

**STUDENT INFORMATION
HANDBOOK**



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Welcome

Thank you for choosing to be educated by **Infront Training Pty Ltd**. We value not only training and assessing but to focus on assisting you personally in your career path. As our logo states we concentrate on '**unravelling training for your career path**'.

Choosing who is the best education and training provider for you, can be daunting but by understanding as much information as possible about the provider, the course, the staff and your learning style – we feel with confidence we can assist you.

Please don't hesitate to ask questions, no matter how small a question you may have.

About Us

Infront Training Pty Ltd is a nationally recognised training organisation registered in 2004 number 31137 with the Australian Skills Quality Authority (ASQA). A nationally recognised training organisation (RTO) must abide by the NVR Act and Standards. The revised *Standards for NVR Registered Training Organisations 2015* are the standards ASQA uses to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system.

Compliance with the standards is a requirement for all ASQA registered training organisations. The standards are used by ASQA as an instrument in protecting the interests of all students undertaking vocational education and training in Australia. The standards guide nationally consistent, high-quality training and assessment services in the vocational education and training system. For further information we refer you to the following website: <http://www.asqa.gov.au/>. Infront Training was successful and has been re-registered until February 2020.

We provide a range of business training and consultancy services. Additional to this we offer machinery training and qualifications geared towards the mining industry (as listed below). We pride ourselves on only employing highly experienced, professional and facilitators. Our certified business courses (qualifications) are recognised under the Australian Qualifications Framework (AQF) and articulate with the Business Services Training Package. You can enrol in a full course or select individual units. If you only complete individual units and not the full course you will receive a Statement of Attainment.

Our certified courses are:

- Advanced Diploma of Leadership & Management – BSB61015 [More information click here](#)
- Diploma of Business – BSB50215 [More information click here](#)
- Diploma of Quality Auditing – BSB51615 [More information click here](#)

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Our delivery is self-paced, distance education with a workbased focus for all activities. Underpinning our learning is alignment with international quality management systems which is valuable for any business where you work. This allows you're the optimum learning by providing you the opportunity to demonstrate and transfer your skills and knowledge immediately within your work. Our reading resources have been developed by our staff or contacts who we identify as leaders in their area. Any additional material has been provided from many years of experience to give you the opportunity to see what others have trialed.

For further information refer to the sections:

- What are Qualifications & Statements of Attainment?
- Competency Based Training & Assessment.

Consulting Services are where we specialise in administration and quality management systems; strategic planning; compliance preparation and auditing services for businesses and for individuals we develop personalised courses and information to align your skills and knowledge, to your career path. No national Certificates or Statements of Attainment are issued for these services.

It is best to discuss your needs with us.

Infront Training is owned and operated by Adrian Tavenor who has 8+ years' training and assessing.

Professional Development is a major component of our business. Our staff is fully committed to maintain their currency in vocational education, business management and compliance. This is demonstrated by our offering to clients the opportunity to formalise their own continual professional development with us.

Our clients and students are employed in various industries and this assists us to gain uptodate industry knowledge.

Enrolling in Study

Many people have an idea of the type of course or study they have an interest in. This may be part of your Professional Development or performance appraisal in the workplace. It is important you access information and we are happy to assist you. Our website is a good place to start www.infront-training.com.au. In particular read the Course Information Leaflets and the List of Units and Information for each qualification as this will be invaluable.

Once your study plan or course is identified then contact Infront Training Pty Ltd info@infront-training.com.au. An enrolment application form and any other information you require can be discussed. When **Infront Training Pty Ltd** receives your enrolment application an interview may be scheduled. This interview may be conducted via

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face2face, telephone/Skype at a mutually convenient time. At this interview we will do the following:

- Discuss the course in detail and select the units/subjects that best meet your needs
- Identify if recognition of prior learning (RPL) or credit transfer (CT) is indicated and the process
- Answer any questions you may have before undertaking a training program
- Confirm the fees you will have to pay and an invoice will be generated. An instalment payment system can be established.

Fee Information

Infront Training Pty Ltd aims to keep fees and charges to a minimum and have payment plans for clients. We do not support the government initiatives where student's may unduly access student loans at high interest repayments. Our instalment plans are interest free.

Refer to the Course Information Leaflet located on our website where current fees are listed for each qualification.

Infront Training Pty Ltd primarily engages **commercial clients** and all fees associated with training are negotiated within a purchase order or through contractual arrangements.

Fee for Service (private students) have a payment plan. **An example of a payment plan is:**

Enrolment deposit \$950

Balance of fee paid in three (3) equal instalments

Procedure for Refunds

Commercial

Infront Training Pty Ltd will provide clients with a full refund or credit on the basis that all cancellations are received greater than 48 hours from commencement of course or transfer to an alternate course at the client's discretion.

