiarism.

It is recommended that all participants take a copy of their work prior to submitting to their Trainer and Assessor. Copies can be requested at a later date and may incur an additional charge.

## **Training and assessment standards**

Apex HR is committed to delivering training and assessment consistent with the highest industry standards. Apex HR will:

- provide staff with necessary induction and training
- conduct regular reviews of training and assessment procedures
- consult with regulatory groups, staff and participants to assess the quality of training and assessment
- always seek to improve training and assessment procedures
- provide all the necessary resources to implement these processes.

Apex HR will adopt and maintain a quality assurance system for managing and monitoring all education and training operations and for reviewing staff and participant satisfaction. The system consists of mechanisms for monitoring and evaluating training materials, monitoring of assessment procedures, and stakeholder involvement in decision and policy making.

## **Participation and mentor feedback**

Apex HR will collect and review feedback from all stakeholders: participants, employer representatives, industry representatives, Apex HR representatives and advisory bodies on a regular basis. All participants and workplace mentors will be asked to complete engagement surveys or evaluations during and at the completion of their training program. Stakeholder feedback will be utilised to review and improve Apex HR processes, including training and assessment and will be registered in a feedback register, against which, Apex HR will measure course and service quality and effectiveness via regular reviews. Any stakeholder feedback, which indicates practices by Apex HR and/or representatives that may be contrary to legislation, standards or codes of practice, will be acted upon immediately by Apex HR senior management.

Apex HR is 100% committed to continuous improvement, but we can only act on the things of which we are aware. If you are concerned about confidentiality, these evaluations can be forwarded directly to your workplace mentor or supervisor to ensure anonymity when submitted to Apex HR.

As part of the VET Student Statistical Collection Guidelines, some participants may also be requested to participate in a National Council for Vocational Education and Research (NCVER) survey during their traineeship program.

## **Participation/attendance**

Like all vocational courses, the course you have enrolled in is underpinned by 'foundation skills' which include (but are not limited to) self-management, teamwork, communication, planning & organising and learning. The need to assess these skills, on top of the relevant technical skills, means attendance at all sessions and participation in all associated activities of each training cycle is critical. Much of the assessment is made by observation and demonstration which is impossible if a participant's attendance and participation is irregular.

To this aim, all participants' attendance and participation is recorded for each and every session in attendance records.

Often if a Trainer and Assessor has not been able to make adequate observations and has not had the opportunity to orally question a participant throughout the duration of training to assess underpinning knowledge and comprehension, the participant may be assessed as 'not yet competent' on the basis of a lack of evidence, which will inevitably delay the attainment of the qualification.

## **Absence/missing sessions**

Where a participant anticipates absence from a session, a courtesy call to (or message left for) the Trainer and Assessor concerned will ensure that things like copies of class handouts are held aside. Where an absence of more than two sessions is anticipated, the Trainer and Assessor should be notified and a 'return to training date' should be advised.

In the event of absence from a session, it is the participant's responsibility to prepare themselves for the next session in their own time. The participant should take steps such as contacting the Trainer and Assessor to collect any handouts or copying class notes from fellow participants and studying the covered topics missed. The Trainers and Assessors are here to help, but it is not always possible to repeat group sessions for individual participants.

## Change of Details

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Participants must inform Apex HR of any changes to their address or contact details as originally advised in the enrolment form. They must also inform Apex HR of any other change that may be relevant to their training status as a participant. This prevents participants from missing any relevant correspondence sent to their personal address and ensures they can be contacted at all times.

Please send an email to Apex HR on [info@apexhr.com.au](mailto:info@apexhr.com.au) notifying any changes.

## Access and Equity

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Apex HR's commitment to the principles of access and equity in vocational education and training gives practical expression to the Federal Government's goal of improving the knowledge, skills and quality of life for all Australians, having regard to the particular needs of target groups. The management of Apex HR is committed to ensuring that access and equity considerations are incorporated in the provision of training delivery and assessment. This means that all participants are entitled to the best possible training delivery. Apex HR achieves this by employing qualified and experienced staff, offering participants flexible training options and ensuring that the needs of each individual participant are recognised, customising each training experience to best suit their needs.

