



Employer Handbook

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Welcome

Thank you for choosing Aspire Performance Training as the training provider for your current Trainee (Learner). I am sure you will not be disappointed with your decision!

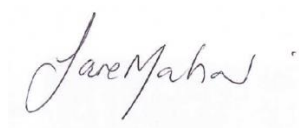
As a Registered Training Organisation (RTO) we are responsible for upholding the integrity of issuing nationally recognised qualifications and units of competency. This is a role that we take very seriously. You can be guaranteed that if you receive a qualification issued by Aspire it is being issued by a quality endorsed organisation.

Aspire is built upon a philosophy that no one's clients' needs are the same and that by meeting individual needs we can customise exact training requirements and provide innovative solutions for you and your Trainee. Our team of qualified Trainers, Assessors and Administrators are here to help guide you through the maze of attaining qualifications and participating in development opportunities that will add value in your workplace. Our enthusiasm for meeting diverse needs is clearly demonstrated in our approach to designing individual training plans. If at any time you wish to discuss your training and assessment strategy with us, please contact our Learning and Development Team on (08) 6460 0965/ admin@aspirept.com.au.

One of the core requirements in today's environment of any training provider is being able to offer flexible solutions to training requirements. I ask you to challenge us to ensure we provide you with that flexibility.

We want to be your training provider as you travel along the learning and development journey.

Good luck for the future!



Jane Mahon
Director
Aspire Performance Training

About Aspire

Aspire Performance Training (Aspire) is an established RTO operating nationally. We offer a range of accredited and non-accredited training solutions. These include Leadership and Management, Real Estate, Government, Business, Training and Assessment and Traineeships.

Our training solutions are delivered flexibly through varied funding models. These solutions include but are not limited to Customised Workshops, Blended Learning, Online Learning offerings, Traineeships, Skills Recognition, and Fee-for-Service programs. We help our clients achieve success by listening to their needs and developing solutions based on our proven expertise in training design and delivery. These solutions seek ultimately to improve our client's business and people performance.

In addition, Aspire also provides consultancy services in a number of business-related areas including advanced facilitation, organisational design and development, writing applications for funding/grants, developing business/strategic plans, and Training Needs Analysis.

Aspire is experienced in the design and delivery of training across a variety of sectors including Resources, Real Estate, Financial Services, not for profits, Government, Health, and Utilities.

Aspire Core Values



We feel good about our business and are proud of our achievements.



Our clients are our priority.



We share success by challenging each other.



Sustainable relationships are key to all our futures.



Let our professional knowledge become yours.

The Services We Provide

Aspire offers an array of specialist training courses delivered by highly experienced experts in their field. Below are the courses on offer with the possibility of additional courses being offered throughout the year.

Qualifications

Qualification Code & Title
BSB20120- Certificate II in Workplace Skills
BSB30120- Certificate III in Business
BSB40120- Certificate IV in Business
BSB40520- Certificate IV in Leadership and Management
BSB50420- Diploma of Leadership and Management
CPP31519- Certificate III in Real Estate Practice
CPP41419- Certificate IV in Real Estate Practice
CPP51119- Diploma of Property (Agency Management)
PSP20116- Certificate II in Government
PSP30116- Certificate III in Government
TAE40116- Certificate IV in Training and Assessment

Traineeships

The following qualifications are also delivered as traineeships (government subsidies may apply):

Qualification Code & Title
BSB41419 Certificate IV in Work Health and Safety
BSB30120 Certificate III in Business
BSB40120 Certificate IV in Business
BSB40520 Certificate IV in Leadership and Management
BSB50420 Diploma of Leadership and Management
CPP31519- Certificate III in Real Estate Practice
CPP41419- Certificate IV in Real Estate Practice
PSP20116 Certificate II in Government
PSP30116 Certificate III in Government

Online Programs

QUALIFICATIONS
Qualification Code & Title
BSB42015 Certificate IV in Leadership and Management
BSB51915 Diploma of Leadership and Management

