

innovative  
training and  
recruitment



## **Student Handbook for New Enterprise Incentive Scheme (NEIS)**

**Innovative Training & Recruitment**  
**40206**

490 Regency Road, Enfield SA 5085

**P:** 1300 006 347

**F:** 02 9832 2972

**E:** [itr@apm.net.au](mailto:itr@apm.net.au)

**W:** [www.itandr.com.au](http://www.itandr.com.au)

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 490 Regency Road  
 ENFIELD SA 5085

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## Introduction

**WELCOME** to Innovative Training & Recruitment (ITR), a Registered Training Organisation (RTO 40206) partnering with APM Employment to deliver your Training. We look forward to providing you with excellent training and assessment services, including ongoing support and assistance throughout your training program.

All ITR Trainers and Assessors work to ensure that the time spent in training by Students is relevant, successful and enjoyable. Trainers will apply their individual skills, knowledge, expertise and practical experience to ensure they provide Students with a safe and effective training and / or assessment experience that is designed to assist each Student to achieve competence in the program chosen.

### **Innovative Training & Recruitment**

Address: 490 Regency Road

ENFIELD SA 5085

PH: 1300 006 347 FAX: (02) 9832 2972

[itr@apm.net.au](mailto:itr@apm.net.au)

The **Course Handbook** must be read in conjunction with the **Student Handbook**.

**Please note - ITR does not offer training to any persons under 18 years of age**

## About Innovative Training and Recruitment

ITR was established in September 2005 and aims to provide innovative training and assessment services that respond to the needs of all students.

- ✦ This includes the provision of employment based training that also counts towards Nationally Accredited qualifications.
- ✦ The cornerstone of ITR's success is the ability to provide Industry with well-trained personnel who have the skills and knowledge required to become a competent and valued worker.

### **Our Mission**

- ✦ To be an effective provider of employment focused training that is respectful and tailored to meet the needs of each individual student.

### **Our Vision**

- ✦ To be the partner of choice for the provision of high quality, client-centred training.

### **Our Values**

- ✦ We believe in the individual, equity and maximum opportunity for our students and clients.
- ✦ All results are noted on each Student's Record of Performance and provided to the

student upon the completion of assessment evaluation by their assessor, enabling them to keep track of their progress and achievements.

## Course Fees

**Note:** ITR deliver BSB30315 Certificate III in Micro Business Operations and BSB42618 Certificate IV in New Small Business as part of the NEIS program. These qualifications are free for eligible participants.

## Other Assistance

Please talk to your Enrolment Officer regarding your eligibility to access other forms of financial assistance. Please keep in mind that bodies who grant financial assistance possess limited funds and generally will be unable to pay the full cost of a course.

## Learning Support

Innovative Training and Recruitment has established a number of support systems for students who have special needs or require support or assistance to undertake or complete their training.

## Language, Literacy and Numeracy (LLN)

Students will be assessed prior to Training Commencement to ensure they possess the skills and knowledge to meet the LLN demands of their elected training program. We encourage students with issues to seek assistance from their Training Coordinator.

## Personal Support

We acknowledge that there are periods of time where personal matters may affect your ability to continue your training. Innovative Training and Recruitment has links with a range of internal and external contacts to whom we can refer you to for support. Ask your Training Coordinator for more information.

## Copyright

All materials produced by Innovative Training and Recruitment are protected by copyright and may not be reproduced in any format without permission from Innovative Training and Recruitment.

## Learning and Assessment – Flexible Learning

A wide spectrum of learning strategies will be incorporated throughout your training journey to assist you in achieving the necessary skills and knowledge. Techniques and tasks used in this program can include:

- Practical Demonstration
- Case Studies
- Trainer Instruction
- Practical Tasks
- Small Group Work
- Group Discussion
- Simulated Tasks/ Games/ Role Plays
- Self-Paced Activities
- Video Activities

## Assessment

### **ASSESSMENT**

Throughout your training program you will be assessed to see if you have gained the necessary skills and abilities to achieve the qualification. Your trainer/s are required to ensure that the assessment tasks you undertake meet the National Principles of Assessment – Valid, Reliable, Flexible and Fair.

