



apex hr

2022

Employer Information Handbook



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General Information

Introduction

Welcome to Apex HR!

Apex HR is a Recognised Training Organisation (RTO), delivering Nationally Accredited courses (RTO Number 21239).

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Employer Information Handbook is to introduce you to the services that may be available to your employees at Apex HR.

All of our Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

Training Guarantee

Once a student has commenced a training program, we agree to work together with them to produce a unified approach in the achieving of the relevant qualification they are undertaking.

How Can Training Benefit Your Organisation?

- A Nationally Recognised qualification for your staff upon successful completion of the course
- Fun and flexible delivery of training and assessment by experienced industry trainers and assessors
- Learning of new skills for your staff
- Develop your staffs existing skills further, or have their existing skills recognised with a nationally recognised qualification
- Have your staff gain confidence in their skills!

How is the Course Trained and Assessed?

Training and assessment is undertaken via a blended approach- some will take place in your workplace (minimum 6 visits per year), and some will be undertaken via virtual classroom sessions (Zoom). All training and assessment is conducted by a qualified Trainer.

These sessions (face-to-face or virtually) will consist of the provision of skills and knowledge in specified Units and tasks for the student to complete in the workplace to ensure competence.

To support the knowledge and skills being provided to the student, you will also be provided with guidance and information on how to support the student and ensure progression towards competence is achieved.

As this is a competency based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed. The assessment process will include theory and practical assessments, such as written questions, oral questions, practical demonstrations and assignments, and using the workplace environment where required.

Planning for training, and implementing the traineeship

Prior to commencing the training, we will develop a Training Plan with you and the student. The Training Plan is a plan for the training and assessment for the Qualification. It will list the Units of Competency that the student will undertake in the Qualification, and for each Unit document:

- The proposed training and assessment dates
- The assessment methods to be used
- Who the trainer is for that unit

The Training Plan will list an expected end date for the Qualification, and all parties sign the document (trainee, employer, and RTO) and will all work together to implement the plan.

The Training Plan will be updated with any changes that occur during the delivery of the Qualification in consultation with the student and employer.

During the Traineeship you will need to give the student some time outside of their routine work duties to support them undertaking the Qualification. As part of the enrolment process the Trainer will discuss with you and the student the required amount of time they will require each week. This time is to be spent on such things as attending training sessions, undertaking any set homework, practicing skills, and undertaking some assessments.

The student will be required to document this time on a Structured Training Withdrawal Log Sheet, and the RTO will monitor the entries each month, and are required to contact the ASN (Apprentice Support Network) if they are not meeting these requirements.

Monitoring Progress throughout the Course

Throughout the course the Training and Assessment Consultant will monitor progress and remain in monthly contact (either in person, phone or email) with the student and employer (or designated supervisor). During the student's routine workplace duties, the supervisor is responsible for monitoring the student's progress and providing opportunities for skills enhancement.

Duration of Courses

Normal operating times of the RTO are 9am- 5pm, and all training and assessment visits to the workplace will be undertaken during the times of 8am-7pm Monday- Friday.

As this qualification is partially delivered in the workplace and is competency based, the duration of the course may vary depending on the workplace environment and the student's ability. A specific training schedule (Training Plan) will be developed for each student to ensure individual learning needs are met.

Apex HR can schedule the course to start around your business needs.

Responsibilities to support the course

Employers Responsibilities

Designate a workplace supervisor/coach to:

- Actively encourage and assist the student to complete the assessment tasks for each unit
- Provide relevant support and guidance to the student by allowing them time to complete training and assessments in work time

- Allow students the required amount of Structured Training Withdrawal
- Participate with the student & trainer at all workplace visits
- Give feedback on training progress on a regular basis when contacted by the Trainer
- Sign documentation acknowledging the students attainment of competence for each unit of competency
- Contact us if training related problems arise
- Inform us within 5 working days of the student resigning or being dismissed
- Participate in surveys either written, or by telephone contact from the RTO

Student Responsibilities

The student has a responsibility to:

- Work towards the agreed qualification
- Complete all the training required
- Meet their normal responsibilities as an employee
- Maintain regular contact with their Trainer as required
- Seek feedback from their workplace supervisor and Trainer on their progress

The Responsibilities of the RTO

A skilled Trainer will:

- Develop a delivery sequence of units in conjunction with the student and designated supervisor outlining competences, assessment and training methods, timelines and responsibilities
- Maintain records relating to formal assessment & achievement of competence
- Schedule the workplace visits around the needs of your business
- Issue nationally accredited qualification when training and assessment is completed

Student Attendance and Behaviour

Students are required to follow all Apex HR rules and instructions from staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled training is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. The students and the employer are responsible for notifying their Trainer if they are unable to attend a training session for whatever reason.

Students are also required to adhere to Apex HR's academic rules and regulations. If a student is found to have acted in a way that Apex HR deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

Please note where the student breaches the RTO Policies and Procedures and therefore is cancelled from the course, no refund for course fees is payable.

