



Participant's Handbook

Australian Salesmasters Training Company

Suite317, Level 3/ 30-40 Harcourt Parade

Rosebery NSW 2018

P.O. Box 638 Rosebery NSW 1445

PH: 02 9700 933

FAX: 02 9700 8988

Email: kathy@thesalesmasters.com

Table of Contents

Introduction	3
The Australian Quality Training Framework (AQTF Standards)	4
Client Appeals and Complaints	4
Legislative Requirements	8
Occupational Health and Safety Policy	6
Harassment and Discrimination Policy	9
Privacy	11
Vocational Education and Training Requirements and Policies	12
Apprenticeships and Traineeships	13
Working with Children	13
Fees and Refund Policy	13
Participant Training Records Policy	13
Recognition of other Qualifications	14
Access and Equity	15
Client Selection	15
Enrolment	15
Induction	16
Language, Literacy and Numeracy (LLN) Assistance	16
Participant Support, Welfare and Guidance	17
Flexible Delivery and Assessment Procedures	18
Discipline	18
Recognition of Prior Learning Policy (RPL)	20
Credit Transfer Policy	22
Assessment Standards	22
Assessment Methods	23
Acknowledgement Declaration	25

Introduction

Welcome to the Australian Salesmasters Training Company.

Australian Salesmasters Training Company (ASTC) is a new and innovative Registered Training organisation specialising in providing quality training and assessment in Business, Automotive Sales, Sales, Retail, Management, and a wide range of qualifications.

ASTC's Staff and trainers have a long history in industry and are committed to providing quality training and assessment services.

ASTC provides the following qualifications:

AUR21105	Certificate II in Automotive Sales
AUR31005	Certificate III in Automotive Sales
AUR40105	Certificate IV in Automotive Management
BSB20107	Certificate II in Business
BSB30107	Certificate III in Business
BSB30201	Certificate III in Business Administration
BSB30207	Certificate III in Customer Contact
BSB30407	Certificate III in Business Administration
BSB40101	Certificate IV in Business
BSB40207	Certificate IV in Business
BSB40307	Certificate IV in Customer Contact
BSB40607	Certificate IV in Business Sales
BSB40807	Certificate IV in Frontline Management
BSB41004	Certificate IV in Business (Frontline Management)
BSB50307	Diploma of Customer Contact
BSB51004	Diploma of Business (Frontline Management)
BSB51107	Diploma of Management
CHC30102	Certificate III in Aged Care Work
CHC30402	Certificate III in Children's Services
CHC50302	Diploma of Children's Services
CPP40307	Certificate IV in Property Services (Real Estate)
ICT30102	Certificate III in Customer Contact
ICT40102	Certificate IV in Customer Contact
MCM30104	Certificate III in Competitive Manufacturing
MSA20107	Certificate II in Process Manufacturing
MSA30107	Certificate III in Process Manufacturing
PMB30401	Certificate III in Process Manufacturing
PRD40101	Certificate IV in Property (Real Estate)
SIR20207	Certificate II in Retail
SIR30207	Certificate III in Retail
SIR30307	Certificate III in Wholesale
SIR40207	Certificate IV in Retail Management
SIT20107	Certificate II in Tourism
SIT20207	Certificate II in Hospitality

SIT30107	Certificate III in Tourism
SIT30207	Certificate III in Tourism (Retail Travel Sales)
SIT30307	Certificate III in Tourism (Tour Wholesaling)
SIT30707	Certificate III in Hospitality
TDT30102	Certificate III in Transport and Distribution (Warehousing and Storage)
THH33002	Certificate III in Hospitality (Operations)
TLI20107	Certificate II in Transport and Logistics (Warehousing and Storage)
TLI30107	Certificate III in Transport and Logistics (Warehousing and Storage)
WRF20104	Certificate II in Floristry
WRF30104	Certificate III in Floristry
WRR30202	Certificate III in Retail Operations
WRR40102	Certificate IV in Retail Management
Accredited Courses (1) 91086NSW	Course in Property Practice (Real Estate) Expiry 30/06/2009
CPPDSM3019A	Communicate with clients as part of agency operations

Our trainers and assessors are highly qualified and have extensive experience. We are here to support our participants through our training programs and to ensure they have an enjoyable learning experience.

The Australian Quality Training Framework (AQTF Standards)

You are about to become a participant in the process that can result in achieving a nationally accredited qualification.

These qualifications can only be delivered by a Registered Training Organisation (RTO).