A participant should never feel that they are unable to complete their training for any reason. Access and equity is the responsibility of all staff members at Apex HR, however, participants who feel they are in this situation should contact the Operations Manager on 03 9755 7453.

## Safety and security

Apex HR strives for excellence in workplace health and safety and is committed to providing an environment which is free from risks and conducive to the productivity and efficiency of its participants and others.

Apex HR meets the requirements of the Occupational Health and Safety Act 2004 and complies with all other relevant legislation, codes of practice, advisory and best practice standards as well as organisational policies and procedures. Please see Compliance with Legislation section of this Handbook for more information.

## Participant welfare

In order to protect the welfare of participants and to ensure participants have positive living, studying and working experiences, Apex HR:

- a) does not permit or require participants to attend classes (including time allocated for self-paced or online studies) for more than eight (8) hours in any one day, unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which specifies the differing maximum hours for the course. Participants will be notified where exemptions have been provided.
- b) does not permit or require full time participants to attend scheduled classes prior to 8.00am and/or after 10.00pm (including time allocated for self-paced or online studies), unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which approves a different schedule. Participants will be notified and asked to sign an agreement to this arrangement in writing.

## Respect for others

Participants will be expected to treat Apex HR team members and fellow participants with respect and observe any particular conditions which may appear in this information booklet or that are raised during the course by a Apex HR team member. Inappropriate language or actions will not be tolerated.

In keeping with equal opportunity and anti-discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, disability, gender, sexuality, religion or age.



- Harassment and intimidation of Apex HR employees or fellow participants will not be tolerated.
- Facilities and equipment will be treated with due care and respect.
- All training and coaching sessions will commence on time. This includes after lunch and coffee breaks.
- Disruption of the learning environment or interference with the learning of others will not be tolerated.

## **Behaviour**

Participants are expected to participate in all training activities and carry out any tasks within reason that may be requested by the Trainer and Assessor. Participants should complete these tasks to the best of their ability and in a timely manner. Repeated failure to complete set tasks or attend scheduled training may result in suspension of the training program. Trainers and Assessors will then discuss an action plan with the participant to address the performance issue and provide them with opportunities to recommence training.

Consumption of, or being under the influence of, alcohol or illicit substances during training is unacceptable and will result in training being terminated or the participant being asked to leave the premises (subject to site regulations). Continued abuse of this nature may result in the participant's removal from the training program.

A participant's behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. All participants should behave in a way that reflects workplace/professional standards at all times. Participants should be punctual to all training and coaching sessions.

## **Etiquette**

Given we are training in and for the workplace, a professional standard of behaviour is expected at all times. Courtesy, manners, punctuality, attendance and an appropriate standard of dress are all mandatory.

Participants whose attendance or behaviour is considered detrimental to their progress, or the progress of their fellow participants, may be asked to show cause why their enrolment should not be suspended or terminated and may face disciplinary action under Apex HR's disciplinary policy.

## **General Requirements**

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When engaged in off-site training (on Apex HR premises for example), participants should not leave handbags or other valuables unattended. Although the building is reasonably secure, participants are ultimately responsible for their own belongings. Apex HR accepts no responsibility for any belongings which may be stolen or misplaced during the training program.

Smoking is not permitted within the building or in such a way that blocks an entrance to the building.

If a participant has a personal health condition which may become critical while attending the course, please advise the Apex HR Trainer and Assessor or other staff member prior to commencing training. Any information will be treated in strict confidence and is only necessary to ensure that Apex HR can provide support or assistance should an emergency arise.

Should a participant be involved in an accident which results in personal injury and/or damage to equipment or facilities, the Apex HR Trainer and Assessor must be notified immediately.

Emergency procedures and exit plans must be followed. If a participant hears an alarm or a staff member advising of an emergency, they must follow the instructions given.

## **Plagiarism and cheating**

Participants are expected to submit their own original and current work for assessment. If participants are required to undertake research for their class work or assessments, they must properly and fully acknowledge their sources. Plagiarism and cheating of any kind will not be tolerated by Apex HR and such action constitutes participant misbehaviour which may result in the cancellation of a participant's enrolment.

