

Handbook Disclaimer:

This handbook is your guide to all of our processes, systems, policies and duties with The Australian YMCA Institute of Education and Training (Queensland Campus) as your training provider. This document signals your start with YMCA Education and Training (QLD) in what we hope will be a highly valuable learning experience and student journey.

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or The Australian YMCA Institute of Education and Training policy may impact on the currency of information included. YMCA Education and Training (QLD) reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting YMCA Education and Training (QLD).

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of YMCA Education and Training (QLD). Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.

Registered Training Organisation (RTO) Details:

RTO Code:	3979
Legal Name:	The National Council of the Young Men's Christian Associations of Australia
Trading Name:	The Australian YMCA Institute of Education and Training YMCA Education and Training (QLD)

Status:	Current
ABN:	45 004 076 297
ACN:	004 076 297
RTO type:	Enterprise - Non-Government

Any queries can be directed to:

Address:	95 Abbotsford Road, Bowen Hills QLD 4006 PO Box 669, Spring Hill, QLD 4004
Phone:	(07) 3852 2443
Email:	training.brisbane@ymcabrisbane.org
Website:	www.ymcaeducation.com

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Welcome

Congratulations on your choice to undertake a qualification with YMCA Education and Training (QLD). Our team welcomes you and are here to assist you with any help that you may require.

About YMCA

The YMCA is a not-for-profit community organisation, dedicated to the development of all people in mind, body and spirit. The YMCA of Brisbane was established in 1864 and provides a wide range of quality programs and services to the general community including sport, recreation, fitness, youth and children's services, as well as education and training. The Australian YMCA Institute of Education and Training – Registered Training Organisation is operated by the YMCA of Brisbane and is governed by the YMCA of Brisbane's Board of Directors.

At the Australian YMCA Institute of Education and Training we are passionate about the sport, recreation, fitness and child care industries. We offer nationally recognised Vocational Education and Training within industries in which YMCA operate. Trading as YMCA Education and Training (QLD), our team is committed towards helping our students grow, develop, achieve, and succeed in their chosen career and educational pathway. We are dedicated to providing high quality training and excellent customer service and support.

The Australian YMCA Institute of Education and Training

The Australian YMCA Institute of Education and Training operates as a registered training organisation and is a provider of Nationally Recognised Training and quality programs. YMCA Education and Training (QLD) deliver qualifications in Fitness, Sport and Recreation, Childcare and First Aid.

The Australian YMCA Institute of Education and Training have been delivering training in Fitness, Sport, Recreation, Childcare and First Aid since 1997.

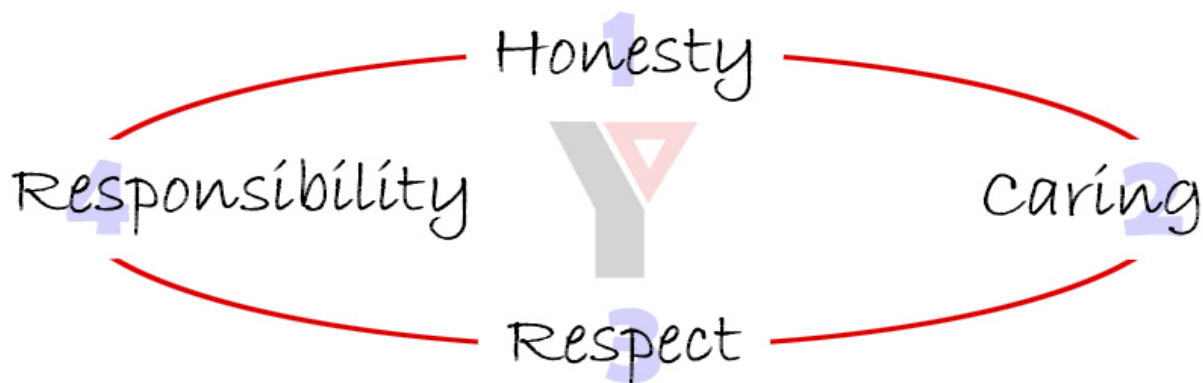
Our Goal: To help our students grow, develop, achieve, and succeed in their chosen career and educational pathway.

Our Mission: Provide opportunities for all people to grow in body, mind and spirit.

Our Values:

- The dignity and intrinsic worth of all people regardless of age, gender, ethnicity or beliefs.
- The whole person, consisting of a body, a mind and a spirit each of which is of equal importance.
- Healthy communities based on relationships between people which are characterised by love, understanding, mutual respect and a sense of belonging.
- Equality of opportunity and justice for all people.
- The diversity of people, communities and nations.
- Acceptance of personal responsibility.

These core values translate into four key operational values:



As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- Fitness
- Sport and Recreation
- Sports Coaching
- Child Care
- First Aid & CPR

In Australia, only Registered Training Organisations can issue nationally recognised qualifications.

Our RTO provider code is 3979.

Our campus is located in Brisbane, Queensland. Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Online learning
- Workplace visits
- Traineeships and Apprenticeships
- Practical Workshops
- Face-to-face support
- Online collaboration, and
- A combination of the above

Benefits of Studying with YMCA?

There are a number of benefits to studying with YMCA Education and Training (QLD), which include:

1. International provider of quality Fitness, Sport, Recreation, and Childcare Training Programs
2. YMCA own and operate hundreds of Childcare, Sport, Recreation and Fitness Centres
3. Flexible delivery options – blended learning, face to face, online
4. Flexible course intake dates – start studying when you want to
5. Flexible study – courses delivery tailored to suit your needs and requirements
6. Work experience – gain industry experience required to succeed in your chosen industry

7. Ongoing support – tutorial support is available to assist you with your studies through regular coaching sessions (calls, skype etc.), email, face to face during workshops or workplace visits
8. All our trainers are highly qualified and experienced in their respective industry and maintain relevant industry currency
9. Industry recognised qualifications – Fitness Australia and Physical Activity Australia accredited
10. Nationally Recognised Training – all qualifications are accredited and comply with training package requirements and national regulating bodies

Available Courses / Qualifications (QLD Campus)

Course that are offered include the following:

Course Topic	Course Code	Course Name
Fitness	SIS30315	Certificate III in Fitness
	SIS40215	Certificate IV in Fitness
Sport and Recreation	SIS20115	Certificate II in Sport and Recreation
	SIS30115	Certificate III in Sport and Recreation
Childcare	CHC30113	Certificate III in Early Childhood Education and Care
	CHC50113	Diploma of Early Childhood Education and Care
	CHC32015	Certificate III in Community Services
First Aid & CPR	HLTAID001	Cardio Pulmonary Resuscitation (CPR)
	HLTAID003	Provide First Aid
	HLTAID004	Provide an emergency first aid response in an educational and care setting

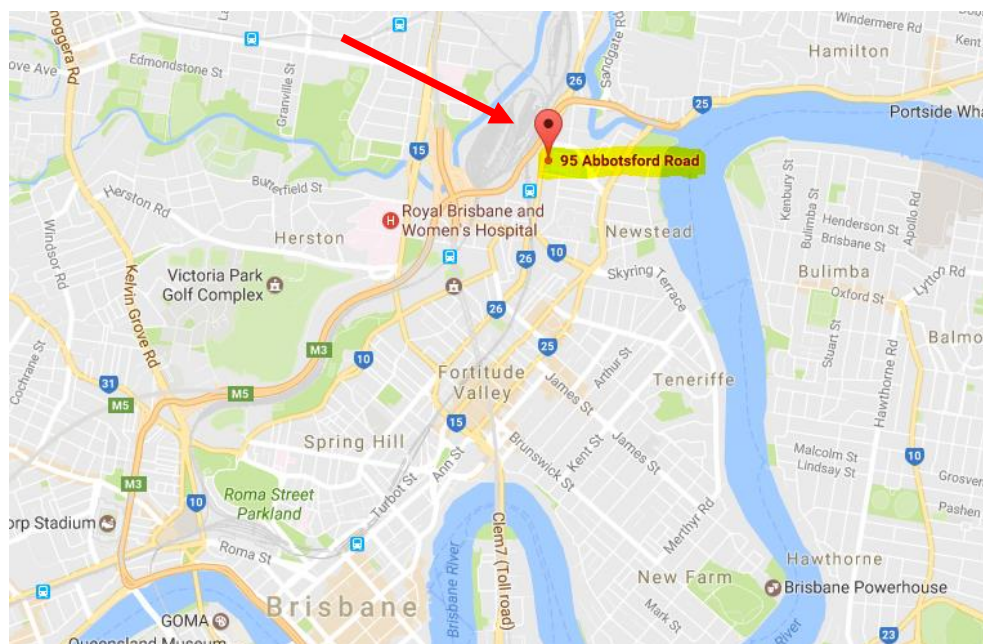
Contacting Us

Feel free to contact us with any query you may have regarding your learning experience with YMCA Education and Training (QLD). All students are encouraged to contact YMCA Education and Training (QLD) with any questions or concerns regarding their enrolment, or for any assistance with their course material.

Please see below with relevant contact details:

Department	Phone	Email
Administration / Head Office	(07) 3852 2443	training.brisbane@ymcabrisbane.org
Fitness, Sport & Recreation	(07) 3852 2443	education.brisbane@ymcabrisbane.org
Childcare Services	(07) 3852 2443	childcare.brisbane@ymcabrisbane.org

Office Hours		Office Location
Monday - Friday	8:00am – 4:30pm	Perry Park, 95 Abbotsford Road, Bowen Hills QLD 4006 (Strikers club house – next door to YMCA Fitness)



Legislation

As an RTO, YMCA Education and Training (QLD) is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- ▼ The Standards for Registered Training Organisations (RTOs) 2015
- ▼ National Vocational Education and Training Regulator (NVETR) Act 2011
- ▼ Australian Quality Training Framework (AQTF) 2010
- ▼ Vocational Education and Training (VET) Act 2000

Additionally, YMCA Education and Training (QLD) will abide by other regulatory and legal requirements set out by the Australian Government at a State and Commonwealth level including, but not limited to:

- ▼ Occupational Health and Safety Act 1985
- ▼ Equal Opportunity Act 2000
- ▼ Information Privacy Act 2000
- ▼ Work Health and Safety Act 2011
- ▼ Anti-Discrimination Act 1991
- ▼ Further Education and Training Act 2014
- ▼ Commission for Children and Young People Act 2000

YMCA Education and Training (QLD) is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and other legal frameworks can be found at:

- www.asqa.gov.au - which is the website for the regulator of Australia's vocational education and training (VET) sector. For all relevant VET information and legislation pertaining to your training.
- www.training.gov.au - for all VET legislation and other training information
- www.comlaw.gov.au - which is the Australian Government website for Commonwealth Law
- www.education.gov.au/NTCH - National complaints line where you can make a complaint/query about the training sector
- www.privacy.gov.au - Australian Office of the Privacy Commissioner for information on Privacy Policy
- www.safeworkaustralia.gov.au - For all Occupational Health and Safety matters
- www.copyright.com.au - For all matters relating to Copyrights & the Copyright Act

Code of Behaviour

YMCA Education and Training (QLD) are committed to delivering fair, reasonable, and ethical dealings in all our undertakings. YMCA Education and Training (QLD) has developed a code of conduct which is supported by policies and procedures consistent with the requirements of the Australian Quality Training Framework (AQTF) and Australia Skills Quality Authority (ASQA) as the regulating bodies for nationally recognised training in Australia.

As a responsible member of the VET community, YMCA Education and Training (QLD) follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, The Australian YMCA Institute of Education and Training has expectations for student behaviour. These are outlined in the section 'Code of Conduct'.

YMCA

Policies and Procedures

The following Policies and Procedures underpin YMCA Education and Training's (QLD) operations. If you require further information on the following policies, please contact our administration department for more information:

- ▼ YMCA Privacy Policy
- ▼ Access and Equity Policy
- ▼ Appeals and complaints Policy / Procedures
- ▼ Assessment submission and marking Procedure
- ▼ Student Code of Conduct
- ▼ Pricing Policy (Fee Schedule)
- ▼ Cancellation and Refund Policy / Procedure
- ▼ Course Extension Policy / Procedure
- ▼ Issuance of Qualifications Procedure

Access and Equity

YMCA Education and Training (QLD) are committed to meeting the needs of individuals, and the community as a whole. We will ensure that equity principles for all our students are implemented through the fair allocation of resources and the right to equal opportunity.