To be a RTO we need to meet the requirements of the Australian Quality Training Framework (AQTF). This is assessed in New South Wales, by the Vocational Education and Training Accreditation Board (VETAB).

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the AQTF standards and will be re-audited during its subsequent five year registration period.

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

Client Appeals and Complaints

ASTC will deal with any Participant complaints in an effective and timely manner, typically resolving all complaints within three weeks.

- Each appeal and complaint and its outcomes will be recorded in writing.
- Each appeal and complaint can be heard by an independent person or panel (i.e. someone or some panel that is mutually agreed upon as independent)
- Each appellant and complainant:
 - Has the opportunity to formally present his or her case

- Is given a written statement of the appeals or complaint outcomes, including reasons for the decision.
- We will act upon any substantiated complaint or appeal and these may result in a Continuous Improvement activity within ASTC.

All appeals and complaints are reviewed at our monthly management meetings and, if appropriate, will result in a continuous improvements activity.

Complaint and Appeals Procedure

Informal grievance:

1. Speak to the person with whom you have the complaint/appeal with and try to resolve the issue or problem

If Unresolved

2. Speak to your Trainer

If Unresolved

3. Speak to the Director of Programs

If Unresolved

4. Make an appointment with the Director of Programs

If required at any stage during the complaint/appeals procedure the student support officer or another member of staff is also available for confidential appointments or review the complaint/appeals. This person may act as a mediator if necessary between students or students and staff. If this is not suitable the appellant will be supplied with the details of ACPET to assist and act as the independent body during the complaint/appeal process.

If the student is still not satisfied with the resolution of the complaint/appeal, they are able to seek advise and further assistance from the authorities listed below.

Anti-Discrimination Board	Department of Fair Trading	ACPET
Level 17, 201 Elizabeth St SYDNEY NSW 2000 Ph: (02) 9268 5544	Level 21, 227 Elizabeth St SYDNEY NSW 2000 Ph: 13 32 20	Suite 12, Level 1 123 Clarence Street SYDNEY NSW 2000 Ph: (02) 9299 4555

Formal grievance:

Formal grievance must be submitted using the Appeal form. The applicant will be sent a written notice from the CEO (or delegated nominee) within 5 working days, informing them of receipt of their grievance.

The written notice will:

- Advise the complainant of the process that will be followed, the time frames that will be required and the steps the complainant should take for this stage of the particular grievance.
- Advise the complainant of their rights of appeal.

The grievance process will commence within 10 working days of receipt of the grievance. All reasonable measures will be taken to finalise the process as soon as practicable. The CEO (or delegated nominee) will investigate the grievance to gain a full understanding of the issues in

order to make a considered decision. Both the complainant and/or respondents may be accompanied and assisted by a third party if so desired during these interviews.

The CEO (or delegated nominee) will provide a written decision to the complainant within 15 working days, outlining the reasons for the decision and the complainant's right's to appeal the decision and the name and contact details of the person they can appeal to, if they are not satisfied with the decision:

The Director Programs (or delegated nominee) is responsible for reviewing appeals relating to grievances in academic matters.

Appealing the original decision

If the complainant wishes to appeal the original decision they must do so within 20 working days of being informed of the original decision, the ASTC will maintain the student's enrolment while the appeal process is going.

The Director Programs (or delegated nominee) will acknowledge receipt of the request in writing within 5 working days. The Director Programs (or delegated nominee) will refer the appeal to the Board of Directors to convene a special meeting within 10 working days. Students will be advised of any likely delays.

Where the Board of Directors seeks clarification from the student or the respondent in the form of face to face interviews, the student or the respondent may ask another person to accompany them.

The Board of Directors will establish an Appeal Panel independent from the original decision maker to consider the appeal and any additional evidence provided by the student. The Appeal Panel will detail the reasons for their decision and any further actions required to resolve the grievance.

The appeal decision may uphold or overturn the original decision.

If the original decision is overturned then the student's grievance is taken to be proved true and further actions to address the issues will be identified by the Director Programs (or delegated nominee) and implemented immediately.

The Director Programs (or delegated nominee) will provide a written statement to the student advising the outcome to the appeal and the further steps taken to address the grievance within 28 working days of receipt of the appeal.

External Independent Review

If the student is dissatisfied with the outcome of their appeal, the student may make a written request to the Director Programs that they wish the matter be dealt with through an independent resolution process facilitated by the Australian Council for Private Education and Training (ACPET).