Fee for Service (private students)

The following reflects Infront Training Pty Ltd refund process:

- a) 100% refund of any money paid prior to commencement of any course, if a request is received in writing 14 days prior to the course or alternatively transfer to an alternate course at the clients discretion
- b) Between 13 days and the course commencement there is a 50% refund.

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- c) If the client commences but does not complete the course, cluster or unit, the full fee is payable.

General Rules

- a) Refunds must be requested in writing to the Director of Infront Training Pty Ltd.
- b) The Director of Infront Training Pty Ltd will process refund requests within one (1) week from the day of receipt
- c) All requests for refund will be processed on an individual basis, taking into account impact on follow on units if applicable.
- d) The term 'commencement' in this policy refers to the first day of the first access by the client.
- e) Issues with regard to payment are to be handled at the first available opportunity and directed to the Director or CEO of Infront Training Pty Ltd.

If you would like to find out more about fees, charges and refund options please contact our Administrator info@infront-training.com.au Certificates will not be posted until full payment has been received.

Recognition of Prior Learning (RPL)

Infront Training Pty Ltd believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

You have the opportunity to apply for recognition of prior learning (RPL). This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

Infront Training Pty Ltd aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

Partial RPL may be indicated and this is where a student can provide evidence of sections of the assessment and area/s without evidence they will study that section only. If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to complete the required section on the Enrolment Form to indicate the unit/s you feel you would like to be considered for RPL. We can then incorporate this into your training plan. If you wish to discuss further please contact our Chief Education Officer on info@infront-training.com.au who will assist you.

Strict guidelines apply to the RPL process and you will need to provide evidence of your skills and knowledge. Any documents that you provide to support your claim of

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competency should be the originals rather than copies. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged.

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency(s),
- Meets any Regulatory requirements
- Is your own evidence and can be authenticated
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF)
- Is sufficient to make a judgment about the above

Infront Training Pty Ltd is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence.

Credit Transfer (CT)

You may be eligible for a credit transfer if you have previously undertaken training through another RTO. Credit transfer can be granted for one or more units. If you feel you are entitled to a credit transfer, please complete this section on your student enrolment form so that we can incorporate this into your training plan.

Original or Certified copies of Qualifications or Statements of Attainment issued by the other RTO must be provided to **Infront Training** so that a copy may be taken. Please refer to the same guidelines as RPL.

Unique Student Identifier (USI)

All students must supply a USI linked to the Australian government. This assists the student as all formal studies information will be contained for future reference. For Infront Training this assists us to provide opportunities with regard to RPL or credit transfer and career advice.

Student Support, Welfare & Guidance

Infront Training is dedicated to ensuring all our students have every reasonable opportunity to complete their training program successfully.

On our student enrolment form, we ask questions that can help us assess your individual learning style and needs so that we can incorporate this into your training plan. We can also provide you with career advice as well as course information and support.

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Should you require further support such as disability support, counselling, language, literary, numeracy assistance we can help identify other service providers who may be able to assist you? These services however may attract additional fees from this provider.

Making the most of the training program

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Discuss with your facilitator so that your training is customised to your needs and linked to your workplace
- Attend the workshops where provided and complete all required reading and learning activities
- Prepare well in advance of each workshop
- Be a willing participant
- Work with fellow clients
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your facilitator if you do not understand the training activity or assessment task

Applying for an Extension or Deferment

All extensions must be applied. It is expected that all assessment tasks are handed in on the negotiated due date.

If there are difficult circumstances, please contact your assessor.

Change of Personal Details

It is your responsibility to ensure your personal details are up to date with **Infront Training**. You may update by accessing your Student Portal.

Privacy

Infront Training collects personal information solely for the purpose of operating as an RTO under the Standards for NVR Registered Training Organisations, administered by the Australian Skills Quality Authority (ASQA) and the Australian Privacy Principles

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(APP) contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 which amends the Privacy Act 1988. .

The requirements of ASQA may mean the release of your personal information for the purposes of an audit, statistical data, state and national reporting, measurement and evaluation.

Audits are conducted on a regular basis to ensure RTOs meet the national standards and offer quality training to students. This involves the review of the RTOs policies, procedures, record keeping as well as training and assessment materials and practices.

On occasions, an auditor may contact past and/or present students to conduct an interview to confirm the RTO is complying with its obligations and providing quality service.

Issuing of Qualifications

Advanced Diplomas, Diplomas or Statements of Attainment will be issued within 30 days from the course completion in accordance with the requirements of the Standards for NVR Registered Training Organisations (provided your course fees are paid in full).