- ▼ We will not discriminate against suitably eligible people participating in its courses
- ▼ Students with disabilities including learning needs, will be provided with additional support, and where required flexibility of assessment. It is important that needs be identified at commencement of enrolment
- ▼ Within reason, we will help find appropriate support to ensure all our students have the same opportunity to access training provided by us
- ▼ At the Induction process we will use a Language Literacy and Numeracy (LLN) tool to help gauge a student's understanding of the materials and course requirements in an attempt to identify possible LLN needs
- ▼ If a possible need for additional support is recognised this will be discussed and support services can be arranged

Quality Improvement & Feedback

YMCA Education and Training (QLD) focuses on continual improvement. This involves regular evaluations and reviews in all areas, including the core activities of education and training, assessment and issuance of qualifications, as well as the support activities of client records management, business management, administration and marketing. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, however, will also specifically ask for it at certain stages throughout your study via feedback surveys.

Students can contribute to the continuing improvement of YMCA Education and Training (QLD) department via a number of methods, including:

- ▼ YMCA student feedback surveys
- ▼ Verbal feedback to trainers and YMCA staff
- ▼ ASQA issued feedback surveys
- ▼ Feedback via an official complaint

If you would like to give feedback regarding your study, please don't hesitate to get in contact with your trainer or head office.

Review Processes

YMCA Education and Training (QLD) participate in external monitoring and audits required by the national regulator - ASQA. We also conduct annual internal audits to ensure that we are compliant and offering quality training.

The audit process focuses on the requirements under the Standards for Registered Training Organisations (RTOs) 2015, as well as the evidence collected to all areas of service and delivery by YMCA Education and Training (QLD) including but not limited to student feedback.

Privacy and Access to Records

YMCA Education and Training (QLD) take appropriate measures to ensure that all student information is treated as confidential. The Australian YMCA Institute of Education and Training strongly supports the privacy and confidentiality of its students and therefore all information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Access to Your Records:

If you wish to access your student information file, please direct your enquiry to administration.

- ▼ Electronic records are stored securely on our internal drive and/or student management system (VETtrak) and access is limited by passwords to relevant team members
- ▼ Information about you as a student will not be disclosed to anyone without your written permission and/or that of your parent or guardian if you are under 18 years of age.
*Exceptions apply as required by law or the AQTF Standards for registered training organisations
- ▼ You have the right under the Privacy Act to access your information kept by us as well as to get it amended and updated at any stage
- ▼ You may request information about your records stored by The YMCA Institute of Education and Training by completing an Access to Records Request Form available by emailing administration.

Please read the **YMCA Privacy Policy** by visiting www.brisbane.ymca.org.au or contacting admin.

Privacy Notice:

Under the Data Provision Requirements 2012, YMCA Education and Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by YMCA Education and Training for statistical, regulatory and research purposes. YMCA Education and Training may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Issuance of Qualifications and Statements

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment (SOA) will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. A statement of attainment for any full units completed will be issued within 30 days of course withdrawal or expiry. This meets the compliance requirements as set for RTOs in the Standards for RTOs 2015.

All certificates and statements of attainment issued by YMCA Education and Training (QLD) will comply with the standards outlined in the Australian Qualifications Framework (AQF) Implementations Handbook and ASQA requirements.

YMCA Education and Training (QLD) will only issue AQF qualification certificates or statements of attainment within its scope of registration that certify the achievement of full or partial qualifications from nationally endorsed training packages, competency standards or modules from accredited VET courses.

The issue and re-issue of certificates and statements of attainments will take place only after YMCA Education and Training (QLD) administration department has received assessments verified by the student as well as signed trainer and assessor acknowledgement deeming the student competent.

Following this, the relevant certificate or statement of attainment will be issued and all records will be entered into our student management system - VETtrak.

If for some reason YMCA Education and Training (QLD) ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

Re-Issuance of Qualifications and Statements

If you require a replacement of a certificate or statement of attainment, you must submit a written, signed request with the following details to YMCA Education and Training (QLD) administration:

- ▼ Document required i.e. certificate, confirmation of enrolment
- ▼ Full Name
- ▼ Date of birth
- ▼ Reason for re-issue

An **administration fee** (payable by debit or credit card over the phone) will be required before any documents will be re-issued. Please see fee schedule for relevant costs.

Appeals and Complaints

YMCA Education and Training (QLD) consider all complaints serious and an opportunity to improve the services we offer you.

A complaint can be defined as dissatisfaction with any aspects of your experience with YMCA Education and Training (QLD), including but not limited to the following:

- ▼ The quality of teaching or assessment provided
- ▼ Access to your personal records stored by us
- ▼ The way someone has been treated
- ▼ Sexual harassment
- ▼ Quality of training and resources
- ▼ Fairness of the assessment process
- ▼ Timeframes for completion
- ▼ Communication breakdown

YMCA Education and Training (QLD) strives to deal with all complaints as soon as they emerge, in order to avoid further disruption to the student. Complaints may be dealt with internally and/or externally depending on individual situations and whether it can be resolved to the satisfaction of all concerned, as well as specific requests for external mediation.

If students have a complaint with any aspect of their training, they are encouraged to speak immediately with their respective Trainer and/or Training Officer to resolve the issue. If the student is **not satisfied** that the issue has been resolved, he/she may wish to appeal to the Education and Training Manager. If the student is still not satisfied, he/she may wish to appeal to the **Appeals Committee**.

What is an Appeal?

An appeal is defined as a request for YMCA Education and Training (QLD) to reconsider a decision which it has made regarding your enrolment or training progress. Such decisions may include:

- ▼ The decision to suspend, defer or cancel your enrolment in your training course
- ▼ Decisions regarding assessment results, grading or class allocation
- ▼ Decision regarding RPL application

Appeal / complaint – RPL Applications

A student may appeal an RPL decision by writing to the Appeals Committee. An appeal must state the grounds and reasons of the appeal and must reach the Appeals Committee within fourteen days of the date of the correspondence advising the student of the RPL decision.

Appeal / complaint – Student results

A student may appeal against a result by writing to the Appeals Committee. An appeal must state the grounds and reasons of the appeal and must reach the Appeals Committee within fourteen days of the date of the official statement of results.

An appeal must state the grounds and reasons of the appeal and must reach the Appeals Committee within fourteen days of the date of the correspondence advising the student of the penalty.

The Appeals Committee may ask the student to attend an interview and/or provide documented evidence relating to the appeal. The student will be notified of the result of their appeal within four weeks.