Complaints and Appeals

Students and Employers have access to Apex HR's complaints and appeals process. The Complaints and Appeals Policy and Procedure ensures that fair and equitable processes are implemented for any complaints or appeals against Apex HR.

Students and Employers are able to submit a formal complaint to Apex HR relating to any concern they may have (such as academic decisions, or should they feel a person has acted inappropriately

or treated someone unfairly, etc). All complaints are handled with confidence and are reviewed by the General Manager.

A student may also appeal a decision made by Apex HR in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Apex HR is unable to deal with any workplace relations issues that are not related to the provision of the students training. These should be taken up with relevant workplace personnel or external agencies.

All students and employers have access to the Complaints and Appeals Policy and Procedure and the Complaints and Appeals Form which are found on the Apex HR website, and copies can also be produced by the Student Administration Department at any time upon request.

Equity Commitment

All Apex HR staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. Apex HR has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals Policy and Procedure).

Apex HR acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Equal Opportunity Act 2010 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Racial and Religious Tolerance Act 2001 (Vic)
- The Racial Discrimination Act 1975 (Cth)
- The Age Discrimination Act 2004 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- The Disability Discrimination Act 1992 (Cth)

The above legislation can be found at either:

- <http://www.comlaw.gov.au>
- <http://www.legislation.vic.gov.au>

Apex HR fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All Apex HR staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you or a student have been treated unfairly by an Apex HR Representative, please contact the General Manager, on 03 8736 7119.

Workplace Health and Safety

Apex HR complies with all relevant Workplace Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to students in a learning environment. Where

possible, the Trainers will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel in your workplace.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students, or employees. This means students must follow all safety rules, procedures and the instructions of their Trainer while attending a training session.

The RTO will undertake an external site checklist as part of the enrolment process to determine the suitability (including safety) of delivering training and assessment the workplace.

Privacy

In accordance with our Privacy Policy, we are committed to protecting the privacy and personal information of all of our students and employers. Except as required under the Standards for Registered Training Organisations 2015, Government Contracts or by law, information about a participant will not be disclosed to a third party without consent.

Student Support Services

We realise that being a student is exciting, but it can also be challenging for employees. All staff can be approached to gain advice on academic and personal issues. Staff at Apex HR will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

The Student Support Officer is able to provide links to external sources of support where the staffs at Apex HR are not qualified or it is in the student's best interests to seek professional advice.

Planning for training

Competency-Based Training and Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time they are to re-enrol into that unit/ subject. This will include re-training in the Unit of Competency.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by Apex HR. To apply for a Credit Transfer, a student must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Students applying for RPL must provide evidence to the satisfaction of Apex HR. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all students upon request.

Language Literacy and Numeracy

Apex HR recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.

As part of the enrolment process, the student will need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess the LLN ability of the student. Some students may be referred on for special help as required.

We encourage students with Language Literacy or Numeracy concerns to undertake training. A range of support services can be provided for the student upon request.

If you notice that a student is having a Language Literacy or Numeracy issue that is affecting their training program, we encourage you to raise the matter directly with the Trainer.

Training Evaluation

Apex HR fully appreciates and acts accordingly to any feedback that you give us. A feedback form will be forwarded to you at end of your student's studies. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

Fees, Charges and Refunds

Fees

For up to date information relating to course dates and fees please refer to our course brochures/ website course information.

Please note that Apex HR may update fees and charges from time to time and it is recommended potential students contact Apex HR to ensure the most up to date information is obtained.

Course Fee Refunds

All applications for refunds must be made in writing by way of the 'Refund Application Form' and submitted to Student Administration. Approved applications will be processed within 14 days from the date of application.

The assessment of refund applications shall be granted as indicated below:

Outline of Refunds	
Withdrawal more than two weeks prior to agreed start date	Full refund
Withdrawal less than 7 days prior to the agreed start date	Full refund minus a \$50.00 Administration fee
Withdrawal up to after 4 weeks of the course commencement	Refund of unused tuition fees less a \$50.00 Administration fee
The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund or reschedule

Extenuating circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the General Manager and shall be assessed on a case by case situation.

Please note: where the student breaches the conditions of enrolment no refund is payable.

All clients have the right to appeal a refund decision made by Apex HR by accessing the Complaints and Appeals Policy and Procedure.

Enrolment Process

The enrolment process is completed once the student has been signed into a traineeship by an Apprentice Support Network, and then by following the steps outlined below:

1. Provide Apex HR with a list of all employees enrolling in the course

2. Distribute the Student Information Handbook for all of your enrolling employees to read and understand
3. All of your employees enrolling in the course must complete an Enrolment Form
4. Return the Enrolment Forms to our Student Administration Department
5. Employees will be asked to complete a Language, Literacy and Numeracy test
6. Provide the RTO with the course fee payment required

Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential.

Further Information

Apex HR

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Apex HR is registered under the National VET Regulator:

Australian Skills Quality Authority

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Website: www.asqa.gov.au



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