Apex HR's strict policy against plagiarism and cheating means that the integrity of all courses and qualifications issued is upheld. It is essential to Apex HR's reputation that plagiarism is dealt with promptly and in accordance with this policy.

- a) Cheating means any dishonest or deceitful conduct in relation to the submission or class-work, assessments, assignments or other course related conduct. (example: copying work from another person is considered cheating)
- b) Plagiarism means using the ideas or expressions of someone else without acknowledging them and passing them off as one's own.

Copying and plagiarism are not accepted under Apex HR rules and, if detected, may result in a result of 'unsatisfactorily completed' for that assessment task and is also likely to lead to disciplinary action. In the case of copying, all parties to the offence will be penalised – that is to say that there is no distinction made between the copier and the individual who knowingly allows their work to be copied. It is each participant's responsibility to safeguard their work from being copied.

In order to determine if cheating has occurred, it may be necessary for Apex HR staff members to interview all parties suspected of conspiring to cheat. This can be unnecessarily frustrating, and insulting if somebody has copied your work without you being aware of it, so protect yourself by keeping your work secure at all times and report any suspicions you have of your work being copied to your Trainer and Assessor immediately.

From time to time, participants may be suspected of cheating where they have worked together on an assignment with one or more other participants. It is important to ensure that your work is sufficiently unique to demonstrate competence and to avoid these situations, as each participant needs to demonstrate his or her own competence as an individual.

### **Disciplinary procedures**

Where a participant's behaviour is affecting the learning process, they will be asked to leave and be given a written warning. Re-entry to the training program will need to be negotiated with the Trainer and Assessor.

Any misconduct will result in an intervention meeting followed by a written warning.

Any further incidents will result in termination from the training program without refund.

Serious misconduct will result in immediate termination from the training program. No refund will be available in this instance.

### **Misconduct**

Misconduct includes, but is not limited to:

- Theft
- Fraud
- Violence/assault/physical intimidation/abuse
- Discrimination, harassment, intimidation or victimisation of others
- Serious negligence including OH&S non compliance
- Serious breach of confidentiality
- Plagiarism/cheating
- Refusing to carry out lawful and reasonable instructions
- Willful disobedience
- Being affected by alcohol or drugs (both illegal and prescription) in that their faculties are so impaired that they are unfit to participate in activities.

### **Feedback**

Apex HR welcomes feedback and opportunities for improvement.

Feedback/enquiries/requests may be submitted via email to info@apexhr.com.au. These may be made anonymously or with your contact details. Providing contact details allows for Apex HR to respond and keep you informed of outcomes.

## Skills Recognition

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### What is skills recognition?

Skills recognition is the overarching term given to the recognition of skills and knowledge gained through formal and informal learning by the applicant. The Skills Recognition process can include Credit Transfer (CT) or Recognition of Prior Learning (RPL). Skills recognition is where credits or exemptions can be applied to a participant's qualification, either an entire qualification, or individual subjects known as 'units of competency'. Definitions of the two main types of skills recognition are:

Credit transfer (CT) assesses the requirements of an initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course. The assessment is used to determine the extent to which the achievement of the previous qualification is equivalent to the required learning outcomes, competency outcomes, or standards in another qualification.

Recognition of Prior Learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency standards.

### Who is eligible for RPL?

RPL is available to all participants and is initially offered at the pre-training interview. The process is usually instigated at induction; however an applicant can apply for RPL at any time during the training program.

### How do I know if I should apply for RPL?

If you believe or suspect you may be eligible, the first step is to complete a Skills Recognition – Self Assessment Questionnaire, which will be made available to you by your Trainer and Assessor at the pre-training interview or at induction. This self-assessment questionnaire has been designed to give you an initial indication of whether your current level of skills and knowledge would be sufficient to support an RPL application.

### How do I apply?

If after completing the skills self-questionnaire, you suspect you may be eligible for RPL, you need to complete an initial application form and arrange an interview with your Trainer and Assessor.

The following is an overview of the end-to-end process:

#### ***Procedure for Recognition of Prior Learning***

##### *Training Program Induction*

Participants will be inducted into the training program as for all training programs and provided information on Skills Recognition processes and procedures.