Appeals Committee can consist of the following:

- YMCA Education and Training Manager
- YMCA Group Manager
- YMCA HR Manager
- YMCA CEO

Please read the **YMCA Complaints and Appeals Policy** by visiting our website or contacting admin.

To read the **ASQA Complaints Policy** see: <https://www.asqa.gov.au/complaints>

Child Protection

The YMCA of Brisbane regards its role in the protection of children in their care as of the utmost importance. The YMCA has a range of policies and procedures to keep children and young people safe. Details of these policies are available at www.brisbaneymca.org.au. Please take the time to read these policies to better understand our guiding principles and how you can report child safety concerns that you may have. Your feedback is always appreciated. The YMCA has a moral and legal duty to care for children associated with the service whilst not in the care of their parents/guardians or primary carers. Proactive strategies are implemented including the promotion of protective behaviours for children. All staff hold a blue card to work with children and have been made aware of and trained in the Safeguarding Children and Young People Policy of the YMCA of Brisbane.

It is important that all students are aware of the below enrolment information.

Note: Students applying through a government subsidy program through either the User Choice, Certificate 3 Guarantee, Higher Level Skills, or as an Apprenticeship or Trainee, should read that particular section in this Handbook.

Enrolment Process

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Student Handbook will be supplied for you to read and understand.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. The enrolment is not confirmed until course fees have been paid as agreed.

Enrolment Dates

YMCA Education and Training (QLD) operates on a system of rolling start dates. This means that you are able to enrol and start studying straight away.

Please see our website for any relevant dates regarding workshops and other face to face training. If you require further information about your enrolment and dates, please don't hesitate to get in contact with administration on (07) 3852 2443.

Entry Requirements

Please contact YMCA Education and Training (QLD) to confirm any pre-requisites that are required for entry to the course in which you are interested in. Entry requirements may relate to:

- ▼ Previous workplace experience
- ▼ Previous completion of another qualification that is specified as a pre-requisite for a course

- ▼ Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- ▼ Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- ▼ Access to a computer that has appropriate software and capacity to access learning and assessment materials
- ▼ Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- ▼ Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, The Australian YMCA Institute of Education and Training cannot issue Certificates or Statements of Attainment without a USI. **Therefore, it is mandatory that all students supply their USI upon enrolment.**

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply. All students will have the opportunity to apply for a USI upon enrolment into a course.

Training Plan

Each student enrolled into a course with YMCA Education and Training (QLD) will receive an individual **training plan**, which outlines how and when training will take place.

- ▼ The training plan lists each of the units of competence to be completed for the qualification and together with the dates by which they are required to be completed
- ▼ The training plan is constantly referred to by your trainer when progressing through the course.
- ▼ The training plan will list you course commencement and completion dates

Personal Learning Plan

As part of the overall enrolment process, YMCA Education and Training (QLD) will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

Apprenticeship and Traineeship - Enrolment

Students looking to enrol as an apprentice or trainee are required to initiate their enrolment and contract through an Australian Apprenticeship Support Network Provider (AASN) such as MEGT, MRAEL, Busy at Work, Skill 360.

The specific AASN provider will then send an SRTO notification of a new apprentice or trainee through to YMCA Education and Training (QLD). Details that YMCA Education and Training (QLD) can deliver the course, along with the employer location needs to be confirmed before accepting the apprentice/trainee.

All apprenticeships and traineeships require employers to enter into a training contract with the apprentice or trainee, which is a legally binding agreement to work and train together for a length of time. An induction with the Trainee, Trainer (YMCA) and Employer needs to be booked and conducted. Employers work with a training organisation and the apprentice or trainee to draw up a training plan. Training options must be negotiated and outlined in the training plan.

YMCA

Student Welfare

The safety and welfare of students studying with YMCA Education and Training (QLD) is paramount. We ensure appropriate measures are taken to allow every student the opportunity to learn in a safe and non-discriminating environment.

Access and Equity

YMCA Education and Training (QLD) will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. YMCA Education and Training (QLD) prohibits discrimination based on factors including:

- ▼ Gender
- ▼ Age
- ▼ Marital status

- ▼ Sexual orientation
- ▼ Race
- ▼ Ethnicity
- ▼ Religious background
- ▼ Parental status

YMCA Education and Training (QLD) will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at YMCA Education and Training (QLD) to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact administration.

Code of Conduct

YMCA Education and Training (QLD):

The YMCA of Brisbane works, from a base of Christian values, to provide opportunities for all people to grow in body, mind and spirit. The YMCA of Brisbane is a customer focused organisation that has the flexibility and a capability to adjust to changing community needs.

YMCA Education and Training (QLD) promotes honesty, caring, respect and responsibility among its staff and students. The Australian YMCA Institute of Education and Training staff are required to fulfil their duty of care obligations to ensure the safety of students, colleagues and visitors. The Australian YMCA Institute of Education and Training encourages mutual cooperation in order to conduct the learning process in an orderly and professional manner.

Students:

Students play a crucial role in creating a safe, healthy and productive learning environment and should adhere to appropriate behaviours within any environment they find themselves in i.e. classroom, YMCA gym, workplace etc.

Just as YMCA Education and Training (QLD) has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

YMCA Education and Training (QLD) views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that

will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- ▼ Academic misconduct including plagiarism and cheating
- ▼ Harassment, bullying and/or discrimination
- ▼ Falsifying information
- ▼ Any behaviour or act that is against the law
- ▼ Any behaviour that endangers the health, safety and wellbeing of others
- ▼ Intentionally damaging equipment and/or materials belonging to YMCA Education and Training and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- ▼ Formal reprimand (warning)
- ▼ Suspension from the course
- ▼ Student to reimburse the costs incurred by any damage caused
- ▼ Cancellation of the course without refund and/or credit
- ▼ Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process.

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Smoking, Drugs and Alcohol

YMCA Education and Training (QLD) is a smoke-free, drug-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on YMCA of Brisbane premises, to use YMCA of Brisbane facilities or equipment, or to engage in any YMCA Education and Training (QLD) activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Expectations

As a student of YMCA Education and Training (QLD), you are required to comply with the following expectations:

- ▼ Respect all YMCA staff and value the support you receive
- ▼ Adhere to the code of behaviour and other policy and procedure requirements
- ▼ Complete your qualification (including all assessments and units) within the agreed timeframe of your Training Plan
- ▼ Be open and honest with your trainer about any concerns with completing your course or that you may have regarding the service and support you receive
- ▼ Have regular communication with your trainer in order to support your learning and update The Australian YMCA Institute of Education and Training on your course progression
- ▼ Demonstrate and maintain a professional relationship with all YMCA staff and students
- ▼ As a student, represent The Australian YMCA Institute of Education and Training appropriately and accordingly

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at YMCA Education and Training (QLD). All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

There is always the potential for accidents and injury when participating in training, even when online, so you need to be aware of the need to take necessary precautions to avoid them.

