



# Student Handbook

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## Welcome

Congratulations on choosing Aspire Performance Training as your training provider. We are sure you will not be disappointed with your choice!

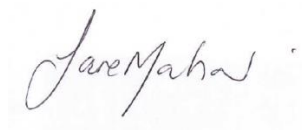
As a Registered Training Organisation (RTO) we are charged with upholding the integrity of issuing nationally accredited qualifications and units of competency. This is a role we take very seriously. You can be guaranteed that if you receive a qualification issued by Aspire it is being issued by a quality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

Aspire is built upon a philosophy that no one clients' needs are the same and that by meeting individual needs we can customise exact training requirements and provide innovative solutions for you. Our team of 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](mailto: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)
PSP20122- Certificate II in Government
PSP30122- Certificate III in Government
PSP40122- Certificate IV in Government

### 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
BSB50420 Diploma of Leadership and Management
CPP31519- Certificate III in Real Estate Practice
CPP41419- Certificate IV in Real Estate Practice
PSP20122- Certificate II in Government
PSP30122- Certificate III in Government

## Online Learning

Head to our shop at [www.aspirept.com.au](http://www.aspirept.com.au) to review courses we offer online.

## 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](http://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 an RTO, Aspire is committed to operating in accordance with the National Standards for Registered Training Organisations. These standards assure nationally consistent, high-quality training and assessment services for clients of Australia's Vocational Education and Training (VET) system.

All Aspire staff recognise the rights of students 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:

- Recognition of Prior Learning (RPL)
- Training Package
- Competency based training.
- Access and equity

## **Code of Practice for Dealing with Plagiarism**

### **Description**

Plagiarism is the act of copying, including or directly quoting from the work of another without adequate acknowledgement, to obtain benefit, credit or gain.

Plagiarism can apply to many materials, such as words, ideas, images, information, data, approaches or methods. Sources of Plagiarism can include books, journals, reports, websites, artificial intelligence (AI) e.g., ChatGPT or other students' work.

All work submitted by students for assessment is accepted on the understanding that it is their own work and contains their own original contribution, except where explicitly referenced.

Students are required to sign each assessment tool or the online assessments upon submission to confirm that the activities and assessment completed for a particular unit is their own work and comply with all relevant copyright and plagiarism rules.

### **Procedure**

If you are suspected of plagiarism your Trainer will inform you and you will be given an opportunity to resubmit your work.

Should you plagiarize a second time our Trainer will need to report this to the Director of Aspire Performance Training and your supervisor which may lead to a Not Competent result and possible disciplinary action.

## **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 a number of 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).

Please discuss the opportunity of prior learning with your Assessor.

- 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 you have a certificate and/or statement of attainment that you believe may be equivalent to a course you 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.

***Trainees must notify Aspire Performance Training of any Credit Transfers they wish to apply for within two weeks of the trainee (if under 18, parent or legal guardian) signing the training plan.***

***Failure to comply may result in a \$250 fee per unit amended.***

## **Course Information**

Aspire will ensure that you are provided with all the information about the course you are undertaking prior to commencement of training to make sure that the course meets your needs. Information will be distributed to you via email, post, through 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 students 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](http://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
- Driver's License
- Birth Certificate
- Medicare Card
- Immigration Visa or Citizenship Certificate

For more information, please head to [www.usi.gov.au](http://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 inform the Aspire team.

## 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 a Learner?

The following includes some of the expectations of you as a learner:

- 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 students 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 your 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 of your Supervisor?**

Your supervisor is expected to:

- Provide a supportive learning environment.
- Provide adequate on the job training.
- Provide guidance and support.
- Provides a safe and healthy working environment for the Learner and Trainer/ Assessor
- Allocate time to discuss the Learners progress with the Trainer/ Assessor
- Agree to provide the Learner with access to information and resources that may be required to successfully complete the traineeship

## **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

## **Assessments**

Your Trainer/Assessor will provide you with details of the assessments required to successfully achieve national units of competency.

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

Assessments should be submitted online within agreed timelines (1 unit of competency to be completed per calendar month). In certain circumstances this timeframe may be extended. Please contact either your Assessor or your administrator for further information. You will have the opportunity resubmit any not yet competent assessments 3 times, after this time \$25 per submission will be payable, please refer to our Fees, Charges, Refunds and Financial Hardship Policy.

Your Assessor will also provide you 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 your 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 your Assessor will advise you what evidence is required and will arrange with you a reassessment within an agreed timescale.

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

Plagiarism, without the appropriate acknowledgement, is unacceptable. If your 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 Director for further investigation. You will then be advised of any appropriate action if required.

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

## **Assessment Types**

### ***Fee for Service Clients/ Online/ Programs***

Learners enrolled as a Fee for Service Client, through an online program or through customised or public programs with Aspire will be provided with Assessment tool/s to align to the unit/s they are enrolled to complete. The assessment tool/s will detail what is required for assessment.

Learners must submit assessments as a whole and ensure that assessment coversheets are always signed.

Further information on the Aspire Assessment System can be found at <https://aspirept.com.au/resources/>

Please ensure that you watch this clip to familiarise yourself with the process or as a refresher as you progress.