NON-ACCREDITED TRAINING		
People Management Courses		
Effective Supervision	Building an Effective Team	Effective Delegation Skills
Managing Conflict	Controlling Stress at Work	Managing Stress and Conflict
Managing Employee Performance	Managing Recruitment	Effective Management
Managing Employee Development	Managing for Performance	Coaching and Mentoring Staff
Lead & Manage Effective Workplace relationships	Develop Emotional Intelligence	
Business Management Courses		
Budgeting and Cost Management	Finance for Non-Finance Managers	Managing Workplace Projects
Managing Business Improvement	Quality Management Foundations	Risk Management Foundations
Managing Change	Managing Customer Relations	Creative Problem Solving
Writing a Business Case	Customer Service Essentials	Manage Continuous Improvement
Managing Service Quality	Handling Complaints and Difficult Customers	Developing Business Strategy
Implementing Business Strategy	Operational Planning	Managing for Efficiency and Effectiveness
Lean 6 Sigma and Continuous Improvement	Leading Projects in the Organisation	Promoting Innovation
Marketing and Sales Management		
Market Assessment	Foundations in Marketing	Marketing Planning
Marketing Management	Essential Sales Skills	Promoting the Business
Communication Skills for Business		
Interpersonal Communication	Presentation Skills	Managing Meetings
Negotiation Skills	Business Writing	Business Report Writing
Management Communication Skills		
Leadership		
Foundations in Leadership	Mastering Leadership	Lead Motivation and Engagement
Leadership for Results	Leading Innovation and Change	Leading a High Performance Team
Emotional Intelligence for Leaders	Developing your Leadership Styles	Women in Leadership
Powerful Leadership	Inspire at Aspire	Enough is Enough training programs
Business Development		
Getting Started in Business	Developing your Business Idea	Business Planning
Financing Your Business		
Personal Effectiveness		
Time Management Foundations	Improving Personal Effectiveness	Developing yourself
Stress Awareness		

Consultancy

Course Name
Coaching and Mentoring Individuals
Strategic Planning and Facilitation
Strategic Facilitation, Organisational Design and Development
Writing Workforce Plans
Developing Strategic and Business Plans
Setting up Organisations as RTOs
Conducting Health and Safety Internal Audits on a Fee-for-Service Basis
Undertaking Training Needs Analysis

Non-Accredited Training

Course Name
Conflict Resolution
Women in Leadership
Powerful Leadership
Inspire at Aspire
Enough is Enough training programs
Facilitation Skills
Aligning People and Performance
Attracting and Retaining Talent
Maintaining Customer Relations
Mentoring Programs
Recruitment, Selection, and Induction
Developing Leadership Competency
Working Smarter in Real Estate
Leading in a Team Environment
Time Management
Individual Coaching
Communication
Becoming a Highly Performing Team
Executive Leadership Development

Training Packages

It is highly recommended that you view the National Training website at www.training.gov.au for detailed information on how qualifications can be packaged to meet desired outcomes.

Trainers/ Assessors at Aspire will work with you to ensure the packaging rules of each qualification are fully discussed and reflect to meet your needs.

Training Code of Practice

As a Registered Training Organisation, Aspire is committed to operating in accordance with the National Standards for Registered Training Organisations. These are a set of conditions and standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's Vocational Education and Training (VET) system. All Aspire staff recognise the rights of learners and provide information, support and advice that is consistent with our Training Code of Practice.

The following principles are the framework of the Training Code of Practice:

- RPL
- Training Package
- Competency based training.
- Access and equity

Competency Based Training (CBT) and Assessment

CBT is designed to assist to maximise the skills and knowledge they have relevant to a unit of competency. CBT allows Learners to have several different learning styles and encourages Learners to think broadly relating to achieving competency in a number of ways, for example, observation, practical demonstrations, and workplace activities. To achieve a unit of competency a Learner must meet the requirements of the performance criteria and elements contained within a unit of competency along with being able to demonstrate they meet the critical aspects of evidence. An Assessor's role is to ensure attainment against the unit of competency is achieved.

Skills Recognition

Recognition of Prior Learning

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)
- non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business)
- informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).
- The cost per unit of competency for students wishing to RPL TAE40116 is \$300 per unit.
- The cost per unit of competency for students wishing to RPL any other unit Aspire has on scope is \$250 per unit.

Recognition of Current Competencies

If there is a requirement to have competencies already achieved re-assessed (e.g., for a licensing body,) an assessment can be carried out to determine that competency is maintained. No further certification is issued under this recognition.

Credit Transfer

If a student has a certificate and/or statement of attainment that you believe may be equivalent to a course they are considering enrolling in, a copy of the qualification and academic transcript should be sent to Aspire before undertaking the course for internal assessment. The Statement of Attainment will be authenticated except in the case of a USI Transcript which does not require authentication.

Course Information

Aspire will ensure that you are provided with all the information about the course your employee will be undertaking prior to commencement of training to make sure that the course meets their needs. Information will be distributed to you via email through the contact within your organisation or in face-to-face meetings.