The Director Programs (or delegated nominee) will then advise ACPET in writing of the request within 5 working days of receipt of this appeal. ACPET will arrange for a Round Table Discussion (RTD) to be held between ASTC and the student within 10 working days of the written notification from the Director Programs (or delegated nominee). ACPET does not charge a fee to the student for this service.

Contact details for ACPET are: Suite 12, Level 1, 123 Clarence Street, SYDNEY NSW 2000, Ph: (02) 9299 4555

If this matter remains unresolved after the RTO then ACPET will appoint an independent mediator within 14 days of the RTO. ACPET plays no role in the actual mediation. The mediator, the student and ASTC will attempt to resolve the grievance. ASTC will bear any costs associated with the mediation.

The student or the respondent may ask any other person to accompany them to meetings with ACPET or the mediator.

The mediator will report the outcome of the mediation to the Director Programs (or delegated nominee) within 14 days of the outcome of the review, including any outcomes arising. Once the Director Programs (or delegated nominee) reviews a report of the outcomes from the RTD or independent mediation, the Director Programs (or delegated nominee) will provide a written report to the student within 10 working days of the receipt of the report, on the recommended actions to resolve the grievance.

ASTC agrees to be bound by the independent mediator's recommendations. The Director Programs (or delegated nominee) will ensure that any recommendations made are implemented within 30 days of receipt of the mediator's report.

If a grievance still remains unresolved after the external dispute resolution process, the student may decide to refer the matter to an external agency such as

Anti-Discrimination Board	Department of Fair Trading	ACPET
Level 17, 201 Elizabeth St SYDNEY NSW 2000 Ph: (02) 9268 5544	Level 21, 227 Elizabeth St SYDNEY NSW 2000 Ph: 13 32 20	Suite 12 Level 1 123 Clarence Street SYDNEY NSW 2000 Ph: (02) 9299 4555

Students enrolled in a VET course may decide to refer the matter to the NSW Vocational Education Accreditation Board (VETAB) or the National Training Complaints Hotline on 1800 000 674.

Continuous Improvement

Any improvement arising from a student academic grievance or appeal will be recorded in the Improvement Action Registry. This register will be reviewed by the CEO and the Director Programs (or delegated nominee) at least four times per year and will provide a report to the Board of Directors

Record keeping and confidentiality

Records of all academic grievances handled under this procedure and their outcomes shall be maintained for a period of at least 5 years to allow all parties to the grievance appropriate access to these records, upon written request to the Director Programs (or delegated nominee).

All records relating to complaints will be treated as confidential and will be covered by the Privacy Policy and Procedure.

A copy of the National Complaints Code is available from ASTC's Director Programs .

Reference: National Complaints Code

The Director Programs is responsible for managing the resolution of any appeal or complaint and will be able to supply and assist with the relevant appeal or complaint form.

Reference: Appeals Form
Appeals Outcome Form
Appeals Register
Complaints Form
Complaints Outcome Form
Complaints Register

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>.

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- Australian National Training Authority Act 1992

State Based Legislation

- Vocational Education and Training Act 2005
- Apprenticeship and Traineeship Act 2001 NSW
- NSW Anti-discrimination Act (1977)
- NSW Commission for Children and Young People Act 1998
- Motor Trades Act

Occupational Health and Safety Policy

The NSW Occupational Health and Safety Act 2000 describes ASTC's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,

- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Harassment and Discrimination Policy

ASTC strictly adheres to the Anti-Discrimination Act, 1977 and Equal Employment Opportunity, as set out in the Legislation. Copies of the Legislation are available on the Internet and from the Administration Office.

ASTC has a legal obligation to ensure that no member of its staff or Candidate is discriminated upon on the grounds of race (colour, ethnic origin or nationality), gender, age, disability, marital status or sexual orientation. Harassment on the grounds of race or sex will not be tolerated and may lead to disciplinary action.

At ASTC, everyone, regardless of whether they are a Candidate, lecturer, administration or support staff, is entitled to expect the same rights. These rights are listed below:

- The right to learn, teach or carry out their duties
- The right to be treated with respect and treated fairly
- The right to be safe in the workplace emotionally and physically
- The right to have all reports of harassment and discrimination to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- The right to inform management of any harassment or discrimination and management has the responsibility to take immediate and appropriate action to address it.
- The right to when dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained.
- The right to whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Candidates have the responsibility to:

- Allows other to learn
- Make ASTC safe by not threatening, bullying or hurting others in any way
- Make the classroom safe by obeying instructions
- Make ASTC safe by not bringing illegal substances or weapons into ASTC
- Not steal, damage or destroy the belongs of others

Staff and participants should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees of ASTC.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,

- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Privacy

ASTC takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

Your enrolment form provides for Participants to give permission for us to discuss the Participants progress with their employer

In some cases we will be required by law or required by the AQTF standards to make participant information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or discloses is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and up date information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, RTO NAME SHORT will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.