Assessment tasks may involve:

- Demonstration of Skills and Knowledge
- Observation of Performance
- Written Tasks and Assessments
- Self-Assessment
- Role Play
- Oral Presentations and Questioning
- Portfolio Development

## Issuing of Awards

In general, 3 types of Awards may be issued by Innovative Training and Recruitment

### **Full Qualification**

Issued under the Australian Qualification Framework (AQF). These qualifications include Certificates I to IV, Diploma and Advanced Diploma. Full qualifications can only be issued once the student has been deemed competent across all the relevant Units of Competency making up the qualification. Information about the actual Units of Competency is available in the relevant Course Outlines of each course.

### **Statement of Attainment**

Issued when the student is deemed competent in specific Units of Competency, but not all the Units of Competency within the qualification. In some instances, students may be enrolled in Statements of Attainment (often referred to as Skills Set) as opposed to a full qualification.

### **Statement of Attendance**

Issues when a student attends a short course which is not within the Australian Qualifications Framework (AQF). To receive a Statement of Attendance, the student must have a satisfactory attendance rate. For example, a one day course would require 100% attendance.

**Please Note** – Awards will only be issued upon the student meeting all the course requirements including payment of fees (where applicable). Qualifications and Statements of Attainment will be issued according to the National Vocational Education and Training Regulator Act 2011 (Standards for the National Regulator) and / or State or Territory Requirements (where applicable). Awards will be issued within 21 days of course completion date.



## Recognition Process – Forms of Credit and National Recognition

ITR recognises a Student's Australian Quality Framework (AQF) Qualifications and/or Statements of Attainment issued by any other Registered Training Organisation (RTO).

### **RECOGNITION OF PRIOR LEARNING**

ITR has a Recognised Prior Learning (RPL) process to enable Students to receive recognition for skills and knowledge obtained through any previous non-accredited courses and/or work and life experience. You may already be competent in some of the areas of the course that you have chosen to undertake, and will be given an opportunity to apply for RPL. During your course induction, your trainer will discuss RPL with you. If successful, you may be exempted from relevant parts of the training program.

Documented evidence must be provided by the Student, for ITR to commence with the RPL validation process. Students will be interviewed and relevant experience detailed and mapped against the content of the training program. Students without a portfolio of evidence will be given the opportunity to demonstrate competence by undergoing testing by an experienced Trainer/Assessor.

### **CREDIT TRANSFER**

Credit Transfer is where a Student's previous attendance at an accredited course is recognised and where an exemption can be granted resulting in that Student not having to redo either an entire course(s) and /or individual units or part(s) thereof.

It will only occur where there is an agreement as to the value of the achievement of the previous education when related to the qualification for which a Student now intends to undertake.

Credit Transfer is available to a Student who has documented and verifiable evidence of their achievements, such as certificates and/or results etc from the course(s) that they have that they have previously undertaken.

If you intend to apply for RPL or credit transfer, you must submit your application prior to the course commencing and allow up to 10 working days for processing.

## Assessment Appeals

If you are assessed as Not Yet Competent, you will be given the opportunity to develop the required skills level and resubmit your assessment. You will be allowed two re-sits of the NYC assessments. The re-sit assessments will be due at a date as indicated on the new Assessment Cover Sheet. Subsequent re-sits of assessment items may attract a fee – please see your Training Coordinator.

If you feel the original assessment was not fair, you can appeal the assessment. In the first instance you should discuss this with the trainer. If an agreement cannot be reached, then an impartial assessor will make an assessment. Please note that all appeals must be lodged within 2 weeks of course completion date.

## National Recognition and Credit Transfer

Innovative Training and Recruitment recognises qualifications and Statements of Attainment issued by other learning institutions under the Australian Qualifications Framework. Credit Transfer is when you have a Statement of Attainment or a qualification which clearly states you have demonstrated competency in the Subject / Unit(s) or their equivalent.