Should you require a replacement credential, please contact us on info@infront-training.com.au. A fee of \$25 for an original document, whereas an electronic copy is free of charge.

Consumer Protection

Feedback

Feedback is valuable both to the student from their facilitator and from the student to **Infront Training**. Everyone wants to know if they are doing a good job or where they need to make improvements.

On completion, you will receive an invitation to provide feedback firstly with a quick Survey Monkey online questionnaire and then a written document where the data is required by **Infront Training** to lodge with the government - called Quality Indicators.

It is important to us that you complete these feedback opportunities honestly. Of course you can also provide feedback positive or negative, at any time during your studies.

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Complaints and Appeals

If you have a complaint, grievance or wish to appeal any decision while enrolling or completing your training program, **Infront Training** encourages you to lodge your complaint in writing eg: via email as soon as possible to Carolyn@infront-training.com.au. This can include an appeal against an assessment result.

All complaints and appeals are taken very seriously and will be responded within 48 hours. A meeting or phone conference will be organised with your Trainer/Assessor to try and resolve the matter that is mutually beneficial to all parties. You may be accompanied by a representative, if desired, at any stage throughout this process.

Should you feel that your complaint, grievance or appeal has not been resolved appropriately; an independent third party can be requested by either party to assist with the resolution. Third parties may include, but not limited to, relevant training representatives (ASQA toll free 1300701801 or www.asqa.gov.au/complaints), legal representatives, Department of Fair Trading and/or Industry Skills Council.

All complaints and appeals will be documented by **Infront Training** and outcomes of complaints or appeals will be provided to students in writing. **Infront Training** reviews all complaints and appeals at our Management Review meetings and if appropriate will result in a continual improvement activity.

Student Rights & Responsibilities, Access & Equity

Infront Training will ensure that students have the right to:

- Receive training of a high standard that recognises individual learning styles and needs.
- All services offered by **Infront Training** regardless of race, colour, educational background, gender, marital status, age, sexual preference, pregnancy, physical or intellectual impairment or religious beliefs;
- Have their experience, knowledge and prior learning appropriately recognised through Recognition of Prior Learning (RPL) to determine any training/assessment requirements;
- Be treated with respect and fairness;
- Be advised of the learning outcome as well as assessment tasks for the course chosen prior to commencement;
- Appeal the results of an assessment;
- Efficient handling of all administrative matters ie enrolments, processing of fees
- Confidentiality, privacy and security of their records.

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Students of **Infront Training** are responsible for:

- Reading this student handbook and ensuring that it is understood
- Accepting the conditions of enrolment for the course undertaken;
- Providing accurate information at the time of enrolment and to advise of any changes;
- Paying all fees and charges associated with their course as required;
- Abiding by copyright and plagiarism laws and legislation;
- Recognising the rights of other students as well as staff and behaving in an appropriate manner towards them;
- Maintain regular participation and progress;
- Completion of training and assessment activities within agreed timeframes;
- Reporting any injuries or incidents of harassment or discrimination immediately to **Infront Training** staff.

What are Qualifications & Statements of Attainment?

The Australian Qualifications Framework (AQF) defines all nationally recognised qualifications and provides a single framework for all qualifications. Within the Vocational Education Training (VET) sector, these qualifications range from a Certificate I through to Certificate IV, then diploma, advanced diploma and vocational graduate certificate/diploma.

Each qualification is made up of a number of 'Units of Competency' (think of these as subjects). When competency is achieved following assessment in the required number of units, a full qualification can be issued. When competency has been achieved in only one or a number (ie not the full number required) of units of competency, then a Statement of Attainment for those units is issued.

Competency Based Training & Assessment

Competency based assessment is the process of gathering evidence to confirm that you can perform the required skills and knowledge outlined in each Unit of Competency.

Assessments you will be expected to complete may include:

- Practical business documents.
- Theory written assessments (short answer questions)
- Oral assessment (verbal questioning)
- Observation of you in a practical demonstration
- Structured Activities (case studies, scenarios, reports)
- Workbased evidence (Portfolio of tasks that you complete in your job role)

Competency based assessment does not have a marking scale and therefore, you will receive only one of two outcomes:

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Competent (C) – you have demonstrated the standard required
Not Yet Competency (NYC) – you must undergo further study to meet the required standard

Want to know more?

If you have any further questions, please do not hesitate to ask. It is best to write to info@infront-training.com.au and the appropriate person will respond.

Don't forget to view our website www.infront-training.com.au for any updates. We are here to help you.

Facebook: [infrontraining](https://www.facebook.com/infrontraining)

Unravelling training for your career path!

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