

# LEARNER HANDBOOK 2022

## BASELINE TRAINING



**Gain industry relevant skills delivered by industry qualified professionals with Baseline Training.**

The Education and Training division of the Corporate Protection group of companies.

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## Introduction

Baseline Training Pty Ltd is a registered training organisation (RTO) that provides quality workplace health & safety training and assessment throughout Australia. Under the umbrella of the VET Quality Framework (VQF) Baseline Training ensures that courses are in full compliance with all national and state legislative requirements and in accordance with relevant Australian Standards.

RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications. RTO's must act in the best interests of its clients and meet the Standards for Registered Training Organisations 2015. This means that we must have quality systems, policies and procedures in place and the business is monitored by the National Regulator, Australian Skills Quality Authority (ASQA). The Standards for Registered Training Organisations 2015 are the national set of standards that underpin the provision of quality training and assessment in vocational education and training throughout Australia; Baseline Training as an existing RTO follows these standards to ensure its products and services are user focused and of high and consistent quality.

With a proven track record of helping customers to reduce risk in their workplace, Baseline Training excels in providing the knowledge and skills necessary for you to work safely and respond to incidents or emergency situations that may occur. This is achieved by providing dedicated highly skilled trainers with industry specific qualifications and hands on experience. Baseline's training facilities are well equipped, and all courses are designed to provide participants with the right amount of training needed, under realistic conditions to achieve real workplace ready skills. Being a market leader Baseline Training has a large and diverse client base across many industry sectors including oil & gas, energy, petrochemical, drilling, mining, construction, manufacturing, government and local councils.



### OUR MISSION

To facilitate safety of workers through the provision of contextualised high-quality training, and to be recognised as a training provider of choice by industry and individuals alike.

## Quality Assurance

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All Baseline Training course materials are developed in accordance with applicable legislative requirements and are tailored to suit the requirements of the industry/organisation in which the training is being delivered. All Nationally Recognised Training is designed to meet all relevant Industry Training Package guidelines and criteria. All documentation is maintained in line with Baseline's version control policy and the Standards for Registered Training Organisations (RTOs) 2015.

As a registered training organisation (RTO), Baseline Training collects and collates data using post training surveys. These surveys are distributed to participants of all courses on completion, via email. The survey results are reviewed and opportunities for improvement are identified and acted upon in line with Baseline's continuous improvement policy; all trainers and assessors actively participate in moderation and validation of the assessment tools and processes used.

Validation of assessment tools and processes is conducted to ensure the assessment principles and rules of evidence are embedded in Baseline's training and assessment material (i.e. the tools are reliable, flexible, valid and fair) and meet the requirements of the relevant training package. Baseline trainers and assessors also participate in professional development activities to support delivery of quality training and assessment practice and to maintain industry currency.

Baseline Training works closely with clients to customise courses to suit their specific needs or requirements. It is this flexibility and attention to detail that enables Baseline Training to develop strong and lasting relationships.

This handbook outlines our responsibilities as an RTO and your responsibilities as a candidate. Please read and retain this handbook for your future reference.

Baseline Training will only enrol candidates who:

- Have made an informed decision about their course of learning through information provided via Baseline staff, this Learner Handbook, or the website, and
- Agree to abide by Baseline Trainings policies and procedures, code of conduct and WHS obligations

Baseline Information including contact details:

Phone: 1300 227 354 or (07) 3552 3956

Email: [training@baselinetraining.com](mailto:training@baselinetraining.com)

Website: [www.baselinetraining.com](http://www.baselinetraining.com)



## Our Commitment

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To ensure that we provide training and assessment services that meet the needs of clients and industry, we ensure that Baseline training:

- Employs suitably qualified and experienced trainers and assessors
- Uses training facilities with current tools and equipment according to industry standards
- Provides opportunities for learning in appropriate environments
- Tailors training and assessment to meet the candidate and industry needs

### **Prior to commencement:**

In the even Baseline Training should cancel training prior to commencement, you will be offered alternate dates (if training is to be rescheduled).

If the training is not rescheduled or the dates offered do not suit you, all fees paid by you will be refunded in full, within 10 days of the training being cancelled.

### **For training that has commenced:**

In the unlikely event that Baseline Training is unable to deliver the training, you will be offered the option to enrol with another RTO and Baseline Training will assist in both sourcing of a suitable RTO, and the transition to the new RTO. Any fees paid in advance held by the RTO and not attributed to training completed will be fully refunded, and a statement of attainment will be issued for any units successfully completed.

### **Our Service Commitment:**

Your questions are important to us.

- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within 30 calendars days of the candidate being assessed as meeting the requirements of the training product and providing all the agreed fees have been paid.
- The candidate will receive the Statement of Attainment, and where candidate permission is given, the employer may also be issued with a copy, particularly to comply with industrial workplace requirements.

### **Baseline Training will:**

- Understand the needs of candidates/leaners, staff and the industries in which we operate and with whom we do business
- Understand individuals' specific needs and be flexible in our approach
- Operate professionally and always conduct business in a sound, ethical and fair manner
- Employ staff who are knowledgeable, qualified, objective, experienced and always act with integrity
- Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you.
- Respond to candidate and industry needs and remain competitive within our market.