## Cancelled Classes

Should a teacher/trainer be unavailable for any scheduled class or activity, Innovative Training and Recruitment will make every endeavour to locate a substitute trainer. However, in the event that this is not possible and the class or activity has to be cancelled, you will be contacted prior to the commencement time.

## Our guarantee to you to complete your training

Once you have commenced study in your chosen course and or training program, ITR is committed to providing the highest quality of training and assessment as outlined to you.

In the event that ITR is no longer able to provide the training and assessment as initially agreed, then ITR will arrange for agreed training and assessment to be completed through transfer to another

RTO. Prior to the transfer, you, your employers and/ or relevant stakeholders will be formally notified of the arrangement.

## Access and Equity

Innovative Training and Recruitment is committed to providing all people with the opportunity to improve their skills through training. We make commitments to:

- Incorporate Access and Equity Principles into Student Service Standards for Training and Assessment Activities
- All Training Sites to have an established procedure to ensure fair and equitable access to students
- Selection procedures for course students must follow Equal Opportunity principles
- Flexible delivery arrangements may be provided to accommodate increased course access
- Literacy and Numeracy needs of students to be identified and appropriate support to be provided
- Provision of reasonable adjustment measures to the delivery of training and assessment services to meet the special needs of students
- Providing access to development opportunities to assist staff in the delivery of training and assessment services to under-represented group

## Privacy and Access to your Records

You have the right to access your training file at any time. If you would like to view your file, contact your Training Coordinator and they will make the file available to you. Due to Privacy Principles, information about other students is not available. Innovative Training and Recruitment will not disclose information about a student unless it is keeping with Principles 2. Of the National Privacy Principles.

## Rights and Responsibilities

As a student in one of our training programs, you have the rights and responsibilities governed by both State and Federal legislation. Please refer to the Innovative Training and Recruitment Code of Behaviour.

## Occupational Health and Safety

- To protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- To not wilfully or recklessly interfere or misuse anything provided by Innovative Training and Recruitment in the interests of health, safety or welfare
- To cooperate with health and safety directives given by staff or Innovative Training and Recruitment
- To ensure that you are not affected by the consumption of drugs or alcohol

## General Requirements

- For security purposes, all course students must wear a name badge at all times when in the building
- Do not leave handbags or other valuables unattended. Although the building is reasonably secure, you are ultimately responsible for your own belongings. Innovative Training and Recruitment accepts no responsibility for any belongings which may be stolen or go missing
- If you are going to be absent from a scheduled class or activity, please advise your Trainer and Training Coordinator
- Smoking is not permitted within the building. Outside of the building State Regulations apply
- Should you be involved in an accident which results in personal injury and / or damage to equipment or facilities, notify your Trainer or Training Coordinator immediately
- If you have a personal health condition which may become critical in the

duration of attending the course, please advise your Trainer before class commences

- Emergency procedure and exit plans must be followed at all times
- You are required to arrive to class on time and stay for the full duration of the class. Should it be necessary to leave a class early, you must advise the Trainer before the class commences
- If you are absent from class, it is your responsibility to catch up on work that may have been missed
- You are required to respect the rights of others and to treat others in a manner which is fair and non-discriminatory
- Mobile phones must be switched off in class. In emergency situations where you may need to be contacted, please advise your Trainer so that arrangements can be made
- All assessment items must be submitted by the due date. If you are having difficulty completing an assessment item, you should discuss it with your Trainer at least 2 days before the due date. In so doing, the Trainer may be able to offer support or in certain circumstances, grant additional time. Please note that the granting of additional time to complete assessment items is only under special circumstances
- The student must retain copies of all assessments submitted

## Cheating and Plagiarism

- All assessment must be your own personal work. Cheating or the act of getting others to complete your work will not be tolerated
- Copying from a published document (including content from the Internet) without referencing appropriately, will not be tolerated. This is deemed plagiarism and is illegal. You must follow referencing guidelines if you take another person's idea, and put it into your own words. Your Trainer can provide you with more information and guidance around this
- Cheating and Plagiarism may lead to cancellation of enrolment

## Change of Address or Change of Name

If during your course of study you change your name or address, you are required to notify Innovative Training and Recruitment. Please complete the **Change of Details Form** attached at back of this handbook and give the completed form to your Training Coordinator.