Enrolment

As part of the enrolment process, Aspire will need the following to proceed with an enrolment:

- Enrolment Kit
- Training Plan (traineeships only)
- Previously completed academic transcripts, qualifications (if applicable for credit transfers to be applied)

Unique Student Identifier (USI)

From 1 January 2015, all learners undertaking Nationally Recognised Training must have a Unique Student Identifier (USI). This will now be a requirement to participate in any nationally recognised qualifications. Aspire requires a USI to be included in an enrolment form to proceed to the next step.

Signing up is simple you should head to www.usi.gov.au and click on "Create your USI". To register they you must have one form of ID this could include the following:

- Passport
- Drivers License
- Birth Certificate
- Medicare Card
- Immigration Visa or Citizenship Certificate

For more information please head to www.usi.gov.au.

Determining Learning Needs

All Learners that undertake qualifications offered through Aspire will have the opportunity to discuss their learning needs with an Aspire representative at sign up and their Trainers and Assessors during completion. If Learners require additional support with reading, numeracy, literacy or developing alternative assessment strategies please contact the Learning and Development Manager in the first instance.

Fees, Charges and Refunds

Aspire ensures that clear and accurate information is provided on all fees. Charges and refund entitlements are presented to clients before entering into an agreement relating to training and / or assessment services.

Please carefully read our current Fees Charges Refunds and Severe Financial Hardship Policy

What is expected of you as the Supervisor?

The employer is responsible for:

- Providing on the job training
- Reads and understands the fees and charges policy.
- Provides opportunities for honest feedback and discussion on the Learner performance
- Provides a safe and healthy working environment for the Learner and Trainer/ Assessor
- Allocate time to discuss the Learners progress with the Trainer/ Assessor
- Allows the student time to complete the course during work hours, use office resources/systems, and processes to complete the traineeship
- Alert Aspire Performance Training to any changes that occur within the Traineeship (e.g., unit changes, Learner leaves employment, etc.)
- Supervisor is expected to complete the third-party report

Managing Learner Expectations

As an Employer you must manage the expectations of your Learner. This will ensure you both have a meaningful experience. Points for consideration:

- Allow the Learner to take the lead in terms of identifying training opportunities
- Let the Learner know your time commitments for meetings and discussions
- Create a relaxed informal environment
- Talk, discuss and provide feedback over coffee—away from the workplace, if possible
- Assist the Learner in managing the paperwork associated with training and gathering evidence
- Be clear about how much time you feel they should allocate towards the Traineeship on a daily/weekly basis
- Work with them to understand that although they are on a Traineeship, you still require them to achieve the outcomes of the organisation

What's in it for me?

Being an Employer of a Trainee should be a rewarding experience. Here's what you can expect:

- Opportunity to be involved in a staff member's growth and development
- Experience of working one-to-one with someone to provide direction and development
- Have the opportunity to influence behaviours in the workplace
- Chance to assist a staff member further their career and attain a national qualification
- Respect from the Trainee
- Federal funding to support your commitment to the employment of a Trainee.
- Exemption from payroll tax

What is expected of your Trainee?

The following is expected from your trainee:

- Timely attendance at the specified course venue. If you are able to attend or will be late for the training session, please contact the office as soon as possible
- Appropriate behaviour during group-based training which includes:
 - Not being disruptive
 - No smoking
 - Being respectful to other learners and the facilitator
 - No offensive language
 - No harassment of others
 - Acting safely
 - Participation in the course activities
 - No alcohol / drugs
 - Appropriate dress
- Participate in providing feedback during all stages of the course.
- Contact their Trainer with any concerns or issues so that these can be resolved quickly
- 1 unit of competency to be completed per calendar month

What is expected from Aspire Performance Training?

- To be treated with respect, fairly and without discrimination
- Study in a safe, clean, and comfortable environment
- To be provided with all necessary support
- To have disputes settled fairly.
- To be allowed to express and share ideas.
- Ensure privacy of confidential records
- To be provided with additional information on rights and responsibilities as requested

Learner Assessments

The Trainer/Assessor will provide the Learner with details of the assessments required in order to successfully achieve national units of competency.

The assessment requirements will depend on which qualification they are working towards and the AQF level (e.g., Certificate IV). The instructions for the assessment will be provided during training/ at meetings including how to submit assessments online to the Assessor.