##### *Initial Application Form and Self-Assessment Questionnaire*

The applicant receives and completes the Skills Recognition – Self Assessment Questionnaire to determine if an application should be pursued. Applicant completes initial application form and books meeting with Trainer & Assessor to discuss requirements and application.

##### *Preliminary interview*

The applicant meets with the Trainer and Assessor to discuss the unit(s) content and what

elements of competence must be addressed using employability skills attached to the qualification. Advice is provided on the evidence that can be submitted, assessment options (RPL tool vs Standard Assessment tool), outcomes of RPL, timeframes for submission and assessment and the select units for application (if applicable).

Note: If applicant decides to pursue assessment only pathway, refer to Vocational Education guide for the relevant competencies.

#### *Prepare Portfolio Application*

The applicant collects documents and evidence to be submitted and then completes Recognition of Prior Learning form for each unit applied. The onus is then on the applicant to gather sufficient and appropriate evidence (as advised at the preliminary interview) or complete all assessment tasks in order to prove competence.

#### *Lodgement of application by participant*

If the applicant is confident after the preliminary interview of his or her chances of gathering sufficient evidence to demonstrate competence, or ability to complete the assessment tasks without training, an application form is completed and officially lodged.

#### *Review of Portfolio*

The Trainer & Assessor completes review of evidence against the requirements of the units and completes assessment records for all units assessed. Trainer provides feedback and identifies areas where 3rd party verification is needed. If required, Trainer confirms / verifies 3rd party reports.

#### *Competency Conversation*

The Trainer & Assessor may conduct interview with applicant; asking questions and recording responses to confirm understanding and will observe practical activity as required. The applicant is then notified of time frame of assessment decision (usually within 14 days).

#### *Notification of Outcome*

Applicant will be informed in writing of the outcome of whether the recognition of prior learning will be either granted or refused, and for which units. If unsuccessful, the Applicant is provided with relevant information if they wish to re-submit their application for Recognition or appeal the decision.

### ***Procedure for Credit Transfer***

#### *Training Program Induction*

Participants will be inducted into the training program as for all training programs and provided information on Skills Recognition processes and procedures.

#### *Initial Application Form*

The applicant receives and completes the Credit Transfer Application form and attaches a certified copy of the Qualification or Statement of Attainment. The Credit Transfer Application form is then submitted to Spectra.

#### *Review of Credit Transfer Application*

The Training Coordinator must check the Qualification or Statement of Attainment and grant credit transfers for a unit(s) of competency that has been completed at a TAFE college or any other Registered Training Organisation. Decision is made on the granting of the credit transfer.

#### *Notification of Outcome*

Applicant will be informed in writing of the success of their credit transfer application.

## Training Completions & Withdrawals

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### Training withdrawal

If a participant wishes to terminate their participation in a training program they must ensure the relevant Trainer and Assessor is informed immediately and an intention to withdraw form must be completed.

This will ensure that any entitled Certificates/Statement of Attainments can be awarded to the participant promptly.

### Training completion

Successful completion will be determined when the participant is deemed competent in all units of competency within the training program. Apex HR will issue full certificates and statements of attainments that show the following:

- Name of the provider as shown on the certificate of registration
- Name of the person receiving the qualification
- Name of the training qualification as shown on the scope of registration
- Date of issue
- Authorised signatory of Managing Director
- Nationally recognised training logo where courses are nationally recognised
- Units of competency achieved on any certification issued in relation to courses based on national competency standards
- AQF recognition, either logo or appropriate wording

### Partial completion

Statements of Attainment will be issued to participants who satisfactorily complete either units of competency from a nationally recognised qualification, or a module from an accredited course that is on the scope of registration.

### Qualification Reprints

Participants may request reprints of the following documents issued by Apex HR as per the rates in the current years Fees and Charges:

- Reprint of Original Certificate/Testamur
- Reprint of Transcript

## Academic Complaints / Grievances

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A grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of Apex HR in relation to academic matters. Academic matters arise from events occurring at a provider or from decisions made by a provider and will cover issues such as:

- Student assessment
- Decision regarding student progress
- Curriculum and awards in a course

A grievance, complaint or appeal is deemed to be a formal grievance, complaint or appeal when it is lodged in writing with Apex HR.