10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual’s racial or ethnic background, or criminal record.

Vocational Education and Training Requirements and Policies

These are described in more detail in the VET act (Vocational Education and Training Act 2005) but basically confirm the right of VETAB to audit RTO NAME SHORT, apply penalties for non compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO etc.

Apprenticeships and Traineeships

ASTC delivers training eligible for “Traineeships” (also known as new apprenticeships) and we will ensure that we comply with the Skilling Australia's Workforce Bill 2005 and Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005 and the Apprenticeship and Traineeship Act 2001 NSW.

These acts define our obligations to comply with Department of Education (DET) requirements for funding of the Apprenticeship Traineeship Training Program (ATTP) and Approved Provider List (APL) funding, including our reporting and other obligations.

Working with Children

We do accept people under the age of 18 in our training programs.

We will comply with all Federal and State working with Children legislation such as *the* NSW Commission for Children and Young People Act 1998.

A list of all relevant legislation is available from the Federal Police Website:

<http://www.aifs.gov.au/nch/policechecks.html>

Further information on the Working with Children's Check is available from ASTC's Director Programs .

Fees and Refund Policy

All of our training courses attract fees, as detailed in the course information brochures. These prices are subject to change. The first invoice includes a 30% non-refundable materials and administration fee.

The employer is then charged monthly for the Units of Competency completed in the preceding month. Alternative payment arrangements are possible by negotiation. Payment of fees is by invoice in arrears.

In the rare event that Unit of Competency completion fees are paid in advance, these fees will be paid into our “Holding Account”.

Fees will be transferred from our holding account into our working account monthly for all units completed in that month.

Refunds

All course fees that are paid in advance are paid into our “Holding Account”. Should a refund be due, the participant will need to complete a “Refund Application” advising all relevant details.

Fees will be refunded for any units of competency paid for, but not yet commenced.

The 30% Administration fee is not refundable.

Any questions relating to the Refund Policy can be directed to ASTC Director Programs .

All applications for refund will be resolved and paid within three weeks from receipt of application.

[Reference: Application for Refund Form](#)

Participant Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual Participant records will be stored in a locked secure office area. Our electronic records are stored in "VETtrak" and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The Director Programs will undertake a validation of the training records of approximately 10% of registered trainees and report the accuracy to the MMM.

The RTO Director Programs is responsible to conducting a weekly back up of our computer systems to a password protected external hard drive. This backup is then taken offsite.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years.

In the event that we cease to operate as a RTO we will transfer all records to VETAB in appropriate format and detail as specified by VETAB at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

Should we be required to submit statistical data on our participants in the future (AVETMISS), we will use the features inside our VETtrak software program.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the AQTF such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, VETAB or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participant's themselves, after making application in writing. For example participants seeking a replacement Qualification or Statement of Attainment.

Reference : Participants Record Request Form

Recognition of other Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by ASTC.

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All Candidates who met the entry requirements [if applicable] as prescribed by the appropriate National Training Package will be accepted into any program within our scope of registration.

Some examples of our support include:

- We are able to offer Language and Literacy support to candidates who have difficulty with written or spoken English
- Equally so, we are able to support Candidates with numeracy issues.
- As the qualifications are largely self-paced we are able to accommodate the unique needs of expectant or new parents or Candidates with other carer's responsibilities
- The ability to modify learning and assessment tasks to accommodate the unique cultural or personal needs of Candidates

The principles of Access and Equity are covered at our Candidate induction and regularly reviewed to ensure the correct interpretation and application.

Where our training programs have a limited number of available places, these will be filled in order of completed enrolment applications.

Any issues or questions regarding access and equity can be directed to ASTC's Director Programs .

Client Selection

There are pre-requisites to enrolling in some of our training programs.

Specific details of these pre-requisites are contained in individual course information documentation.

If you have any questions please do not hesitate to discuss the course with your trainer or the Director Programs .

Enrolment

To enrol in one of ASTC's courses you will need to obtain the permission of your employer to allow ASTC to enrol you in the training program.

Enrolment will consist of you contacting Australian Salesmasters Training Company. We will despatch to you by suitable means a Participant Manual, an Enrolment form, literature on the courses being considered and any other relevant documentation.