## Access and Equity

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Baseline Training is fully committed to access and equity across the services that we offer and within the constraints of work location and available resources:

1. Our access and equity policy will be continuously implemented and reviewed for areas of improvement.
2. Baseline Training will strive to meet the needs of individuals, and the community as a whole through the implementation of access and equity guidelines.
3. Baseline Training staff and contractors will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.
4. We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives by working very closely with relevant government organisations, employers and trainees.
5. We will implement customer-oriented programs and target the specific needs of market segments in enhancing the economic development of the organisation.

**The principles of access and equity will be achieved by:**

- Being aware of our industry and community needs
- Marketing our services in a non-discriminatory and inclusive manner
- Ensuring that we do not discriminate against potential clients in giving access to our full range of services.
- Applying approved government policies that assist the client.
- Ensuring access and equity issues are considered during learning and assessment development.
- Offers flexible course design including recognition or qualifications and statements of attainment from other RTO's and recognition of prior learning.
- Adapts to the requirements of candidates with a disability when designing courses as allowed by the conditions of the individual units of competency.
- Provides inclusive and non-discriminatory learning materials.
- Ensures language, literacy and numeracy requirements are consistent with the vocational level of the qualification prior to commencement of training.
- Adapts assessment where necessary and possible under the conditions of the unit/s of competency to meet candidate needs.
- Provides candidates with the right to appeal an assessment or recognition decision.
- Gives all candidates an equal opportunity to demonstrate competence including through making reasonable adjustments for candidates with a disability or special need according to individual circumstances without adjusting the integrity of the unit of competency. This may mean providing the appropriate services and/or facilities for candidate learning and assessment including:
  - The use of adaptive/assistive technology
  - Educational support
  - Alternative assessment methods
  - Extra time to complete a course or assessment.
  - Learning support for basic literacy or numeracy difficulties

Baseline Training is committed to ensuring all candidates have a reasonable chance of achieving an outcome, whether a unit of competency or a qualification. For this reason, they may advise applicants to consider an alternative career or course choices if there is reasonable doubt about an applicant's ability to manage the course work successfully (after being provided reasonable additional support), to meet the stated requirements.

### Entry Requirements for Enrolment

Baseline Training requires that the applicants can:

- Obtain a USI or provide evidence of exemption
- Read and interpret workplace documentation
- Speak clearly and unambiguously in English
- Write to the level required to complete workplace forms

## Dress Code

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Dress requirements are neat casual attire. Please note that thongs are not considered suitable attire. For some courses there may be required footwear or PPE.





## Language, Literacy and Numeracy (LLN)

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Baseline Training aims at all times to provide a positive and rewarding learning experience for all of its students. The enrolment form requests provision of information regarding each student's LLN requirements or any other special learning needs. In the event of LLN becoming an issue, the Administration Staff will contact the student to discuss their requirements.

Candidates must ensure that they have discussed with Baseline Training Administrator [in the first instance) any concerns they may have about their capacity to participate because of any LLN difficulties. Baseline Training will offer to any student at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

Where language, literacy and numeracy competency is essential for students, Baseline Training will make every effort to ensure that each participant is adequately supported to enable them to complete their training. Some examples of the type of support that Baseline Training can offer include.

### Literacy

- Providing students only essential writing tasks
- Provision of handouts in an alternate format.
- Consideration of the use of group exercises so that the responsibility for writing rests with more than one person.
- Provision of examples and models of completed tasks.
- Ensure that documents and forms are written and formatted in plain English.
- Use of clear headings, highlighted certain key words or phrases and provided explanations of all technical terms used.
- Assessments can be conducted using the interview technique where required.

### Language

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

### Numeracy

- Ask students to identify in words, what the exact problem is and how they might solve it.
- Show students how to do the calculations through step by step instructions and through examples of completed calculations.
- Help students to work out what math/calculations/measurements are required to complete the task.
- Encourage the use of calculators [if applicable) and demonstrate how to use them.

## Issuing of Qualifications

Baseline Training will issue all AQF qualifications and statements of attainment within thirty [30] days of the training programs completion. All qualifications and statements of attainment issued by Baseline Training comply with the standards outlined within the Australian Qualifications Framework [AQF] implementations handbook, and in accordance with the requirements of The National Standards for NVR Registered Training Organisations.

Candidates must be assessed competent in all units of competency before being issued a qualification certificate for the course in which they are enrolled. Candidates will only be issued a qualification upon completion of their course.

Baseline Training only issues AQF qualifications and statements of attainment within its scope of registration and that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational courses.

Candidates are encouraged to take care of certificates issued by Baseline Training Replacement certificates and/or Statements of Attainment will incur a cost of \$50.00 per document. Replacement certificates will only be provided upon submission of Driver's Licence or other form of ID.

### Unique Student Identifier (USI)

#### Your education number for life

Your USI (Unique Student Identifier) is your individual education number for life. It also creates an online record of your Australian training achievements.