At any point a complaint may be withdrawn by the complainant.

The processing of Apex HR complaints and appeals is free of charge.

## Grievance Procedures

Students or people seeking to enrol in any accredited course of Apex Human Resources have access to a three stage academic grievance process which is set out below.

Each stage is free of charge.

### Stage 1

Initially, complaints and grievances should be discussed with the trainer/assessor.

The complaint will be documented and a resolution will be sought within 14 days of receipt of the complaint.

### Stage 2

If dissatisfied with the response to the complaint or the time taken to resolve the matter under stage 1, the complainant may submit an appeal or subsequent complaint in writing to the Director. A copy of the complaint form can be located on the Apex HR website at [www.apexhr.com.au](http://www.apexhr.com.au). The Director will arrange for a second assessment by another assessor within a reasonable time, normally within 15 days of receipt of the appeal/complaint.

### Stage 3

If not satisfied with the decision in stage 2, the complainant may request that the matter be further reviewed by an independent body appointed by Apex HR.

The details of this external body are as follows:

#### **Dispute Settlement Centre Victoria**

Level 4, 455 Lonsdale Street

Melbourne VIC 3001

Ph: 1300 372 888

Fax: 9603 8355

This final stage will be addressed within 30 days.

If the independent mediator makes recommendations in relation to a complaint they have reviewed, the Director or his delegate will ensure that the recommendations are implemented within 21 days.

### Note

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under statute or any other law.

## Non - Academic Complaints / Grievances

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A grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of Apex HR in relation to non-academic matters. Non-Academic matters arise from events occurring at a provider or from decisions made by a provider and will cover issues such as:

- complaints in relation to privacy/personal information that the provider holds in
- relation to the student
- discrimination
- unfairness and injustice
- vilification
- sexual harassment
- other forms of harassment, eg. bullying
- student amenities
- general complaints including dissatisfaction with services
- complaints about financial matters
- fines and payments, application procedures, exclusions from events and
- facilities and the use or misuse of personal information.

A grievance, complaint or appeal is deemed to be a formal grievance, complaint or appeal when it is lodged in writing with Apex HR.

## Complaints Procedures

Students or people seeking to enrol in any accredited course of Apex HR have access to a three stage non-academic grievance process which is set out below.

Each stage is free of charge.

### **Stage 1**

- a) Initially, complaints and grievances should be discussed with the person/s involved.
- b) If this is impracticable or unsatisfactory, students should communicate with the Student Support Officer. The complaint will be documented and a resolution will be sought within 14 days of receipt of the complaint.

### **Stage 2**

The second stage of the grievance process is as follows:

If dissatisfied with the response to the complaint or the time taken to resolve the matter under stage 1, the complainant may submit the appeal or subsequent complaint in writing to an independent, impartial and senior officer to the first assessor, the Director. A copy of the complaint form can be located on the Apex Hr website at [www.apexhr.com.au](http://www.apexhr.com.au). The Director will deal with the appeal/complaint within a reasonable time, normally within 10 days of receipt of the appeal/complaint.

### **Stage 3**

The third stage of the non-academic grievance process is as follows:

If not satisfied with the decision of the Director in stage 2, the complainant may request that the matter be further reviewed by an independent body appointed by Apex HR.

The details of this external body are as follows:

#### **Dispute Settlement Centre Victoria**

Level 4, 455 Lonsdale Street  
Melbourne VIC 3001  
Ph: 1300 372 888  
Fax: 9603 8355

This final stage will be addressed within 30 days.

If the independent mediator makes recommendations in relation to a grievance they have reviewed, the Director or delegate will ensure that the recommendations are implemented within 21 days.

### **Note**

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under statute or any other law.