Induction

Once all participants have completed the enrolment session they will complete an induction program which will cover:

- Introduction to the ASTC training staff,
- Confirmation of the course to be delivered.
- The training and assessment procedures, including method, format and purpose of assessment.
- Qualifications to be issued,

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the participant.

Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards.

We aim at all times to provide a positive and rewarding learning experience for all of its students. Our enrolment form asks students to provide information regarding their LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Director Programs will contact the student to discuss their requirements.

Students must ensure that they have discussed with the Director Programs any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties. We will offer to any student at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

Where language, literacy and numeracy competency is essential for course students, we will make every effort to ensure that students are adequately supported to enable them to complete their training. Some examples of the type of support that we are able to offer include:

Literacy

- Providing students only essential writing tasks
- Consider the use of group exercises so that the responsibility for writing rests with more than one person
- Provide examples and models of completed tasks
- Ensure that documents and forms are written and formatted in plain English
- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used

Language

- Present information in small chunks
- Speak clearly, concisely and not too quickly
- Give clear instructions in a logical sequence
- Give lots of practical examples
- Encourage students to ask questions
- Ask all questions to ensure students understand

Numeracy

- Ask students to identify in words, what the exact problem is and how they might solve it
- Show students how to do the calculations through step by step instructions and through examples of completed calculations

- Help students to work out what math's/calculations/measurements are required to complete the task
- Encourage the use of calculators and demonstrate how to use them

We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as their local TAFE campus.

Participant Support, Welfare and Guidance

We will assist all participants in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of ASTC's staff.

We will ensure that the full resources of our RTO are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties you should make contact directly with the ASTC's Director Programs who will assist you to the full extent of our capacity.

If your needs exceed ASTC's support capacity we will refer you onto an appropriate external agency.

You can seek support immediate by contacting:

Police/Fire/Ambulance

Ring 000

Interpreting Services:

TIS 13 14 50

Poisons Information Centre

24hr advice on all exposures to poisons, medicines, plants, bites/stings
13 11 26

Abortion Grief Counselling 1300 363 550

Alcohol and Drug Information Service 1800 177 833

(24 hour counselling and information)

DVline (Domestic Violence support and referral) 1800 811 811

Family Drug Support Information, help and support for families affected by drugs 1300 368 186

Lifeline: 131 114

Literacy and Numeracy Support:

National:

Australian Council of Adult Literacy phone 03 9469 2950 email acal@pacific.net.au

New South Wales:

NSW Adult Literacy and Numeracy Council Phone 1300 655 506

Web: www.literacyline.edu.au

Men's :Line Australia 1300 789 978 for men with family and relationship concerns

Pregnancy Counselling Australia (Pregnancy termination alternatives and post termination counselling) 1300 737 732

Pregnancy Help Line 24 hour counselling and information for Pregnant women and their families 1300 139 313

Quitline 24 hour smoking cessation information and counselling 13 18 48

Salvation Army Salvo Care Line 1300 363 622

Statewide Sexual Assault Helpline 1800 010 120

Flexible Delivery and Assessment Procedures

ASTC recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional learning and assessment methods will still achieve good results.

ASTC will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

ASTC undertakes to assist participants achieve the required competency standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or ASTC's Director Programs .

Discipline

ASTC attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

Examples of when disciplinary action may be required to be taken include when a participant:

- Fails to attend the required minimum number of classes for any course without reasonable explanation
- Brings onto, or consumes on our premises, any drugs of addiction or dependence [except drugs prescribed by a qualified medical practitioner]
- Brings onto or consumes on our premises any alcohol
- Exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol
- Damages or removes any property or resource of ours or any training venue hired by us
- Assaults [physically or verbally] any person or persons on our premises or any training venue hired by us
- Fails to comply with any instructions given by a member of The Australian Salesmasters relating to safety of any person or persons on our premises
- Exhibits any form of conduct whilst on our premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
- Enters any part of our premises or other place to which Candidates have access for the purpose of tuition, when not entitled to do so, or have entered, refuses to leave said premises

When disciplinary action is taken, the Chief Executive Officer will notify the Candidate of the reason for the action.

- A verbal warning will be given to the Candidate and documented on the Candidate's individual file.
- Where the behaviour continues after the verbal warning, the Chief Executive Officer will counsel the Candidate and a written warning will be provided to the Candidate. A copy of this written warning will be kept on the Candidate's file.
- In the event that the behaviour continues beyond the written warning, the Candidate will be removed from the training program. Notification of the Candidate's removal will be made in writing and a noted copy will be placed on the Candidate's individual file.