### ***Traineeships***

Learners undertaking a traineeship through Aspire will need to complete the following assessment requirements (unless otherwise specified):

- Training plan
- Knowledge questions
- Third party report (completed by your supervisor)
- Evidence collection (as per the suggested evidence guide)
- Observation (Assessor to complete)

### ***Recognition of Prior Learning***

Please reference Aspire's RPL Student Handbook for further details of what is required.

## **Feedback**

You will be provided with feedback on your submitted assessments within 2 weeks of receipt (unless otherwise specified). The feedback will be in writing either through email communication or through aXcelerate.



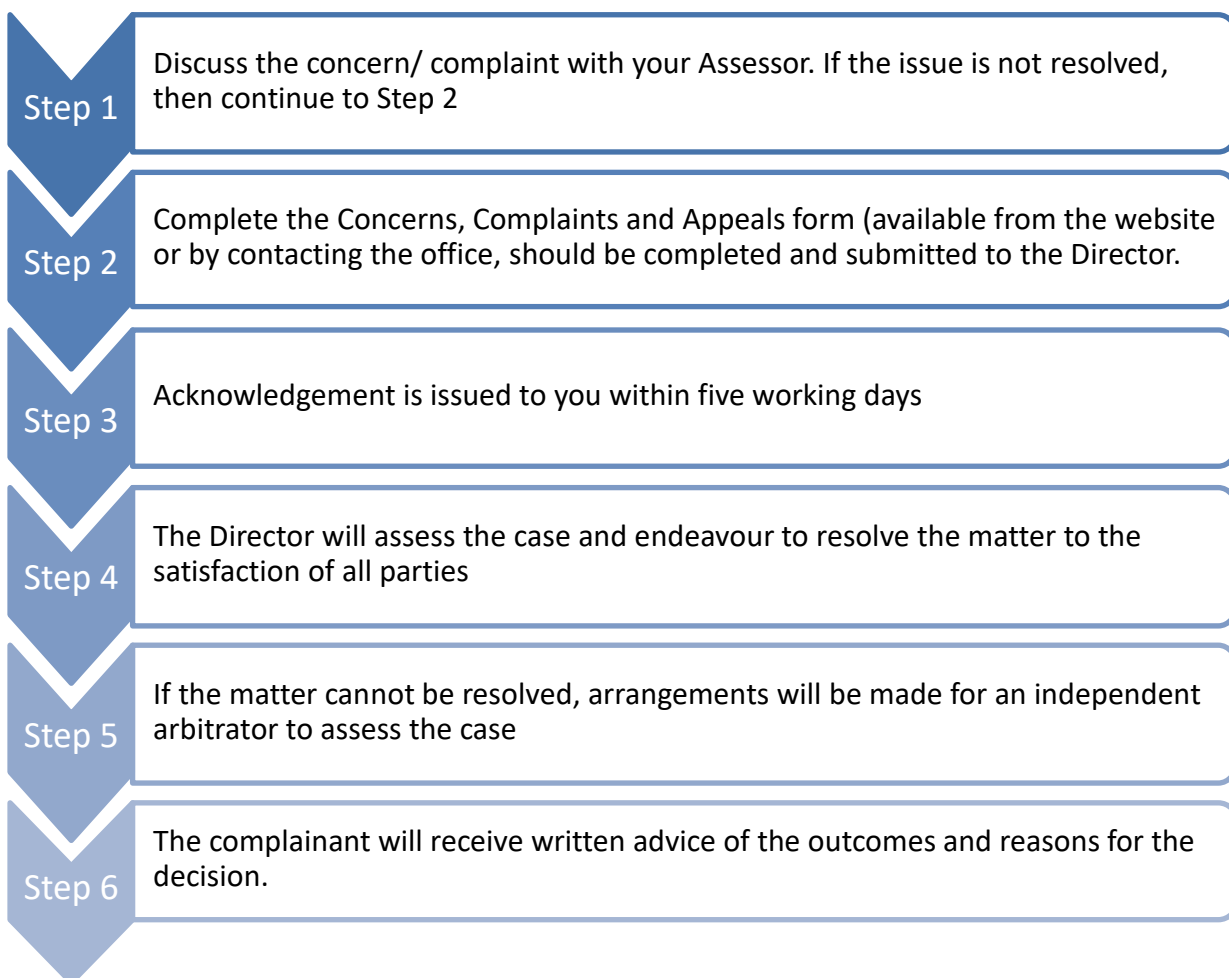
## Concerns, Complaints and Appeals

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 Student 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 student 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 student will be notified, issued with a Statement of Attainment for any units completed and any outstanding refunds applied.

## **Legislation**

Staff, contractors, representatives, and students 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.

## **Welfare and Support Services**

Aspire endeavors to provide welfare and guidance to all students.

If you are a trainee and require this, in the first instance contact the Learning and Development Co Ordinator who may put you in contact with another staff member or external organisation to resolve any concerns or problems you may have. This may include:

- Living in a remote location and difficulty attending classroom locations
- Difficulties with reading, writing, numeracy
- Different cultural and / or religious needs
- Specific dietary requirements
- Concerns about the course activities / assessments e.g., being put in a stressful situation

## **Accessing Records**

Students 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 outlines 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 Student.

## **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	<a href="mailto:admin@aspirept.com.au">admin@aspirept.com.au</a>
Director	Jane Mahon	(08) 6460 3204	<a href="mailto:jane.mahon@aspirept.com.au">jane.mahon@aspirept.com.au</a>