



# Student Handbook

## Welcome

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

As a Registered Training Organisation we are charged with upholding the integrity of issuing national 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/[info@aspirept.com.au](mailto:info@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!



Sheevaun Gallacher  
Director  
Aspire Performance Training

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## About Aspire

Aspire Performance Training (Aspire) is an established training organisation operating nationally. Aspire offers a range of accredited and non-accredited training solutions. These include Leadership and Management, Real Estate, Project Management, Business, Traineeships and Customer Engagement.

Our training solutions are delivered flexibly through varied funding models. These solutions include but are not limited to Customised Workshops, Blended Learning to pure On-line 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 clients 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, re-designing policies, procedures and processes, setting up organisations as RTOs and providing an associated auditing service and Training Needs Analysis.

Aspire was founded and is managed and led by Sheevaun Gallacher. Sheevaun has 30 year's experience of working within the field of learning and development both in the design and implementation of training programs and facilitation. Sheevaun was nominated as a Telstra Business Woman Award Finalist in 2012. Aspire has been operating for over 10 years and is nationally Accredited provider having recently (September 2018) successfully been reaccredited through ASQA (RTO number 51907).

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

BSB20115 Certificate II in Business
BSB30115 Certificate III in Business
BSB40215 Certificate IV in Business
BSB40315 Certificate IV in Customer Engagement
BSB41515 Certificate IV in Project Management Practice
BSB42015 Certificate IV in Leadership and Management
BSB51415 Diploma of Project Management
BSB51915 Diploma of Leadership and Management
BSB61015 Advanced Diploma of Leadership and Management
CPP40307 Certificate IV in Property Services (Real Estate)
CPP50307 Diploma of Property Services (Agency Management)
PSP20116 Certificate II in Government
PSP30116 Certificate III in Government

### Traineeships

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

BSB20115 Certificate II in Business
BSB30115 Certificate III in Business
BSB40215 Certificate IV in Business
BSB40315 Certificate IV in Customer Engagement
BSB42015 Certificate IV in Leadership and Management
BSB51915 Diploma of Leadership and Management
CPP40307 Certificate IV in Property Services (Real Estate)
PSP20116 Certificate II in Government
PSP30116 Certificate III in Government

### Online Programs

<b>QUALIFICATIONS</b>
BSB42015 Certificate IV in Leadership and Management
BSB51915 Diploma of Leadership and Management

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



**Consultancy**

Coaching and Mentoring individuals
Auditing of Registered Training Organisations
Establishing Registered Training Organisations
Strategic planning and facilitation
Working with organisations to ensure their training delivery and assessment services to the National VET Standards 2015.

**Non-Accredited Training**

Conflict Resolution
FISH!
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 a Registered Training Organisation, Aspire is committed to operating in accordance with the National Standards for Registered Training Organisations. These are a set of conditions and standards

which assures nationally consistent, high quality training and assessment services for the clients of Australia's Vocational Education and Training (VET) system.

All Aspire staff recognise the rights of students and provides information, support and advice that is consistent with our Training Code of Practice.

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

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

## Competency Based Training (CBT) and Assessment

CBT is designed to assist to maximise the skills and knowledge they have relevant to a unit of competency. CBT allows Learners to have 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.

- a) 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);
- b) 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); and
- c) 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 or alternatively, contact the Learning and Development Manager.

### **Recognition of Current Competencies**

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

### **Credit Transfer**

This is an assessment that is carried out when a unit(s) of competency have been achieved to determine whether equivalence to the required learning outcomes, competency outcomes or standards in another qualification.

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.

## **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 form
- Determining Learner Needs Assessment
- Amount of Training and Volume of Learning Document
- Authorisation for invoice form
- Identification (e.g. Drivers License, Passport, etc.)
- 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 to 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,
- Drivers Licence,
- 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 contact the Learning and Development Manager in the first instance.

## Fees, Charges and Refunds

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

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

## What is expected of Me?

### From you as the 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

### From my Supervisor:

- 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
- Agrees to provide the Learner with access to information and resources that may be required to successfully complete the traineeship.

### From Aspire Performance Training to you as a student:

- 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 in order 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 to your Assessor.

Assessments should be submitted to your Assessor to align with agreed timelines. In certain circumstances this timeframe may be extended. Please contact either your Assessor or the Aspire Learning and Development Manager for further information.

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 Learning and Development Manager 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/overview-of-the-assessment-process/>. 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):

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

### RPL

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 the Feedback Sheet or Unit of Competency Outline depending on the type of enrolment.

## 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

- Step 1:** discuss the concern/ complaint with your Assessor. If the issue is not resolved then continue to Step 2
- Step 2:** complete the Concerns, Complaints and Appeals form (available from the website or by contacting the office, (details on page three) should be completed and submitted to the Learning and Development Manager.
- Step 3:** acknowledgement is issued to you within five working days

- Step 4:** the Learning and Development Manager will assess the case and endeavour to resolve the matter to the satisfaction of all parties
- Step 5:** if the matter cannot be resolved, arrangements will be made for an independent arbitrator to assess the case
- Step 6:** the complainant will receive written advice of the outcomes and reasons for the decision

## 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 Learning and Development Manager will seek guidance from a second Assessor in the same field
- If the second Assessor reaches the same outcome the Learning and Development Manager 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 advanced 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 legislations 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 endeavours 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 Manager 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	Mobile	Email
Administration		(08) 6460 0965		<a href="mailto:admin@aspirept.com.au">admin@aspirept.com.au</a>
Learning and Development Manager	Jemma Beckers	(08) 6460 3204	0437 855 875	<a href="mailto:jemma@aspirept.com.au">jemma@aspirept.com.au</a>