If a Candidate wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and ASTC's Director Programs and the appropriate action will be taken.

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Lecturer will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course.

Copyright

All staff and students must observe the following copyright regulations, a copy of which is on display near the photocopier.

A copyright owner is entitled to take legal action against a person who infringes his/her copyright. Unless otherwise permitted by the Copyright Act 1968, unauthorised copying of a work in which copyright subsides may infringe the copyright in that work.

Where making a copy of a work is classed as fair dealing under section 40 of the Copyright Act 1968, making that copy is not an infringement of the copyright in that work.

It is classed as fair dealing to make a copy, for the purpose of research or study, of one or more articles on the same subject matter in a periodical publication or, in the case of any other work, of a reasonable portion of a work.

In the case of a published work that is of not less than 10 pages and is not an artistic work, 10% of the total number of pages, or one chapter, is a reasonable portion.

More extensive copying may constitute fair dealing for the purpose of research or study. To determine whether it does, it is necessary to have regard to the criteria set out in sub-section 40 (2) of the Copyright Act 1968.

A copy of the Copyright Act 1968 is available for viewing upon request to the Director Programs.

Recognition of Prior Learning Policy (RPL)

All of our potential or enrolled Candidates are provided with full recognition of their current skills and knowledge. We promote acknowledgement of 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process. The recognition of prior learning [RPL] process conducted by us is an assessment process, which provides acknowledgement of all skills and knowledge gained through life experiences, work experience, previous training and formal education.

Our RPL process examines the evidence within the following key principles:

- Adopting a focus on the competencies held, rather than on how, when or where the learning occurred
 - Demonstrated commitment to recognising the prior learning of adults.
 - Providing access to the RPL process for all potential Candidates of course.
-
- Undertaking RPL processes which are fair to all those involved.
 - Providing adequate support for all potential RPL applicants.

The RPL assessment process includes the initial provision of information, support and counseling, formal application, assessment, post-assessment guidance and certification for course Candidates.

All Candidates are offered RPL at time of the pre-enrolment interview and can elect to be considered for RPL by selecting the option available on the enrolment form. The special needs of RPL applicants are recognised by us and we will make all the necessary and reasonable adjustments [taking into account such areas as LL&N] during the RPL assessment process, where appropriate.

A variety of RPL assessment options will be available for potential applicants to identify whether they have achieved standard in the relevant national training program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner.

The key objectives of our RPL assessment process are to:

- Minimise duplication of learning, training or skill acquisition
- Allow the completion of studies in the shortest possible time
- Provide clear RPL outcomes and access to further learning/training and career development
- Provide quality advice and support to potential and current applicants
- Conduct the RPL process only in respect to courses that we are registered to assess
- Ensure that only fully qualified consultants are involved in the RPL process
- Provide adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held regardless of how, when or where they were learned
- Recognise competencies and modules gained through an RPL process conducted at another registered training organisation via the requirements of recognition of other qualifications
- Ensure the RPL applicants of their right of appeal through the formal process
- Ensure fees and charges are fair, competitive with the industry standard and are structured to minimise the time and cost to applicants.

RPL assessments are charged at \$150 per hour. The actual cost will depend upon the numbers of units to be assessed, the clarity, type and presentation of the information supplied, and any discussions needed to clarify supplied evidence. An estimate can be supplied at the time of application by team members of ASTC.

Participants can make an application for Recognition of Prior Learning at any time during the training program.

Procedure:

1. The applicant fills in application for recognition of prior learning (exemption), as detailed in the RPL application kit.
2. Attached to the application should be
 - a. Certified copies of the relevant qualifications, transcripts, course outlines and other academic records including the title of the module, duration (hours) of learning, results (marks and grades).
 - b. Evidence of clinical practice, as mentioned above, if exemption is sought.

Applications without presenting the relevant qualifications will not be recognized.

3. ASTC reserves the right to check and identify the original qualifications and academic records. Usually, ASTC's Director Programs will interview the applicant and verify the authenticity of original documents.
4. The module(s) exemption application is finally approved by the CEO and/or the ASTC Academic Committee and a fee of \$150 per module approved will apply.

5. The Applicant will be required to “sign off” on the approval of recognition of prior learning or disapproval form. The original form will be placed on the applicant’s file and a copy given to the applicant .