Assessments should be submitted to the Assessor online to align with agreed timelines. Aspire Performance Training requires at least 1 unit of competency to be completed per month. In certain circumstances this timeframe may be extended. The Learner or employer should contact either the Assessor or the Aspire Learning and Development Manager for further information.

The Assessor will also provide the Learner with their contact details should you require further support or guidance with the assessment activities required.

The assessment process is carried out by qualified Assessors who ensure that judgements on assessments are fair, valid, reliable, and flexible. Quality assurance procedures are also in place to ensure these principles are adhered to.

In Vocational Education and Training there is never a pass or fail result. There may be instances where the Assessor feels that further evidence is required in addition to the work submitted. If this is the case the outcome of the assessment will be Not Yet Competent, and the Assessor will advise you what evidence is required and will arrange a reassessment within an agreed timescale. If after 3 submissions the student is still deemed incompetent there will be a charge payable for every additional resubmission of that unit of \$25.00.

If the Learner is not satisfied with the assessment decision, then they have the right to appeal the decision. In such an instance, the process outlined in Complaints and Appeals should be followed.

Plagiarism, without the appropriate acknowledgement, is unacceptable. If the Assessor suspects this, the matter will be initially discussed with you as the action may have been unintentional. Otherwise, it will be referred to the Learning and Development Manager for further investigation. The Learner will then be advised of any appropriate action if required.

If the Assessor makes a judgement that the Learner has fulfilled all the requirements of the unit(s) of competency then they will be notified that the result is Competent, and they will receive the relevant Statement of Attainment. If all the requirements of the qualification have been met, then the Learner will also receive a nationally recognised Certificate.

Feedback

Students will be provided with feedback on their submitted assessments within 3 weeks of receipt (unless otherwise specified). The feedback will be in writing either through email communication or through aXcelerate.