- ▼ Please make yourself aware of all evacuation and emergency procedures relevant to the site where you are completing your learning
- ▼ Online students should also be aware of signs of fatigue, including ergonomic placement of themselves and their equipment. Lighting and adequate ventilation should also be a consideration for you to enable successful learning
- ▼ Students are recommended to take regular breaks from their computer screens
- ▼ All incidents are required to be filled out on an accident/incident report form, have the relevant person(s) notified and details stored appropriately

Note: Please report any incident or hazard immediately.

Welfare and Guidance

Specific student welfare and guidance services we offer include:

- ▼ Advice on training and assessment options
- ▼ Advice and assistance in dealing with issues that might interrupt your training or affect your ability to continue or complete your training
- ▼ Special consideration for students who can demonstrate trauma or extreme hardship and who may need to apply for an extension in order to continue their studies at a more suitable time
- ▼ Contact details to appropriate health and wellbeing services (see below)

YMCA Education and Training (QLD) is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Service	Phone	Website
Beyond Blue	1300 224 636	www.beyondblue.org.au
Lifeline	13 11 14	www.lifeline.org.au
Open Minds	1300 673 664	www.openminds.org.au
Salvation Army	13 72 58	www.salvos.org.au

Information about fees and charges is documented clearly on our website www.ymcaeducation.com or can be obtained by contacting YMCA Education and Training (QLD). A number of factors will determine how much your course will cost. This includes things like:

- ▼ Which course you will study
- ▼ Course duration
- ▼ Study load and mode (full time, part time, face-to-face, online etc.)
- ▼ Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- ▼ Your eligibility for subsidies or concessions
- ▼ Upfront payment or payment plan

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).

Course Fees

Course fees will depend on which qualification the student is enrolled into. Students are required to fully understand the financial costs and obligations when it comes to proceeding with their enrolment.

Course fees include the following but not limited to:

- ▼ Course and training material
- ▼ Assessments
- ▼ Student Support Services

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as of the date of advertising and are subject to change. Please contact YMCA Education and Training (QLD) if you have any questions related to course fees.

Apprenticeship and Traineeship - Fees

In accordance with the current User-Choice contract, all RTOs are required to charge and collect tuition fees (student contribution) from students if they are enrolled in a Department of Education and Training (DET) funded qualification at Australian Qualification Framework (AQF) Level II or III.

This fee is applicable to the units that a student completes and/or gains Recognition of Prior Learning (RPL). The fee is not applicable for any units that the student is successful in gaining Credit Transfer.

** Effective 1 January 2013 the tuition fee is calculated at \$1.60 per nominal hour. Fees shown are approximate fees only, and may vary dependent upon the elective units selected on the trainees training plan.*

Qualification	Course Code	Employer Contribution Fee	Student Contribution Fee (Full)	Student Contribution Fee (Discounted-60%)
Certificate III in Sport and Recreation	SIS30115	\$750	\$718.40	\$287.35
Certificate III in Fitness	SIS30315	\$1,000	\$1116.80	\$446.70
Certificate III in Early Childhood Education and Care	CHC30113	NA	\$1372.80	\$549.10
Diploma of Early Childhood Education and Care	CHC50113	NA	\$3148.80	\$1259.50

Payment of Tuition Fees

Apprentices and Trainees are provided with information regarding the student contribution fee by a YMCA Training Officer at Induction. A student contribution fee declaration form will be issued to the Trainee at this time and instalment payment options will be discussed.

Exemptions

Provisions exist for partial and full exemptions for financially disadvantaged students as follows:

Partial Exemption

Apprentices and Trainees will be eligible for a 60% discount on the tuition fee if:

- ▼ The student is an Aboriginal or Torres Strait Islander. Documented evidence is to be supplied.
- ▼ The student is in receipt of a Centrelink pension or health care card. Documented proof of receipt is to be supplied.
- ▼ The student was or will not be under 17 at the end of February in the year of commencement and has not completed grade 12. Proof of age required.

Total Exemption

Apprentices and Trainees will be exempt from paying the tuition fee if:

- ▼ The student is a School-Based trainee.
- ▼ Payment would cause financial hardship.
- ▼ Documented evidence of financial hardship must be supplied to the RTO and approved.

Other Fees

Replacement of Training Materials

YMCA Education and Training (QLD) will charge an **administration fee** to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us on (07) 3852 2443 if replacement materials are required.

Re-issue of Transcripts

An **administration fee** applies for YMCA Education and Training (QLD) to re-issue a copy of your Certificate or Statement of Attainment.

Cancellation Fee

A cancellation fee may apply for withdrawing from a course. Students are required to understand the **Cancellation and Refund Policy** before commencement of their course and qualification.

Should you no longer wish to continue with your studies, please advise your trainer or administration via email immediately and they will provide you with the necessary documentation to officially cancel your enrolment. Failure to do this may impact your right to access refunds.

Note: YMCA Education and Training (QLD) shall consider exemptions to this policy in the event of extenuating medical circumstances or financial hardship. Applications with supporting evidence must be submitted in writing and approved by YMCA Management.

YMCA

Payment Options

YMCA Education and Training (QLD) offer a selection of payment options to ensure that students have the ability to pay for their course fees.

Payment

Payment of course fees can be made to YMCA Education and Training (QLD) via:

- ▼ Credit card
- ▼ Debit card
- ▼ Electronic funds transfer

Payment plans are available for individuals unable to fund the upfront costs of their course. Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or YMCA Education and Training (QLD) withholding the issue of course material or qualifications until all fees are paid. If you have trouble paying your fees, please contact administration on (07) 3852 2443 to discuss options.

Note: Students enrolled under any government subsidised program (Certificate 3 Guarantee, Higher Level Skills, User Choice, VET Student Loans) must refer to the relevant section of this handbook to obtain information.

Failure to make payment

If payments are not made according to the agreed terms of the training contract, YMCA Education and Training (QLD) may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact YMCA Education and Training (QLD) as early as possible to discuss options.