#### You need a USI if you are:

- Undertaking [Nationally Recognised Training](#)
- A higher education student seeking Commonwealth financial assistance (eg a HECS-HELP loan)
- A higher education student graduating in 2023 or beyond.



To apply for a USI number or if you have forgotten your details you can access information required here - [USI for Students](#) and follow the links.

Baseline Training upholds the principle that all applicants seeking to enrol are treated fairly and equitably and ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

## Behaviour on Campus

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Baseline Training reserves the right to suspend from their training courses participants who are:

- Unable to actively participate in the course activities as a result of injury
- Disruptive
- Affected by drugs or alcohol
- Disobeying a reasonable trainer or staff member request
- Displaying rude or derogatory behaviour or action
- Acting in a manner which endangers others or self
- Evidencing unexplained non-attendance or non-participation

Should this situation arise, immediate and discreet contact will be made with the client to discuss future training options for the individual(s) concerned.

### Baseline Expectations of Candidates

Expectations of behaviour whilst undertaking training and assessment are listed below. Compliance with these expectations is required by all participants. Failure to do so may result in cancellation of your enrolment.

- Abide by Copyright and plagiarism laws and legislation.
- Comply with work health and safety regulations at all times.
- Always comply with anti-discrimination legislation; this includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Always comply with workplace harassment, victimisation and bullying regulations.
- Ensure that behaviour is always of a level acceptable to the workplace and training environment.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your trainer and assessor.
- Inform your trainer and assessor immediately should you be unable to attend due to illness or other reasons.
- Inform your trainer and assessor if you have a physical or mental health condition that may affect your participation, or affect those with whom you may be training.

### Candidate Rights and Expectations

As individuals, candidates enrolled with Baseline Training can expect:

- To be treated with courtesy and respect
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction
- To be able to freely communicate and voice alternative points of view in rational debate
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment
- To be assured of protection of personal information
- To be able to access personal records (not that of other persons)
- To be provided with timely and accurate information about course(s), enrolment, and all administrative matters
- That assessment within course(s) will be equitably and appropriately implemented
- That the facilities and equipment used are safe, and comply with workplace health and safety guidelines

- To be given opportunity to provide honest and constructive feedback on the quality of our training and assessment, support and other services.
- Be prepared to provide photo ID when requested to authenticate your identity

If you are unsure about the right thing to do in any circumstance, you are encouraged to ask staff for advice. They are here to help and assist where possible. Behaviour contrary to the code of conduct, including academic misconduct such as cheating and plagiarism (see copyright below) will not be tolerated and sanctions (penalties) may be imposed on people who breach this code of conduct, including suspension or exclusion from Baseline Training programs or withholding of results.

You must also comply with licences for the use of intellectual property, including software. All software on Baseline Training computers or provided to you as part of your learning resources is licensed and there is no permission to copy software unless permitted by licence.

## Harassment and Discrimination

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At all times Baseline Training will provide an environment that is free from all forms of harassment and discrimination [including victimisation and bullying].

Everyone, regardless of whether they are a student, trainer, administration or support staff, is entitled to expect the following rights:

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

## Smoking

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Baseline Training premises (including classrooms, toilets and general office areas) are a smoke free zone. As of 2016, new Queensland tobacco laws commenced which increased the smoking ban from 4 metres to 5 metres, if students wish to smoke, they should do so outside the building in designated smoking areas, please discuss with your trainer.

## Privacy

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Baseline Training operates in compliance with current privacy legislation. All training staff have current knowledge of privacy policies as they relate to an RTO. We will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilised for the purposes of delivery of training and assessment services and the documented compliance requirements according to the National Vocational Education and Training Regulator Act 2020.

Baseline Training is committed to maintaining and safeguarding the confidentiality and privacy of all of Baseline Training student's information. Baseline Training has documented and implemented procedures to assure the integrity, accuracy and currency of all student records.

Hard copy student records are stored in secure premises requiring key access.

Electronic records are backed up weekly to a back-up system and are protected from unauthorised access by password controls and external back-up.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.

Computer system protection is provided by the firewall software which monitors and protects Baseline Training computer systems from unauthorised access from the internet.

Candidate results are archived for a period of not less than [30] years. Candidate files will be retained in full for a period of 6 months after the completion of training and assessment. These files will be archived as per the archiving processes in place.

Relevant legislation: Privacy Act 2020.

## Work Health and Safety

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The Work Health & Safety Legislation requires that the employer's duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the workplace. This includes the provision of:

- A workplace that is safe to work in, with working procedures that are safe to use.
- Adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene.
- Properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required.
- A clean and suitably designed workplace with the safe storage of goods such as cleaning chemicals.
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The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment.
- Store and dispose of waste according to health regulations
- Check all equipment - especially electrical cords. If you bring cords on to the premises, they must be checked by your trainer to ensure currency of tag.
- Store equipment safely.
- Identify fire hazards and take precautions to prevent fire.
- Safe lifting and carrying techniques maintained.

## COVID-19 Safe Measures

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Baseline Training reserves the right to commence random and/or regular RAT testing of all employees, candidates/leaners, and on-site contractors.

In these circumstances, the RAT testing will be performed at the expense of the Company.