## **Complaints to the Regulator**

If the complainant wishes to make an official complaint to the regulator, they can refer to the "How to Make a Complaint to the VRQA" page on the Victorian Registration and Qualifications Authority (VRQA) website located at:

<http://www.vrqa.vic.gov.au/complaints/Pages/tovrqa.aspx>

## **Finance Enquiries / Complaints**

1. All financial queries or concerns are directed to the Operations Manager;
2. The enquiry is documented in the Finance Database;
3. Operations Manager investigates the enquiry and will consult relevant Apex HR staff;
4. Operations Manager contacts the client to within 5 working days of receiving email;
5. If the matter is resolved, written acknowledgement is sought from all parties, preferably via email;
6. If the matter is unresolved a further investigation of the issue will be initiated by the Operations Manager;
7. The outcome of the investigation will be either a resolution or will initiate a formal complaint;
8. A client can initiate the formal complaint process independent of this investigation.

## Record keeping and confidentiality

All outcomes relating to stakeholder complaints will be reviewed at the Continuous Improvement and Compliance Committee meetings at least quarterly and will be documented within the Complaints Register.

Details of all complaints, whether informal or formal, and whether academic or non-academic matters, are recorded and stored in the Complaints and Appeals Register, and in the participant's/employer's file(s) by the Operations Manager.

These records will be treated as confidential, retained for five years and parties to the complaints process can have appropriate supervised access to these records. These records may be accessed free of charge (provided that their relevant tuition fees for the records they wish to access have been paid).

## Fees, Charges and Refunds

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### Invoices

All clients/participants are provided with a numbered tax invoice detailing all fees paid (payable tuition, materials, etc.). A copy of the invoice is to be kept in the client's file when the participant fees have been invoiced to the employer, or kept in the participant file when the fees have been invoiced to an individual.

Where a client is to be invoiced for the tuition fees of their employees undertaking government funded training, the invoice must clearly indicate the names of those employees for whom the invoice applies.

Invoices for tuition fees for government funded training should not include amounts for other services provided to the employer. These should be invoiced separately.

Invoicing to clients will be in line with Payment Options agreed to as per signed Training Services Agreement between the client and Apex HR.

### Invoicing

All participants will be covered by a signed Training Services Agreement or Enrolment form.

All fees and charges are developed and executed as per the requirements of Apex HR's State government agreements and the relevant guidelines.

Clients (employers) and participants will be communicated all fee information in writing prior to the completion of the enrolment process. The Apex HR Fees and Charges is available on the Apex HR website in the Fees and Charges Policy.

Clients (employers) and participants will be made aware of Apex HR's credit and refund policy via the Training Services Agreement and the Fees and Charges Policy.

The person responsible for payment for all participants will be captured as part of the Apex HR enrolment process. Under a traineeship/apprenticeship arrangement, the participant's employer may pay these fees.

Concessions may apply as per State government regulations; evidence demonstrating minimum concession requirements (usually a Health Care Card) or evidence of financial hardship for each individual participant will be required to access a reduced enrolment fee or to be exempt from an enrolment fee. A copy of evidence must be retained on the participant's file. Refer to the Apex HR Concessions Policy for fee structure and concessions that may apply.

Fees payable to Apex HR upon completion of training will be invoiced by Apex HR when final training has been delivered.

All fees and charges for the delivery of training and assessment services must be approved by the Managing Director prior to their publication, quotation to clients or tender submission.



## **Credits / Adjustment Notes**

- a) Credit of enrolment fees that have been invoiced, but not paid:
  - i. Apex HR will provide an adjustment note to credit invoiced enrolment fees where participants are eligible for State government funding and where payment has not been received and training has not commenced at the time of cancellation of enrolment.
  - ii. Where a participant has commenced a unit of competency, but withdrawn prior to completion, no credit will apply.
- b) Credit of Fee For Service (FFS) or Employer contribution fees that have been invoiced, but not paid:
  - i. Apex HR will provide an adjustment note to credit invoiced FFS or Employer contribution fees where payment has not been received and training has not commenced at the time of cancellation of enrolment.
  - ii. Where a participant has commenced a unit of competency, but withdrawn prior to completion, no credit will apply, nor will any additional fees apply.

Exemptions to the credits policy may be granted at the discretion of Apex HR's Director.

Where a participant withdraws from training, an adjustment note will only be raised where that participant has not commenced training.