Payment Plans

YMCA Education and Training (QLD) offers payment plan options for students unable to fund the upfront costs of their course.

- ▼ Students are able to go on a payment plan if required
- ▼ All payment plans are subject to terms and conditions set out upon completion of contract
- ▼ A variety of payment plan options are available to the student

Direct Debit:

Students who choose to go on a payment plan are required to do so via direct debit between **Debit Success** and YMCA Education and Training (QLD)). Our Direct Debit solution is designed to simplify the whole transaction process for you as the student with recurring weekly, fortnightly or monthly payments to be able to pay for your course without any hassle.

Please note: Payment plans can incur additional **administration fees**. All course fees and payment plan details are applicable to the time of enrolment. YMCA Education and Training (QLD) have the right to adjust any fees.

To seek further information regarding payment plans, please get in contact with our administration on (07) 3852 2443.

Provision of Assistance

A goal of YMCA Education and Training (QLD) is to ensure that no person is turned away from our programs due to an inability to pay. Individuals who do not have the current ability to pay the advertised fee, may apply for a concession, exemption or other help by the completion of an application form for due consideration (in a non-discriminatory way) by the YMCA Welfare Officer.

Application forms are available from the YMCA. Any requests or discussions will be treated as 'strictly confidential'. Should any guidance be required, please do not hesitate to request a private interview with YMCA.



Cancellations and Refunds

Should a student withdraw from a course for any reason, a full, partial or non-refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. **Please see the Cancellation and Refund Policy for more information.** Please contact YMCA Education and Training (QLD) on (07) 3852 2443 to discuss individual circumstances.

Note: Students enrolled under any apprenticeship or traineeship program should refer to the relevant section for information related to refunds.

Course Withdrawal

If you wish to withdraw from a course, you must advise YMCA Education and Training (QLD) in writing of your decision. Students may cancel their enrolment at any time, however a **cancellation fee** may apply.

Send your notification to withdraw from a course to training.brisbane@ymcabrisbane.org and include the following information:

- ▼ Your name
- ▼ Contact details (address, phone, email etc.)
- ▼ Effective date of the withdrawal
- ▼ Reason for withdrawal
- ▼ Request for refund *if applicable

Please note: Your application for a refund will be reviewed and you will be advised of the outcome within 14 working days.

Course Cancellation and Refunds

Prior to commencement of course:

If you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a partial or full refund of the course fees may be made less a non-refundable enrolment and cancellation fee.

After commencement of course:

If the student formally cancels from their course or unit of competence after thirty (30) days from enrolment start date, the student is liable to pay the full tuition fee and any expenses, costs or disbursements incurred in recovering the tuition fees.

Withdrawal Due to Illness or Hardship:

In circumstances of illness and/or extreme hardship, you may withdraw from your course and be entitled to a partial or full refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- Proof of illness or hardship has clearly impacted ability to complete course
- A cancellation fee may apply
- Any refund will be at the discretion of YMCA Education and Training (QLD)

Cancellation of Course by YMCA Education and Training (QLD):

In the event that a course is cancelled by YMCA Education and Training (QLD) for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded.

Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Apprenticeship and Traineeship - Refunds

In the event that a student cancels their apprenticeship or traineeship, they will be eligible for a full refund on any units they have not commenced at the time of the cancellation. YMCA Education and Training (QLD) will contact the student to organise the refund. Where the student has not paid any tuition fees at the time of this cancellation a refund will not be provided.

Note: Tuition fees for User Choice agreements based on nominal hours will be refunded for the units not trained. Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained.

Please see the Cancellation and Refund Policy for more information.

YMCA

Funding (Subsidised Training)

YMCA Education and Training (QLD) has been granted approval by the Queensland Government's Department of Education, Training (DET) to deliver funded nationally recognised training courses, under a number of subsidised training programs.

These include:

1) QLD VET Investment:

- ▼ Certificate 3 Guarantee
- ▼ Higher Level Skills

2) User Choice Program

Certificate 3 Guarantee

The Certificate 3 Guarantee aims to help Queenslanders without a post-school qualification to gain one. The Certificate 3 Guarantee subsidises your [vocational education and training \(VET\)](#) course fees to help you complete your first post-school certificate III level qualification.

It is targeted at certificate III level qualifications because they are considered the entry-level qualification most often needed to gain employment in many industry sectors. The Certificate 3 Guarantee means that instead of paying for the full cost of a training course, you will pay a reduced amount to make the training more affordable and accessible.

Eligibility

To be eligible to access the Certificate 3 Guarantee, you must:

- ▼ be an Australian or New Zealand citizen or Australian permanent resident

- ▼ be 15 years old or over
- ▼ live in Queensland and have left school*
- ▼ not already have a certificate III level or higher qualification
- ▼ not be currently enrolled in a certificate III level or higher course.
- ▼ *Some [VET in Schools](#) students will be able to access training through the Certificate 3 Guarantee).

YMCA Education and Training (QLD) currently offers the following courses under the Certificate 3 Guarantee program:

- ▼ Certificate III in Early Childhood and Education (CHC30113)
- ▼ Certificate III in Sport and Recreation (SIS30115)

For more information on the Certificate 3 Guarantee program, please see below:

<https://www.qld.gov.au/education/training/subsidies/pages/certificate.html>

Higher Level Skills

The Higher Level Skills program aim is to help individuals to gain the higher level skills required to secure employment or career advancement in priority industries or to transition to university.

Under the program your [vocational education and training](#) course fees will be subsidised to help make training more affordable and accessible for you.

You can complete a:

- ▼ certificate IV
- ▼ diploma
- ▼ advanced diploma
- ▼ priority skills set.

Eligibility

To be eligible, you must:

- ▼ be an Australian or New Zealand citizen or Australian permanent resident
- ▼ be 15 years old or over
- ▼ live in Queensland and have left school
- ▼ not already have or be enrolled in a certificate IV level or higher qualification.

YMCA Education and Training (QLD) currently offers the following courses under the Higher Level Skills program:

- ▼ Diploma of Early Childhood and Education (CHC50113)

For more information on the Higher Level Skills program, please see below:

<https://www.qld.gov.au/education/training/subsidies/pages/higher.html>

User Choice

Through the User Choice program the government contributes towards the cost of training for eligible Queensland apprentices and trainees.