If the Company reasonably believes that a visitor has not complied with the on-site COVID-19 Building Entry Access Procedure, action may be undertaken which includes (but is not limited to) one or more of the following:

- Request for removal from Corporate Protections site
- Notification to an external agency, including state or federal police.





## Candidate Support

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Baseline Training is dedicated to providing a high standard of service to candidates. You can contact your trainer and assessor by phone or email during office hours. We endeavour to respond to candidates as quickly as possible, but you are reminded that our trainers do have other candidates and classes to attend to. We will provide feedback on assessments within ten (10) working days from submission, and within one (1) working day for all queries, telephone calls and emails.

Should you require further support, Baseline Training can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy and counselling services. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the candidate.

Should you or your trainer and assessor identify that you require any additional support, to be provided by Baseline Training we will work with you to develop an Individual Support plan to ensure we can provide targeted support.

## Training Materials and Equipment

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During training and assessment and resources, Baseline Training participants will be given access to safety equipment and other required material. This equipment and material are to be used in accordance with the instructions given by the trainer/assessor. If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

The copyright and ownership of all training material provided during the training belongs to with Baseline Training and cannot be copied or claimed without written consent. All training materials are quality assured, reviewed and are systematically updated by Baseline's internal Compliance division.



## Fees and Charges

Baseline Training will ensure consistent, fair and equitable fees and charges are levied to candidates and that this information is made available to candidates prior to enrolment. All candidates and (where applicable) employers of candidates will be provided with accurate information on fees and charges according to Baseline Training Fees and Charges Schedule or, in the case of corporate clients, via individual proposal/quotations.

1. Fees and charges will be levied according to costs associated with:
  - Learning Materials
  - Trainers/assessors salaries
  - Facilities, equipment and leaning resources infrastructure (where applicable)
  - Travel (where applicable)
  - Catering requirements (where applicable)
2. Baseline Training reserves the right to increase Fees and charges from time-to-time determinant upon economic and other factors including:
  - Currency value
  - Consumer Price Index [CPI]
  - Wage Price Index [WPI]
  - Inflation
  - Supplier price increases
3. Price increases will be advised to leaners/candidates and corporate clients in cases where these price increases affect their specific enrolment.
4. In accordance with SNR 22 of the Standards for NVR Registered Training Organisations, Baseline Training' fees, charges and refunds meet the requirements of Option 3.
5. The following fee information will be provided to each client prior to their enrolment in their chosen course (individuals only):
  - a) The total amount of all fees including course fees, administration fees, materials fees and any other charges
  - b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees
  - c) Fees and charges for additional services such as reissuance of qualifications or statements of attainment, purchase of PPE (where applicable), purchase of uniforms
  - d) Refund Policy and terms

### Student Fee Payments

1. All fees are to be paid in full PRIOR to training, or unless otherwise agreed. No SOA or Qualification will be given until full payment has been received.
2. Any applicable non-refundable deposit will be clearly identified on the invoice with specified payments terms and conditions.
3. Candidates will be provided with a maximum of 14 day payment terms in which to pay the invoice. Where invoices have not been paid prior to the commencement of training, unless otherwise arranged with Baseline Training staff, candidates may be refused entry to the program.

4. Baseline Training will commit to supporting candidates in a position of financial difficulty by enabling fees and charges for courses to be paid in instalments (where necessary). candidates entering into a formal payment arrangement to pay fees by instalment will be required to:
  - Enter into a formal agreement detailing instalment agreement terms
  - Agree to have instalments paid by direct debit from their nominated bank account.
  - Agree to equal intervals (fortnightly) for all payments to be received by Baseline Training.

**Please Note:**

If you require a Statement of Attainment, Qualification Certificate or workplace card to be issued is a shorter timeframe, you will need to advise your trainer and assessor at the beginning of your training.

If a replacement Statement of Attainment, Qualification Certificate or workplace card is required, please email [training@baselinetraining.com](mailto:training@baselinetraining.com). An administration fee of \$50 inclusive of GST applies.

## Course Cancellation and Refund of Fees

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Course fees may be refunded or reallocated under the following circumstances:

1. In the event Baseline Training Pty Ltd cancel a course due to unavoidable circumstances, the Candidate will receive a full refund. Baseline Training Pty Ltd may also offer the candidate a transfer to another course (at no additional charge to the Candidate), this choice is for the candidate to make.
2. If a course cancellation is requested up to 5 days before the commencement of the course, a full refund of paid money will be given.
3. If a course cancellation is requested less than 2 days prior to the day of course commencement, 50% of the course fees will be refunded. If no payments have been received, Baseline Training will issue an invoice for 50% of the course fees. Baseline Training Pty Ltd may elect to waiver this fee if no outlays have been incurred. A formal application in writing directed to the RTO Manager for consideration via [training@baselinetraining.com](mailto:training@baselinetraining.com)
4. If the candidate wishes to change their enrolment into another course date with Baseline Training Pty Ltd, the course fees paid will be transferred to new course.