An RPL application kit is available from the Director Programs.

Reference : RPL Information Kit

Credit Transfer Policy

Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration.

Credit Transfer – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAAASS401A, TAAASS402A and TAAASS404A units of competency from the TAA40104 qualification or the BSZ98 equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners.
Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - **Flexible** - Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,

- a understanding of the definition and practical application of the above definitions.

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course

as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal, see further details in the appeal process section.

Assessment and Training Terms

Assessment

The process of collecting evidence to judge whether a candidate has demonstrated the skills and knowledge to be applied to a unit of competency.

Assessment guidelines

An endorsed component of a Training Package which sets out the industry approach for valid, reliable and fair assessment. The guidelines underpin assessments carried out by Registered Training Organisations under the Australian Recognition Framework.

Assessment instrument

Tools that can be used by a candidate to gather their evidence of assessment and submit to a workplace assessor for assessment.

Assessment method

The method used to gather evidence of competency, such as case study, role play, workplace project, observation checklist, documentary evidence or questions.

Australian National Training Authority (ANTA)

The government body responsible for administering quality control over Training Packages.

Australian Qualifications Framework (AQF)

A comprehensive policy framework defining all qualifications recognised nationally in vocational education and training in Australia. It comprises guidelines which define each qualification, principles and protocols for articulation, issuing qualifications and transition arrangements.

Candidate

The person submitting evidence for assessment.

Competency-based assessment

A system of assessment that enables a person to directly demonstrate their skill and knowledge applied to a unit of competency.

Competency standard

The specification of knowledge and skill and the application of that knowledge to the standards of performance required in the workplace. Competency standards define the outcomes for training delivery, assessment, and issuing qualifications and Statements of Attainment under the Australian Recognition Framework.

Element of competency

The outcomes contributing to a unit of competency.

Endorsed components

The endorsed components of a Training Package, being competency standards, assessment guidelines and qualifications packaging.

Evidence

The information provided by the candidate which an assessor uses to assess competency.

Evidence guide

Part of a unit of competency designed to guide assessment in the workplace or institution.

Key competencies

Underpinning competencies that are integrated into all units of competency.

Performance criteria

A part of the competency standards which specify the required level of performance.

Qualifications

Qualifications awarded under the Australian Qualifications Framework.

Range statement

The range of context and conditions to which the performance criteria apply.

Registered Training Organisation (RTO)

An organisation registered by a State or Territory training authority to deliver training and assessment and issue nationally endorsed qualifications.

Self assessment

The process of a candidate determining their own level of performance, both in terms of the level achieved and the rate at which progress is being made.

Support materials

Materials used to support the endorsed components of a Training Package, which may include learning strategies, assessment resources and professional development materials.

Training Package

The list of competency standards for an industry, assessment guidelines, qualifications packaging and any support materials.