## Dress and Hygiene

- Neat and comfortable clothing is considered appropriate
- Appropriate footwear must be worn at all times
- Since you will be working in close proximity of others, care with your personal hygiene is required
- You must wear special clothing (including protective clothing) as required

## Respect for Others

- Neat and comfortable clothing is considered appropriate
- Appropriate footwear must be worn at all times
- Since you will be working in close proximity of others, care with your personal hygiene is required
- You must wear special clothing (including protective clothing) as required

## Misconduct

- Theft, fraud, violence and assault
- Inappropriate language
- Serious negligence including OHS non-compliance
- Discrimination, harassment, intimidation or victimisation on all EEO and EEO grounds
- Refusing to carry out lawful and reasonable instructions
- Cheating or plagiarism

- Breach of confidentiality
- Being affected by drugs or alcohol

## Disciplinary Procedures

Where your behaviour is affecting the learning process, you will be asked to leave and be given a written warning. Re-entry to the room will need to be negotiated with the Trainer or your Training Coordinator. Any misconduct will result in a meeting followed by a formal written warning. Any further incidents will result in termination from the course without a refund. Serious misconduct will result in immediate termination from your course. No refund will be given in this instance.

## Student Feedback

In accordance with National Standards, Innovative Training and Recruitment has a fair and equitable policy for dealing with Student Feedback. This may concern any aspect of our Training and Assessment Services. If you have any issues or comments in relation to your enrolment, fees and or your Trainer – please complete the **Student Feedback Form** included and follow the process on the form. This will ensure your feedback is heard and assist us in continuous improvement.

## Contact Information

There are a number of key people who can assist should you have any issues or complaints. In the first instance – any complaint or assessment appeal must be discussed with your Trainer or Training Coordinator.

A copy of our complaints, grievance and appeals policy and a complaints form may be found on our website at <http://www.itandr.com.au/student-services>.

### Training Coordinator

<b>Name</b>	Tanu Kale
<b>Phone number</b>	1300 006 347
<b>Email</b>	<a href="mailto:itr@apm.net.au">itr@apm.net.au</a>
<b>Address</b>	Level 3, 338 Pitt Street, Sydney NSW 2000



## Change of Personal Details Form

Please complete the details below and return a copy to your Training Coordinator.

STUDENT DETAILS	
Name:	D.O.B
Course / Qualification Title:	

**CHANGE OF NAME (NOTE – Documentation must be provided)**

Previous Name:	
New Name:	
Student signature:	Date __/__/____

**CHANGE OF CONTACT DETAILS**

ADDRESS	
Street Address :	
	Post Code:
Postal Address :	
	Post Code:
PHONE	
Phone number :	
Mobile number :	
Student signature:	Date / /

**CHANGE OF EMPLOYER**

Company Name:	
Workplace Supervisor:	
Street Address :	
	Post Code:
Postal Address :	
	Post Code:
Phone number :	
Student signature:	Date / /

### OFFICE USE ONLY

<input type="radio"/> Updated details in Job Ready Plus	<input type="radio"/> Form filed in RTO Student Folder	Initials : Date :__/__/____
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## Student Feedback Form

As a student, your views are important to us. This form enables you to formally notify us if you would like to comment on what we have done well or if you would like to offer a suggestion as to how we can improve.

If it is an improvement suggestion, you should also speak with your Trainer in the first instance.

When you have completed this form, please leave it with reception. The officer on duty at reception will ensure the form is promptly delivered to the Training Co-ordinator for attention.

<b>Student Name :</b>	
<b>Course Name :</b>	
<b>Trainer Name :</b>	
<b>Training Location :</b>	
<b>Comments :</b>	
	____/____/____
(Signature)	(Date)