**No Refund**

1. If a candidate applies for RPL and the application is unsuccessful, there will be no refund. However, fees paid can be transferred as contributing fees to attending the course identified as deficient by the RPL process, if the course is a current course offered by Baseline Training Pty Ltd.
2. Once training has commenced in the course, no refund is available, unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances which warrant non-completion of course. In these cases, the candidate may wish to return to studies at a later date. This will require approval by Baseline Training Pty Ltd (the candidate must return within 1 year to complete course). A formal application in writing directed to the RTO Manager for consideration via [training@baselinetraining.com](mailto:training@baselinetraining.com)
3. The candidate fails to comply with terms and conditions of enrolment and policies and procedures, as provided in the Learner Handbook.

4. The candidate provides false or misleading information.

### Progress Payments

Generally, Baseline Training Pty Ltd require upfront payment of course fees.

In line with our values on equity and access, candidates may approach Baseline Training Pty Ltd, if they have circumstances that warrant an alternative payment structure or agreement.

### How to apply for refund

To apply for a refund, the candidate is required to request the refund in writing by sending an email to [training@baselinetraining.com](mailto:training@baselinetraining.com)

**Note:** Refunds due to the Candidate will be paid within 2 weeks of receiving written application and gaining approval from the RTO Manager.





# Competency Based Training and Assessment

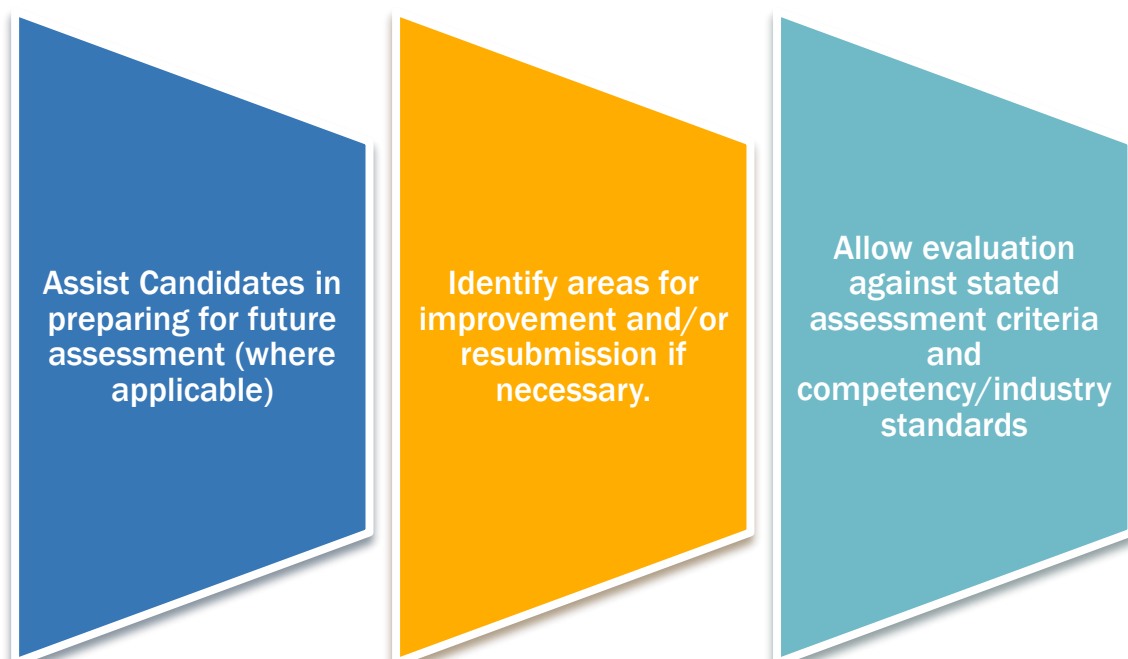
## Candidates will be clearly informed about:

- The expectations of assessment in a course and requirements for completion of assessment tasks
- Marking criteria and standards of performance for each assessment task
- Submission dates, resubmission dates and presentation requirements
- Requirements and processes for negotiating suitable assessment arrangements with their assessor.
- The number of opportunities allowed to demonstrate competence performance in an assessment task/s (three attempts are provided following which Candidates will be required to re-sit/resubmit the assessment or submit an appeal against the assessment result)
- Where an apprentice/trainee has exhausted his/her options & attempts at assessment the employer will be informed. and it is the employer's responsibility to inform the departments Chief Executive of the apprentice's failure to make progress.
- All other candidates; if all attempts/options have been exhausted the student will be required to re-enrol and repay for the units required.

## Assessments Will:

- Be inclusive and equitable and design to enable sufficient time for completion of the assessment task/s.
- Be aligned to and consistent with the aims, required learning outcomes and unit requirements of the course or qualification.
- Provide an appropriate number of assessable tasks, in a range of formats, that are aligned with the requirements of the units of competency to enable the development of knowledge and skill in a context suitable to the student and his/her employer (where applicable)
- Be validated and moderated as given in the validation planner, to align with NVR standards that each training product is validated on a planned and systematic program and that 100% of assessment is validated in five years, designed to confirm the addressing of the principles of assessment and rules of evidence.