Instead of paying for the full cost of training, apprentices or trainees and their employers will pay a reduced amount. The program provides the flexibility for apprentices, trainees and their employers to select a preferred registered training organisation to provide the training.

Eligibility

To be eligible to receive subsidised training under the User Choice program you must:

- ▼ be employed in an approved apprenticeship or traineeship
- ▼ have entered a training contract for a qualification funded by the government
- ▼ have selected a training provider that is a pre-qualified supplier (a government-approved training provider).

YMCA Education and Training (QLD) currently offers the following courses under the User Choice program:

- ▼ Certificate III in Early Childhood and Education (CHC30113)
- ▼ Diploma of Early Childhood and Education (CHC50113)
- ▼ Certificate III in Sport and Recreation (SIS30115)
- ▼ Certificate III in Fitness (SIS30315)

For more information on the User Choice program, please see below:

<https://www.qld.gov.au/education/training/subsidies/pages/userchoice.html>

YMCA

Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. Textbooks are also provided for certain courses. You will need to supply your own stationery materials and study workbooks. A welcome email will be sent with all relevant information needed for your course. If applicable, you will also receive log-in details so you can access YMCA Education and Training (QLD) online Learning Management System (LMS).

You will be given an outline for training appointments which may be:

- ▼ Training Plan
- ▼ Workplace visits
- ▼ Classroom sessions

- ▼ Online modules
- ▼ Assessment
- ▼ Training Record Book
- ▼ A combination of the above

If you require further information or have any questions regarding your course, please don't hesitate to contact your trainer or administration on the following contact details:

Course Delivery

The delivery of a course depends on a number of factors including:

- ▼ Qualification being studied
- ▼ Student location
- ▼ Whether a student is studying under the User Choice program as an apprenticeship or traineeship
- ▼ Learning ability

The YMCA offers **self-paced learning** through a **blended delivery** model (online and face to face)

- ▼ Self-paced delivery utilises a variety of learning materials and assessment items that are completed by the student at their own pace
- ▼ Students complete units of study online
- ▼ Students have the ability to attend course workshops at our Brisbane campus
- ▼ Students are required to complete relevant industry training in a real workplace environment
- ▼ Course training and assessment materials are accessed via a Learning Management System (LMS)
- ▼ Ongoing learning support services are available – each student has access to a trainer for tutor support and assistance with their course

Note: Course dates and times are available on our website or by contacting the YMCA office.

Third-Party Delivery:

YMCA partners with other organisations that deliver training on their behalf through a third-party agreement.

If training is being delivered by a third-party that closes or ceases delivery of training, the student has a right to;

- To be informed in a timely manner of the occurrence and steps to be taken by the lead RTO
- Issuance of results - Statement of Attainment once evidence of assessment has been handed over to the lead RTO (time constraints)
- Referral to another training provider as an option
- Refund of fees according to Third party agreement terms and conditions
- Complaints should be directed to YMCA

Facilities and Equipment

You will need access to the following equipment to complete the online component of your course:

- ▼ Personal computer – including basic computer literacy and skills
- ▼ Computer software – Microsoft Office, Adobe Reader
- ▼ Reliable internet connection
- ▼ Appropriate study environment – a quiet and well-lit study area and comfortable desk/seat
- ▼ You may be required to use the facilities of YMCA and/or other external facilities

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications.

The level of the qualification being undertaken will also impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

<https://www.aqf.edu.au/sites/aqf/files/volume-of-learning-explanation-v2-2014.pdf>

Course Duration

The duration of the delivery of the qualification may vary from the volume of learning specified for the qualification. Providers can offer the qualification in more or less time than the specified volume of learning stated above, provided that delivery arrangements give students sufficient opportunity to achieve the learning outcomes for the qualification type, level and discipline.

Taking into consideration the volume of learning recommended by the AQF, YMCA Education and Training (QLD) provides flexibility around a self-paced learning structure. A student's individual Training Plan will clearly outline the duration requirements for their qualification.

YMCA Education and Training (QLD) set the following duration guidelines for students:

Course	Fee-for-service Duration	Apprentice / Trainee Duration
SIS20115 Certificate II in Sport and Recreation	N/A	12 – 24 months
SIS30115 Certificate III in Sport and Recreation	12 months	12 – 24 months
SIS30315 Certificate III in Fitness	12 months	12 – 24 months
SIS40215 Certificate IV in Fitness	12 months	N/A
CHC30113 Certificate III in Early Childhood Education and Care	12 months	12 – 24 months
CHC50113 Diploma of Early Childhood Education and Care	12 – 18 months	12 – 24 months
CHC32015 Certificate III in Community Services	12 months	N/A

Note: If the course has NOT been completed within the required timeframe as per the students individual Training Plan, the enrolment will expire. If no contact is made from the student, the student will be withdrawn and issued with a Statement of Attainment for the units completed. If the student requires an extension, contact must be made immediately and an official extension application must be submitted.

Training and Assessment Strategy (TAS)

YMCA Education and Training (QLD) staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Training Plan

YMCA Education and Training (QLD) gives all students enrolled into a course a **training plan**, which outlines how and when training will take place.

The training plan lists each of the units of competence to be completed for the qualification and together with the dates by which they are required to be completed.

The training plan is constantly referred to by your trainer when progressing through the course. It is expected that students complete and submit assessments as per their training plan.

Apprenticeship and Traineeship – Course Info

YMCA Education and Training (QLD) gives all students enrolled in an apprenticeship or traineeship a **training plan** which outlines how and when training will take place.

- ▼ The training plan will be developed between you, the placement/workplace organisation supervisor, and YMCA Education and Training (QLD)
- ▼ The training plan is signed by all parties involved, and given to you at the start of the training contract
- ▼ Each of the units of competence to be completed is listed in the training plan, together with the dates by which they are to be completed. Trainees should complete the units of competence in the order agreed on their training plan
- ▼ The training plan outlines the skills and knowledge you will develop over the duration of your apprenticeship or traineeship
- ▼ The training plan states the maximum period of time that the training will take to complete. This is the nominal duration.
- ▼ The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties

Training Record

The purpose of the training record is to record the progress of the trainee, and their achievement of the competencies, as agreed to in the training plan.

The training record must be kept in the workplace, so that it may be accessed by the trainee, employer or Supervising Registered Training Organisation (SRTTO) - YMCA Education and Training (QLD) at any time. The training record must be updated regularly, ideally monthly as the trainee completes the written theory assessment for each unit of competence.