Workplace assessor

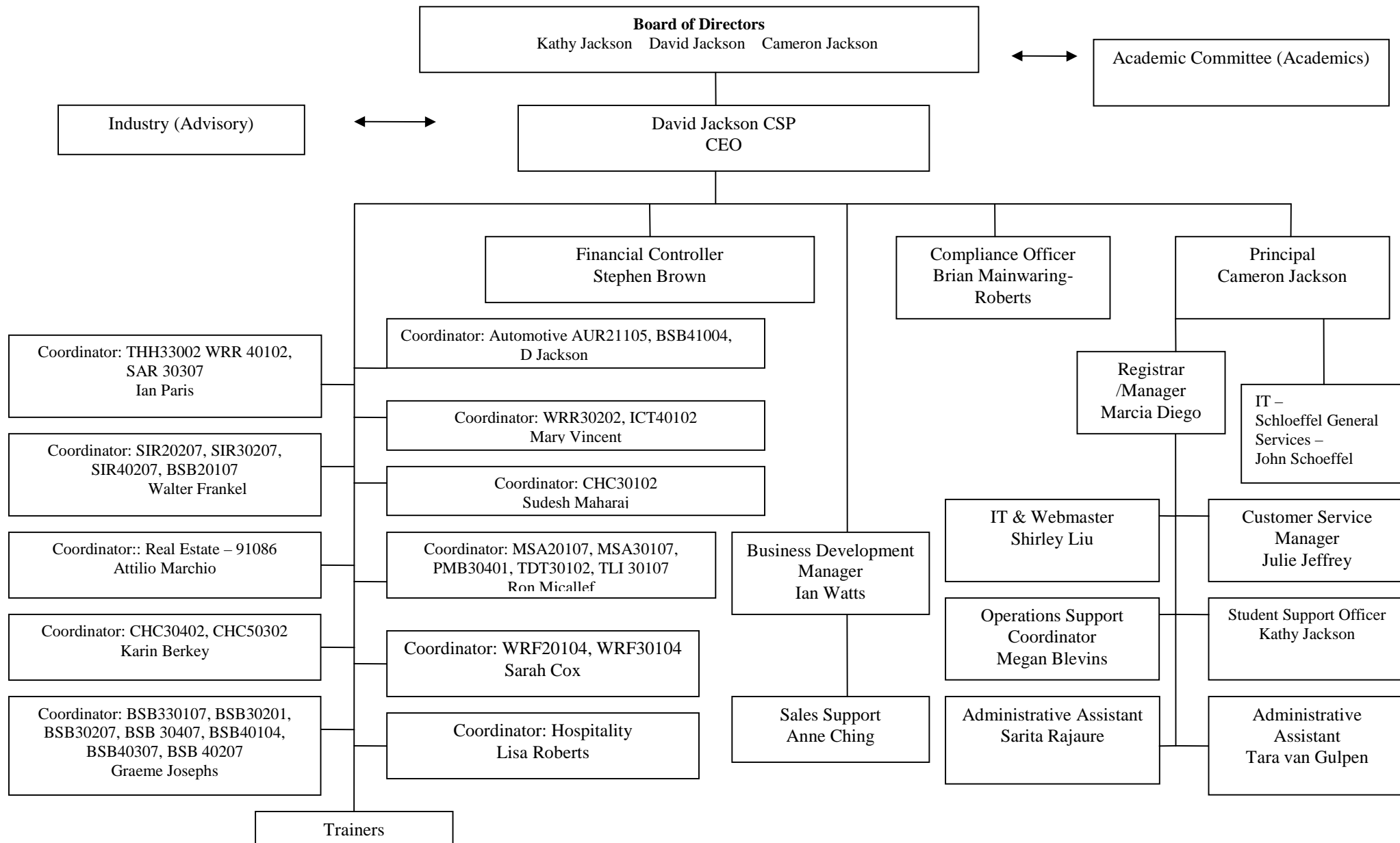
A person qualified to assess competency.

Unit descriptor

Information, additional to the title of the unit of competency, which clarifies the purpose of the unit and notes any relationship with other industry units.

Unit title

A title for the general area of competency.



Acknowledgement Declaration

I have completed a pre-training review, course induction and have contributed to development of this document. I am aware of my responsibility to ensure that this document and its ongoing development is implemented and monitored over the duration of the course.

I acknowledge that I have read and fully understand the contents of this Participant Handbook, which outlines the conditions my rights and responsibilities as a participant of Australian Salesmasters Training Company.

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date

Participant Withdrawal Form

If you are leaving the course before the course end date, please complete this form and either hand to trainer, or post to:

**The Australian Salesmasters
PO Box 638
Rosebery NSW 1445**

Your Certificate and Transcript will be posted to the address nominated below:

Participant Name: _____

Street Address: _____

Suburb: _____ **State:** _____ **Postcode:** _____

Contact phone number: _____

Participant Signature: _____

Name of Course: _____

Date: _____

Please tick the reason for withdrawing from the course and add the required information:

Left company

Change of circumstance

Training no longer relevant

Others: _____

Our most sought after products and services include...can any of these help you?

- ✓ Government Funded Training Programs
 - ✓ Salesmasters Coaching and Mentoring
 - ✓ Management and Leadership Workshops
 - ✓ Telesales Seminars/Programs
 - ✓ Customer Service Workshop Experience
 - ✓ In-House Training Workshops
 - ✓ 1 Day Sales Workshops
 - ✓ 2 Day Management and Leadership Workshops
 - ✓ 2 Day Sales Bootcamps
 - ✓ Negotiation and Phone Skills Evening Clinics
 - ✓ Audio, CD, DVD Training Programs *
 - ✓ “Your Success”- DVD Training Library *
- (over 1,088 titles now available)



Australian Salesmasters Training Company

Suite 317, 30-40 Harcourt Parade
ROSEBERY, NSW 2018 AUSTRALIA
PH: (02) 9700 9333 FAX: (02) 9700 8988
Websites: www.thesalesmasters.com
www.dvdtraining.com.au
Email: kathy@thesalesmasters.com

*** These resources do not form any part of a AQTF training program nor are a component of any AQTF assessment.**