## Formative Feedback Will Be Provided to Candidates Upon Completion of Assessment Tasks To:



## RTO Responsibilities

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Baseline Training is responsible for:

- The quality of the training and assessment conducted by any person engaged by us.
- The issuance of the AQF certification documentation. Once deemed competent, a PDF certificate will be emailed to you [the candidate] at the address appearing on the enrolment form. Consequently, it is essential you keep us updated on any changes to your personal details.

## Staff Responsibilities

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All Trainers employed by Baseline Training must ensure that:

- The qualifications they hold are current and relevant to the modules which they train and/or assess.
- Any information passed on to students is accurate.
- Any advice given is consistent with the National Code and Baseline Trainings own Code of Practice.
- All student attendance is recorded accurately as per the Attendance Sheet/s provided for each module that is delivered.
- All absences are recorded for each session.
- Classes are held as scheduled by Baseline Training and any changes are to be reported immediately to ensure continued compliance.
- Baseline Training Management is advised of any addition or increase in the number of students in a class for any reason in case alternate arrangements need to be made for classroom allocation.
- No changes in classroom allocation are made outside those authorised by the course/RTO coordinator.

Baseline Training abides by the Standards for The Standards for RTOs 2015 in relation to all training and assessment activities. Accordingly, Baseline Training requires all training/assessment staff to hold as a minimum, the following combination of:

- A Certificate IV in Training and Assessment [TAE40116] - or equivalent.
- Sound, recent industry experience in your vocational area.
- Familiarity with the principles and practices of Competency-Based Training, The Standards for RTOs 2015 and Recognition of Prior learning.
- Familiarity with Equal Employment Opportunity and Workplace Health and Safety principles.
- A current certificate authorising the staff member to work with children and young people, where applicable



## Candidate Records

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As a student, you should be aware that our trainers are required to:

- Supply in a timely manner accurate records of student's academic performance for each unit of the course which the Trainer delivers and/or assesses Credit Transfer and RPL

Baseline Training has in place a policy and procedure for the collection and protection of all training records of individual students to meet training and assessment activity requirements. Assessment Results are recorded within 30 days from the date of assessment and students may request and update on progress at any time following this period.

Each individual student is assigned a personal file for storage of training records.

Student training documentation is stored in a secure manner.

### Access to Participant Records

You may wish to access your records to check on work completed, progress, or for other reasons. Please organise with your trainer a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

Release of Contact Details and Personal Information. 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](http://www.ncver.edu.au)).

## Change of Personal Details

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Should you change any of your personal details please email [training@baselinetraining.com](mailto:training@baselinetraining.com) please state which details you wish to update and include such details include, address, surname, contact telephone number etc.

## Credit Transfer

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Credit transfer is the process of recognising a Candidate's learning achieved through the formal education and training process. The Australian Qualifications Framework (AQF) explains credit transfer as follows; "Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications." (Credit Transfer) Baseline Training Pty Ltd interprets this as Candidates and potential Candidates who already hold a qualification(s) or statements of attainment from other RTOs which covers the same units of competency as those covered in the relevant Baseline Training Pty Ltd course or program, will have these achievements recognised by Baseline Training Pty Ltd and will receive the appropriate transfer of credit against Baseline Training Pty Ltd programs.

Credit Transfer seeks to match the learning outcomes of previously completed training in specific unit(s) of competency, to those of the current program for which a Candidate is seeking recognition of prior studies. Where a Candidate has completed a program of study from another provider that covers the same (or superseded but equivalent to) unit(s) of competency, the Candidate may apply to Baseline Training Pty Ltd to have these unit(s) of competency recognised towards the same (or equivalent) unit(s) of competency covered in a relevant program offered by Baseline Training Pty Ltd. This allows the Candidate to be awarded the unit(s) of competency in the "new" program offered by Baseline Training Pty Ltd without having to repeat the assessment for this unit.

To apply for Credit transfer, you will need to request an application form from Baseline Training compliance division. This is required to be submitted with your supporting documents. All copies of transcripts, statements of attainment and certificates are subject to a formal validation process undertaken by the RTO Compliance Officer.

Whilst you may apply for credit transfer at any time, you are encouraged to apply before commencing a training program or within three (3) weeks of the program commencement. This will reduce unnecessary training and guide you towards a more efficient path towards the achievement of a competency result.

Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and you will be advised to seek assistance from your trainer about potential recognition of previous work towards unit assessment via Recognised Prior Learning (RPL).

You will be notified in writing of the outcome of your credit transfer application. Three (3) major factors need to be considered:

- How current the Qualification/Statement of Attainment is?
- Mapping to the current training and;
- If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a Credit Transfer, you will need to provide the following:

- Electronic or hard copy versions of your Statement of Attainment and/or Certificate by a Justice of the Peace (JP)

There is an administration fee for Credit Transfer which is set out in the Candidate Handbook and in the Baseline Training Pty Ltd Fees, Charges and Cancellations Policy. Credit Transfer will only be awarded if evidence of the qualification/statement of attainment achieved by a Candidate or potential Candidate is received by Baseline Training Pty Ltd in the form of a certified copy of results and/or academic transcript.

Should the application for credit transfer become an application for Recognition of Prior Learning (RPL), the associated fees and charges for this process will be applied.