Monitoring visits

Good communication between all parties is the key to a happy and successful apprenticeship or traineeship. Monitoring visits made by a YMCA Training Officer to the workplace ensure good relationships are maintained and also allow for on-the-job assessments to be performed.

It is vital that both the trainee and the workplace supervisor be present for monitoring visits.

A Training Officer will:

- Conduct practical assessments and check the Training Record
- Discuss trainee progress and renegotiate Training Plan progression dates
- Discuss strategies to rectify non or slow progression
- Deliver training material and assist with written assessments
- Receive written assessments from trainees and discuss any resubmissions
- Ensure all parties are satisfied with the traineeship and are abiding by their responsibilities

The workplace will be contacted and a suitable time arranged for these visits. The trainee and supervisor will be advised of how best to prepare for any practical assessments.

Employer / Trainee Responsibilities

YMCA Education and Training (QLD) is committed to providing you with a flexible service to suit your individual learning needs. However, this type of self-paced study requires motivation, self-discipline and an independent approach to your study.

It is the responsibility of a **trainee and responsibilities** to:

- ▼ Participate in the development of a Training Plan
- ▼ Work towards achieving competency in the subjects as set out in the Training plan
- ▼ Undertake any training and assessment related to the Training Plan
- ▼ Keep the Training Record Folder and a copy of the Training Plan at the workplace.
- ▼ Observe the conditions of the relevant employment agreement
- ▼ Perform work as directed by employer, obey lawful commands and not waste or damage the property of the employer

Note: Please find more information on trainee and apprentice responsibilities [HERE](#)

It is the responsibility of an **employer** to:

- ▼ Participate in the development and monitoring of the training plan
- ▼ Provide on-the-job training in all work skills covered in the training plan
- ▼ Provide appropriate duties for the trainee to practice all the required work skills
- ▼ Regularly complete the supervisor assessment forms and training record
- ▼ Provide agreed paid study time for full-time and part-time trainees

Note: Please find more information on employer responsibilities [HERE](#)

YMCA

Recognition Processes

YMCA Education and Training (QLD) offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. We recognise that students often have skills, knowledge and experience that could count towards the competencies required for a particular qualification outcome. To gain recognition for these existing skills and/or knowledge, students can apply to YMCA Education and Training (QLD) for Recognition of Prior Learning (RPL), Recognition of Current Competencies and Credit Transfer.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement.

Evidence must be:

- ▼ Authentic – it must be your own work
- ▼ Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- ▼ Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past (within the last 3 years)
- ▼ Valid – it must be relevant to what is being assessed

This RPL process involves you looking carefully at your qualifications, experiences and the application of them in the workplace. You can then use this information to formulate an RPL application.

The benefits of RPL to students include:

- ▼ Reduced course costs
- ▼ Reducing duplication of learning
- ▼ Completing studies in a shorter time

YMCA Education and Training (QLD) can offer assistance on how to most efficiently and effectively gather evidence required for the RPL application. You will need to provide the units/subjects you are wishing to RPL prior to enrolment in order to price your course accordingly.

Upon receiving your RPL application, we will provide you with written confirmation acknowledging this. An appropriately qualified YMCA Institute of Education and Training trainer and assessor will then assess the application.

Note: Please be aware that a YMCA staff member may need to interview you to aid in the assessment process and RPL application.

Credit Transfer (CT)

YMCA Education and Training (QLD) recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements).

- ▼ If a student has already been formally assessed as competent in any of the units listed on their course outline then he/she can apply for a Credit Transfer for that particular unit
- ▼ The student **MUST** be able to provide evidence of this, in the form of certified document – Qualification, Statement of Attainment and/or Academic Transcript
- ▼ The unit looking to be credit transferred **MUST** be the same or equivalent to the unit already completed – as per nationally recognised training found at www.training.gov.au
- ▼ No fee is payable for Credit Transfers
- ▼ No tuition or assessment material is supplied for any subject for which a credit transfer has been achieved
- ▼ An administration fee will apply for all credit transfers

For full details on the requirements for credit transfer applications, please contact our administration department on (07) 3852 2443.

YMCA

Assessment Information

All students should make themselves aware of the relevant information pertaining their assessments. Should you have any questions or concerns regarding assessment, please ensure you get in contact with your trainer and assessor.

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as '**Not Yet Competent**', and more training is required to get to the point of being '**Competent**'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- ▼ Being observed as you work/perform the tasks and activities
- ▼ Responses to verbal questioning
- ▼ Written responses to theory questions
- ▼ Responding to a role play or case study
- ▼ Conducting a project
- ▼ Submitting a written report
- ▼ Compiling a portfolio of work samples
- ▼ A combination of the above

If you do not demonstrate a satisfactory level of understanding and/or practical application, you will be deemed to be 'not yet competent' "**Not Satisfactory**".

- ▼ Students who are unable to meet a competent standards will be required to repeat the "Not Satisfactory" unit within the course duration
- ▼ For any reason you are unable to complete the full qualification within the course duration, you will be issued with a **Statement of Attainment** for the units you have completed
- ▼ A Statement of Attainment is issued if you only complete some units of competency for the qualification being studied and not the full course requirements
- ▼ A certificate is only issued if you complete all the required units for a full accredited course (such as a Certificate III, IV or Diploma)
- ▼ The relevant award (Certificate or Statement of Attainment) will be issued to acknowledge the units in which you have been deemed competent at the end of the course

YMCA Education and Training (QLD) has a **Training and Assessment Strategy** for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Foundation Skills

All training and assessment delivered by YMCA Education and Training (QLD) contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Submitting Assessments

You are expected to complete assessments for all units in your qualification as per your Training Plan. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit. Feedback can be given verbally and/or written.

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow The Australian YMCA Institute of Education and Training's procedure for lodging an appeal.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on (07) 3852 2443.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by YMCA Education and Training (QLD). To help you understand, the following are examples that constitute plagiarism:

- ▼ Copying sections of text and not acknowledging where the information has come from
- ▼ Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- ▼ Presenting work that was done as part of a group as your own
- ▼ Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- ▼ Unintentionally failing to cite where information has come from

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols.

The Australian YMCA Institute of Education and Training (QLD Campus) expects that you use either of the style of referencing when writing your assessments.

More information about how to do this can be found at:

APA: <http://libguides.jcu.edu.au/apa>

Harvard: https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf

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