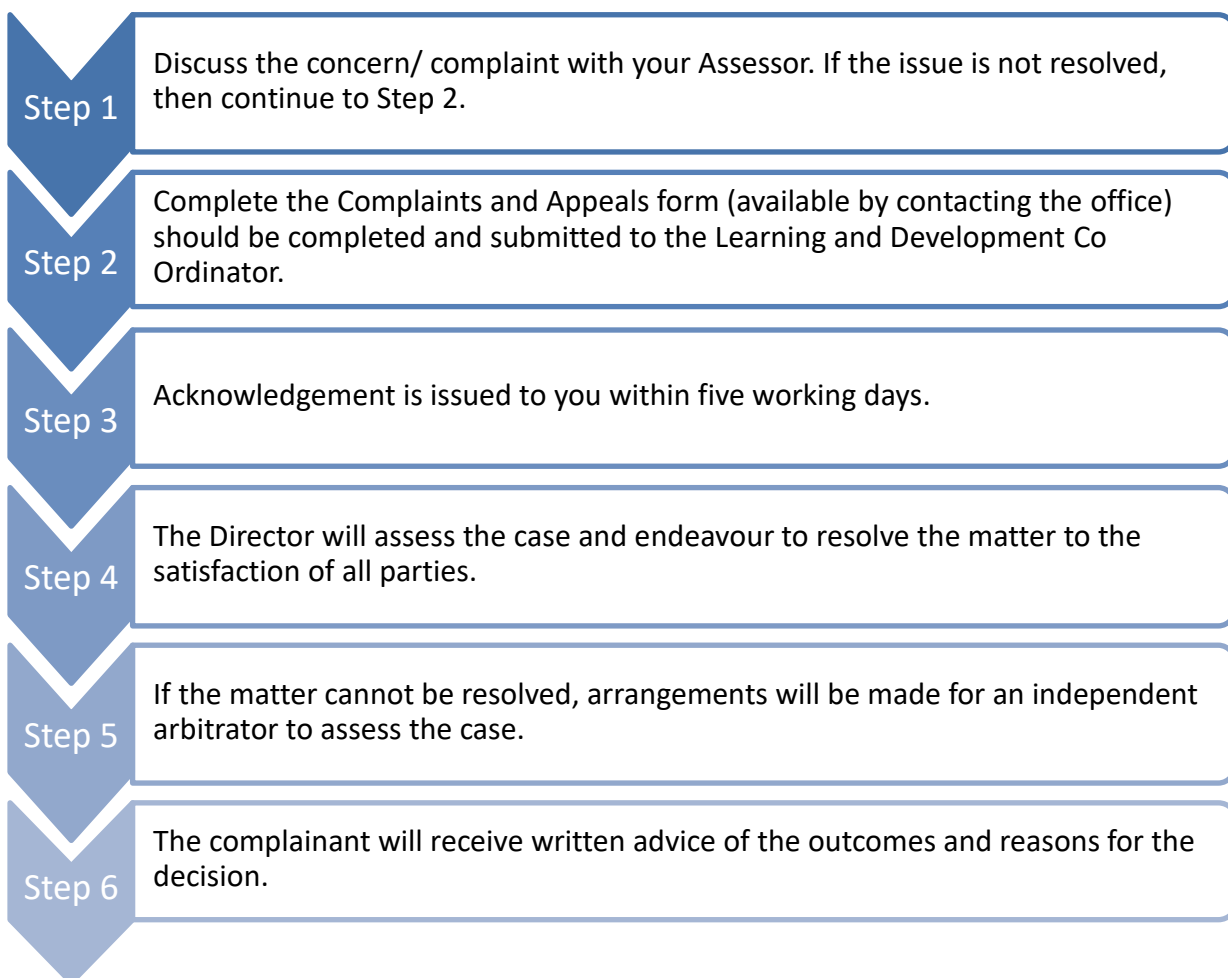
Concerns, Complaints and Appeals

As a Registered Training Organisation, Aspire continually strives towards excellence in Training and welcomes all types of feedback from students.

For any concerns, complaints (regarding a staff member, other student or third party) or appeals the following process should be followed:

For any concerns, complaints or appeals the following process should be followed:

Concern or Complaint



Appeals against Assessment Decisions

Such complaints are dealt with in accordance with the National VET Standards and are therefore subject to additional steps to reach resolution. Steps one to four (of the above) should be followed then:

- The Director will seek guidance from a second Assessor in the same field
- If the second Assessor reaches the same outcome the Director will refer the matter to an independent external Assessor
- If the external Assessor upholds the outcome but the Learner is still not satisfied, then the matter can be referred to the Australian Skills Quality Authority.

Consumer Rights

Aspire will ensure that all contractual services are delivered with due care and skills, and that the training materials provided will be suitable and relevant. If the learner is required to provide any training resources, they will be notified in advance of enrolment.

If the RTO closes or ceases to deliver any or part of the training product enrolled in then the learner will be notified, issued with a Statement of Attainment for any units completed and any outstanding refunds applied.

Legislation

Staff, contractors, representatives, and learners will comply with all relevant Local, State and Federal Government regulations including, but not limited to:

- Equal Opportunity Act
- Occupational Health and Safety Act
- Vocational Education and Training Act
- Trade Practices Act
- Privacy Act
- Copyright Act

Please note that other legislation may apply depending on the client.

Quality Assurance

Aspire will ensure that the Academic Policies and related procedures are consistently followed to maintain the high standard of training delivery and related client services.

Continuous Improvement

Aspire ensures that procedures and processes are adhered to in relation to continual monitoring, reviewing and improving its client's services to strive to excellence in training.

Accessing Records

Learners have the right to access all their records including enrolment details, assessments submitted and results on request. Should a Learner wish to access their records please contact your Assessor initially or in writing to Aspire. A copy of the signed enrolment form and qualification can also be sent to the employer on request if they have covered the cost of the training/assessment.

All records are confidential and only accessible by RTO staff or auditors from the Australian Skills Quality Authority (ASQA) or the Department of Training and Workforce Development. General records are stored securely in hard copy or electronic format depending on the type of enrolment and its status. All enrolment documents and key records will be kept for 5 years. Aspire's Academic Policies and Procedures outline assessment evidence processes. All qualification certificates and statements of attainment are retained for 30 years.

As a Registered Training Organisation, Aspire is required to disclose statistical information to the State and Federal Governments under legislation. To provide information to any other third party requires written authorisation from the Learner.

Course Evaluations

As Aspire’s policy and procedures emphasises the importance of quality assurance and continuous improvement, course evaluations have a significant role in gauging client satisfaction with the services we provide. Although evaluations are not compulsory, it would be extremely beneficial if you could take a few minutes to complete surveys issued to you at various stages of your training and assessment.

If you feel you would like to make a comment on our services, you are more than welcome to do so whenever you feel the need. Comments can be logged via your Assessor or by directly contacting the Aspire office.

Contact Aspire

Title	Name	Phone	Email
Administration		(08) 6460 0965	admin@aspirept.com.au
Director	Jane Mahon	(08) 6460 3204	Jane.Mahon@aspirept.com.au