## **Refunds**

- a) Refund of enrolment fees:
  - i. Apex HR will provide a refund of paid enrolment fees where participants are eligible for State government funding and where training has not commenced at the time of cancellation of enrolment.
  - ii. Where a participant has commenced a unit of competency, but withdrawn prior to completion, no refund will apply.
- b) Refund of paid FFS or employer contribution fees:
  - i. Apex HR will provide a refund of paid FFS or employer contribution fees where training has not commenced at the time of cancellation of enrolment.
  - ii. Where a participant has commenced a unit of competency, but withdrawn prior to completion, no refund will apply, nor will any additional fees apply.

Exemptions to the refunds policy may be granted at the discretion of Apex HR's Director.

## **Cancellation of Training by the Client**

If training sessions are cancelled by the client more than three (3) times without at least ten (10) days written notice to Apex HR, Apex HR reserves the right to charge a session cancellation fee of \$250 per participant.

If a training session is cancelled with less than one (1) weeks' notice, Apex HR reserves the right to charge for any and all travel expenses that have been booked if they cannot be varied and can be justified by Apex HR.

## **Traineeship Fees**

Apex HR offers two payment methods for traineeships:

- i. Commencement and Completion Payment. An enrolment fee, as published by Apex HR, is charged post participant induction. The residual 60% of the commencement fee is invoiced prior to Cycle 1 training commencing. The remaining 40% of the fee is invoiced once the final workshop of the last cycle is complete. Invoicing payment terms are 14 days.
- ii. Full Upfront Payment. An invoice will be raised for the total course fee after the participant induction session is complete. Invoicing payment terms are 14 days.

## Refunds

Where Apex HR has received payment for training fees prior to training commencing, a refund will be paid to the client if the participant withdraws prior to the commencement of training. If there is an outstanding account balance owed by the client to Apex HR the credit will be applied to this account at the first instance.

If Apex HR is unable to deliver a course due to unforeseen circumstances or circumstances outside Apex HR's control, Apex HR will refund any fees collected in advance, less reasonable out of pocket expenses including, but not limited to, course design, travel and accommodation, provision of course material and recovery of costs for training delivered. Refer to Fees and Charges Policy on the Apex HR website for further information.

## Additional Fees

Apex HR reserves the right to charge for reprints of transcripts and certificates as per the Fees and Charges Policy.

## Short Course Fees

Short course fees are invoiced and payable upon enrolment.

A certificate of participation will be issued for delivery of a short course which is not an assessable nationally qualified unit.

A full refund will be issued if the course is cancelled by Apex HR.

Written applications for refunds and transfers will be accepted within two clear working days before the course is due to start.

A 50% refund will apply if participant cancels within 24 hours before the course commences. No refunds or transfers will be valid once the course commences.

## Records Management/Conflict

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### Storage of records

All records retained by Apex HR will be kept secure. Confidential information will be safeguarded to avoid theft, fire, flood, vermin or any other pests. Records will be available for perusal by auditors upon request and at a scheduled audit.

Records will be stored in hardcopy and/or electronic formats (VETtrak) with any electronic records being backed up regularly. In the instance of electronic records, the mechanism or software by which the material can be retrieved will be made available to the registering body at no charge.

Information about a participant will not be disclosed to a third party without the written consent of the participant. However, the Participant Access to Own Records Policy will ensure that participants have access to their personal records when requested.

### Participant access to own record

1. All requests for access to a participant's personal file are forwarded to the Operations Manager. Participants can access their own records free of charge (provided that their relevant tuition fees for the records they wish to access have been paid)
2. The appointed delegate will seek 100 points of identification to verify that the person seeking access to the information, is the participant that is requesting details. Points must be calculated in accordance with the 'Proof of Identity – Documents required'.
3. Once the appointed delegate verifies 100 points of identification, the appointed delegate copies the originals as proof of identification the appointed delegate supervises participant access to the file or provides a copy of the documentation from the file that was requested.
4. The appointed delegate places the copies of identification on the participant file together with a file note in VETtrak of the date and details of the file accessed and/or the copy of the document requested.

5. When documents and/or file is returned, copies of the identification and details of the requested access on the participant's file.

For further details regarding participant access to own records or proof of identity please contact your Trainer and Assessor.