Administration Cost | Credit Transfer Application: \$150.00 + Additional units required contributing towards a full qualification will be charged per unit, accordingly.

## Recognition of Prior Learning (RPL)

All candidates who consider they can demonstrate current skills and knowledge in qualifications or individual units of competency, whether achieved through prior training (formal or informal) or through relevant work history and experience may apply to have their knowledge and skills 'assessed' via an RPL process in any current advertised program offered by Baseline Training.

The RPL process at Baseline Training may vary depending on individuals' specific circumstances but will generally follow the process outlined below:

- RTO provides preliminary information about the RPL process in the Baseline training RPL Application guide to applicants.
- Applicant provides RTO with evidence to be analysed against the desired units of competency such as a resume, letters from employers and job descriptions.
- The RTO provides the applicant with a preliminary report outlining eligible units based on the provided evidence and a quote for the cost of enrolling in the RPL process for those units.
- Applicant enrolls in the units selected.
- A conversation between assessor and applicant to discuss further evidence requirements for individual units.
- Applicant supplies further evidence of capability (prior learning, work history, personal skills etc) specifically related to the units of competency.

Examples of evidence might include (but not limited to):

- Licenses or tickets
- Resume/ cv or detailed work history
- Certificates (accredited, non-accredited, higher education degrees or training programs. Refer recognition re 'credit')
- Performance appraisals
- Indentures or trade papers
- Statements of attendance/certificates – vendor training courses, in-house courses, workshops, seminars, symposiums, club courses e.g. First aid, officials, surf lifesaving etc.
- Photographic evidence of work
- Diaries/task sheets/job sheets/log books
- Memberships of relevant professional associations
- Hobbies/interests/special skills outside work
- References/letters from previous employers/supervisors
- Industry awards
- Letters from employers, records of professional development.

An assessor will conduct a review/verification of the evidence supplied against the units of competency. The assessor may facilitate a one – on - one professional conversation(s) (depending on your experience and/or evidence, the assessor may need more than 1 occasion to assess your skills in your workplace or a simulated environment). If you consider you may have prior knowledge and skills that could demonstrate your current competence in accredited training, you are encouraged to discuss this with Baseline Training at enrolment stage. For more information regarding RPL and how to apply, please discuss this with your Trainer or Baseline Training Administration team.

## Complaints and Appeals

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All stakeholders (Candidates, employers and industry) have the right to quality vocational education and training. Therefore, it is the policy of Baseline Training to accept all complaints about products, services, staff, other candidates or appeals against candidate assessment results. All complaints and appeals will be thoroughly investigated, and all parties supported through the process to ensure that the needs of each party are met and satisfied.

### Definitions

**Appeal** An appeal is a process for requesting a form change to a decision.

**Complaint** A state that a situation is unsatisfactory or unacceptable.

Baseline Training will accept written complaints by all persons involved with Baseline Training in any way. Complaints in relation to regulated issues must be submitted in writing to the RTO Manager.

All complaints and appeals will be taken seriously and dealt with in timely manner taking full consideration of the conditions, circumstances, privacy and confidentiality of complainants and appellants. Baseline Training will ensure that the rights of complainants, appellants and Baseline Training staff.

Candidates wishing to appeal an assessment result will be required to lodge an appeal on the Complaints and Appeals form clearly outlining the reasons for the appeal with Baseline Training within fourteen (14) days of receipt of assessment result.

Should a candidate wish to appeal against an assessment outcome, they should follow the process outlined below:

- The appeal must be lodged within 14 days of receipt of the result.
- Discussion on the appeal will be conducted between the assessor, the student, and the RTO Manager or their appointed representative immediately or within 24 hours of receipt of notice of the appeal.
- Baseline Training will attempt to resolve the issue(s) within seven (7) working days from receipt of the lodgement of the appeal.
- The appellant will be notified in writing of the result.
- If the issue remains unresolved, then:
- The appellant shall be notified of the outcome in writing and encouraged to contact other relevant third party as a further attempt to resolve.

All correspondence and documentation will be retained with confidential documentation in Baseline Training locked files accessible only by designated personnel.

During the course of acting on complaints and appeals, the rights of both parties will be respected, and the following principles and strategies observed:

1. Fairness, respect, impartiality and access and equity considerations will be applied to all complaints and appeals.
2. Natural justice principles will be applied in all cases taking accord of cultural sensitivities and values.
3. All and every attempt to reach mutually agreeable outcomes of complaints will be made in direct consultation with complainants and appellants without recourse to the complainant, appellant or Baseline Training staff
4. Complaint and appeal hearings and meetings will be free from discrimination or harassment and the rights of all parties will be always observed including following the conclusion of these processes.
5. Baseline Training will support the inclusion of an impartial third party of the selection of the complainant or appellant to assist and support their case.
6. Privacy and confidentiality legislation and regulation will be observed by all parties involved in complaints and appeals processes. Failure by staff to maintain the privacy and confidentiality of complaint and appeal processes will result in instant dismissal.
7. At all stages of the process, decisions and actions arising from and taken as part of the process will be provided in writing and recorded in accordance with Baseline Training management systems.
8. We endeavour to finalise all complaints and appeals within 14 days and will communicate an expected timeframe to have a finalisation. Where complaints may take longer than 60 calendar days to resolve Baseline Training will inform the complainant or appellant in writing, including reasons why more than 60 days are required. Regular updates will occur on the progress of the matter until finalised.