### **Student Statistical Collection**

Apex HR is required to provide the government with participant and training activity data which may include information found on the training plan, industry engagement and the training enrolment form. Information is required to be provided in accordance with the Student Statistical Collection Guidelines, which are available at: [www.skills.vic.gov.au/corporate/statistics/submit\\_data](http://www.skills.vic.gov.au/corporate/statistics/submit_data)

The government may use the information provided to it for planning, administration, policy development, programme evaluation, communication, resource allocation, reporting and/or research activities. For these and other lawful purposes, the government may also disclose information to its consultants, advisors, other government agencies, professional bodies and/or other organisations. For more information in relation to how information may be used or disclosed please contact Apex HR on 03 9755 7453.

### **Participation in National Student Outcome Surveys**

As part of our commitment to quality standards, Apex HR participates in providing data to the National Centre for Vocational Education and Research (NCVER). You may be contacted and requested to participate in a National Centre or Vocational Education Research (NVCER) survey and/or an invitation to participate in a Department endorsed project and/or be contacted by the Department (or persons authorised by the Department) for audit or review purposes.

## **Compliance with Legislation**

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Apex HR is subject to a variety of legislative requirements as they relate to training and assessment.

It is the responsibility of all Apex HR staff to ensure the requirements of relevant legislation are met by Apex HR at all times. Please use the Contact Us functionality on the Apex HR website or contact Operations Manager if further information is required. Current legislation that effects Apex HR's operations includes, but is not limited to, the legislation listed below.

### **Privacy Act**

Apex HR will undertake annual reviews of its information handling activities and processes to ensure continued compliance under the relevant State and Federal Privacy Acts that include:

- Privacy Act 1988 (Commonwealth)
- Information Privacy Act 2000 (Victoria)

Apex HR understands individuals' concerns regarding the confidentiality and is totally committed to respecting and upholding an individual's right to privacy protection under the National Privacy Principles (NPP) contained in the Privacy Act 1988 (Cth). Apex HR respects the privacy rights of all individuals in training programs, past and present, and the workplace, and as such, Apex HR has chosen to apply the same privacy standards in relation to Employee records.

Under the national privacy principles, a participant can access personal information held on them by Apex HR and may request corrections to information that is not correct or out of date via written correspondence and signed to Apex HR. This legislation is detailed on the website [www.oaic.gov.au](http://www.oaic.gov.au)

### **Anti-Discrimination**

Apex HR ensures that neither staff nor participants in training are discriminated against on the basis of gender, gender preference, race, skin colour, disabilities or religious beliefs. Apex HR ensures continued compliance under the relevant State and Federal Privacy Acts (see

humanrights.gov.au) that include:

- Sex Discrimination Act 1984 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)
- Age Discrimination Act 2004 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Australian Human Rights Commission Act 1986 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Equal Opportunity Act 2010 (Victoria)

### **Freedom of Information Act**

The Freedom of Information Act 1982 gives the public the right to request access to documents held by Apex HR and most Government departments and agencies. The public are also able to ensure that records held by Apex HR and by the Government are complete, correct current and not misleading.

### **Education and Training Reform Act 2006**

Apex HR operates as a Registered Training Organisation and as such complies with the registration requirements of the Victorian Registration and Qualifications Authority and in the accreditation of courses.

### **Workplace Health & Safety Legislation**

Apex HR will meet all legislative requirements of State and Federal Governments for workplace health and safety at all times. This includes:

- Workplace Health & Safety Act 2011 (Commonwealth)
- Occupational Health & Safety Act 2004 (Victoria)

### **Nature of Guarantee**

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Apex HR is committed to ensure that once participants have started studying their chosen qualification or course, provided they continue to meet all of their participant responsibilities, they will be assured completion as per the training plan. Apex HR will also guarantee training and assessment of the highest quality as outlined before enrolment.

In the event that Apex HR is unable to honour this commitment, it will facilitate the completion of the planned training by the participant with another RTO.

If the participant does not wish to complete their training with another RTO, Apex HR will provide a refund of any unused tuition fees that the participant may be entitled to in accordance with Apex HR's Fees and Charges policy.

Apex HR will also issue a Statement of Attainment for any units successfully completed by the participant.