Whilst Baseline Training would prefer the opportunity to work with you to satisfactorily resolve issues, the commonwealth government also provides candidates with access to a National Training Complaints Hotline (13 38 73) or online through the Australian Skills Quality Authority (ASQA)  
<https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider>

## Appeals

Appeals are the expression of dissatisfaction of an assessment result. This would occur when a candidate has been deemed not yet competent and does not agree with this decision. There are various grounds for lodging an assessment appeal. These include, but are not limited to:

- Not being fully informed of the assessment process
- Candidates' needs have not been taken into consideration
- The assessment process is different to that outlined by the trainer/assessor
- Assessment process was not based on training package/unit of competency requirements
- An inappropriate method used to assess the training package/unit of competence
- Alleged bias of the trainer/assessor
- Alleged incompetence of the trainer/assessor
- Faulty or inappropriate equipment or facilities

## Step 1

- You must discuss appealing an assessment outcome and/or the assessment process with your Trainer/Assessor.

(This step must commence within ten (10) working days of the assessment outcome being advised).

## Step 2

- If not satisfied, you must complete the Assessment Appeals Form - Part A and forward to the RTO Manager on [training@baselinetraining.com](mailto:training@baselinetraining.com)

(This should occur within five (5) working days of the outcome of Step 1)

## Step 3

- The assessment is to be reviewed by a different Assessor and the results of the review summarised on the Assessment Appeals Form. You will be advised of the appeals outcome within ten (10) working days.

(This should occur within ten 10 working days of Step 2)

## Step 4

- If not satisfied with the outcome of the appeal, your appeal is to be reviewed by the RTO Manager will send an acknowledgement letter to you, record the receipt of the Assessment Appeals Form, then review. The RTO Manager if necessary, will convene a review panel to thoroughly examine the appeal.

(You are to be advised of the outcome within ten (10) working days).

## Step 5

- If you are not satisfied with the outcome of this procedure you are advised of your right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at;

<https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider/should-i-make-complaint-asqa>

### ASQA

To ensure that Registered Training Organisations meet the national standards and offer quality training to Participants, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present candidates to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of candidates and industry.

Upon request Baseline Training is required to supply the following information to ASQA:

- Contact details including address, telephone numbers and email address.

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure compliance with regulations and standards.



## NCVER

Under the Data Provision Requirements 2020 Baseline Training Pty Ltd 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 your enrolment form and your training activity data) may be used or disclosed by Baseline Training for statistical, regulatory and research purposes. Baseline Training Pty Ltd may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary candidate 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 candidate 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.

Baseline Training Pty Ltd will not disclose any personal or sensitive information to a third party except for the direct provision of training and assessment reporting requirements as stated above, or in emergency and life-threatening situations.

Baseline Training will collect information, manage, use it and disclose it in a way that complies with the Privacy Act 1988 (Commonwealth), as amended in the Privacy Amendment (Private Sector 2000) Baseline Training will:

- Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf.
- Only collect information by lawful and fair means and not in an unreasonably intrusive way.
- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse and from inappropriate modification.
- Destroy personal information using certified secure destruction services
- Not retain any credit card information and will securely destroy documents containing credit card information immediately upon processing

## Results

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You will receive your assessment feedback and result within ten (10) working days of submission.

On completion of a Nationally Accredited Qualification or Unit of Competence, Baseline Training will issue Statements of Attainment/ Certificates within Thirty (30) working days.

## Evaluation

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Your feedback is particularly important to our commitment to ongoing improvement. Upon completion of your training, you will be asked to provide your thoughts and comments on the training received via an email feedback survey OR paper based survey provided at the end of your training session.

Baseline Training encourages all candidates to take the survey which takes no more than 3 minutes to complete alternatively contact Baseline training personally to provide feedback or comments on any aspect of the service received on 1300 227 354.



## Definitions

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**ASQA** - Australia Quality Skills Authority ASQA's functions include:

- Registering training providers as 'registered training organisations' [RTOs].
- Accrediting vocational education and training [VET] courses.
- Ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits.

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

**Classrooms** - Rooms either owned or hired by Baseline Training for training purposes.

**Confidentiality** - Information kept in trust and divulged only to those who need to know.

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

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

Personnel - all employees either full-time, part-time or contract of Baseline Training

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

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

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

**Training Records** - All types of documentation and information relating to training and assessment activities including but not limited to:

- Commencement and completion dates for individuals of all competency units
- Individual student assessment information for each unit of competency

# We look forward to working with you

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Baseline Training and Consulting is part of the Corporate Protection Australia Group of Companies and is a registered training organisation (RTO CODE: 110029). Under the umbrella of the VET Quality Framework, Baseline ensure that all courses are in full compliance with all national and state legislative requirements and in accordance with relevant Australian standards.

## Contact us:

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