

WELCOME TO ESSENTRA

Essentra is a VETAB Registered Training Organisation (RTO) delivering nationally accredited training, leading to nationally recognised qualifications. Our focus is on high quality, accredited, cost effective training, tailored to organisational and to individual Learner needs.

Essentra is a not-for-profit organisation that promotes and supports Essential Personnel's employment and life skills program for people with disabilities.

Our Mission and Vision

Our Mission is to provide superior vocational training and assessment services. Our vision is to be a leading training provider to the community and business sector.

Qualifications offered

Essentra offers training in the following National Training Packages.

- Community Services Training Package;
- Business Services Training Package;
- Training and Assessment Package.

Further information regarding qualifications and requested Training Packages can be accessed at <http://www.ntis.gov.au> or <http://www.essentra.com.au>

Facilitators, Trainers and Assessors

Essentra's facilitators, Trainers and Assessors have as a minimum, the relevant qualifications specified by VETAB and the relevant training package. These include relevant and current qualifications, skills, knowledge and experience as appropriate and the required training and assessment qualifications.

Training and Assessment Standards

Essentra has policies that maintain high professional standards in the marketing and delivery of vocational education and training services. These policies and practices will safeguard the interests and welfare of learners.

All trainers will maintain a learning environment that is conducive to the success of learners. They will have the capacity to deliver the training and facilitate the assessments relevant to the training qualification and provide adequate facilities and use appropriate methods and materials.

Enrolment Procedures

Enrolment may be submitted at any time prior to the commencement date of training. An enrolment form must be completed in full before a learner can be enrolled into a course. A confirmation letter and invoice (if payment has not previously been made) will be sent to the person who completes the enrolment form. However if there is no vacancy the applicant will be contacted.

Whilst late enrolments will always be considered, guarantee of a place cannot be given prior to finalisation of all enrolments.

Essentra reserves the right to cancel training if sufficient enrolments are not received.

All applicants will be provided with –

- An enrolment application;
- A copy of Essentra's Learner's Handbook;
- Course information (units/modules);
- Fees and charges.

Code of Practice

Essentra provides the highest standard of vocational education and training in the qualifications we offer. We:

1. Conduct our business with honesty, integrity and diligence in all aspects of our activities.
2. Comply with all Commonwealth, state and territory legislation and regulations.
3. Advertise and market our training and assessment services openly, honestly and accurately.
4. Provide accurate, relevant and current information about our activities.
5. Clearly outline all our fees and charges on enquiry.
6. Clearly outline our fees refund policy at the time of application and prior to enrolment.
7. Enrol Learners into our courses on the basis of access and equity.
8. Recognise qualifications and statements of attainment issued by all Australian Registered Training Organisations.
9. Provide details of Recognition of Prior Learning (RPL) processes at the time of application and prior to enrolment.
10. Provide appropriate facilities, equipment and resources in a safe and healthy environment.
11. Do not accept any form of discrimination towards any group or individual.
12. Employ only appropriately qualified and experienced staff, including trainers and assessors.
13. Conduct fair, flexible, valid and reliable competency based assessments.
14. Provide a transparent assessment appeals procedure and ample opportunities for re-assessment.
15. Provide appropriate support to Learners or referral to external agencies for additional learning support where appropriate.
16. Encourage feedback and evaluation from our stakeholders to support our continuous improvement efforts.
17. Maintain accurate, appropriate training and financial records.
18. Provide timely and accurate information to government agencies and funding bodies.
19. Analyse and review all training delivery and assessment procedures to ensure continued best practice.
20. Ensure appropriate corrective actions are documented and implemented in a timely manner.
21. Recognise the cultural diversity of all Learners.
22. Ensure equal treatment of all Learners.
23. Encourage full participation and endeavour to assist all Learners to achieve course outcomes.
24. Provide equal access to learning resources.
25. Endeavour to provide flexible delivery to meet individual Learner's needs.

Marketing and Promotion

Essentra's marketing and promotion to Learners and, where appropriate, their employers, is carried out in highly ethical manner and in accordance with our Access and Equity policy. All enquirers are provided with Essentra's Enrolment Kit, which includes an enrolment application, Learner's Handbook and Training Information including details about the training about which they enquired. Access to training is open to all eligible applicants, subject to payment of fees.

Fees and Charges

All details of fees and charges relating to training and/or assessment for any course are provided prior to enrolment in the Course Information documentation. Payment of all fees and charges is required at the time of enrolment or at the latest once the confirmation letter has been received and will be receipted at the time of payment. The payment of all fees and charges is receipted and dated. Records of fees receipted are maintained and secured.

Fees may be applied differently for:

- Applicants receiving Centrelink benefits
- Applicants who are unemployed
- Not-for-profit community groups.

Fees generally cover training and where appropriate course materials.

Refund Policy

1. Essentra reserves the right to cancel any enrolment prior to the date of commencement. Should this occur all fees will be fully refunded.
2. Requests for refunds must be made in writing and submitted with relevant documentary evidence. Refunds will be made by cheque or electronic funds transfer to the nominated bank account of the person who paid them within 14 days, unless payment was made via credit card in which case fees will be automatically refunded to the original credit card account.
3. Where an applicant cancels his or her enrolment 14 days prior to course commencement, all pre-paid fees are fully refunded less 20% administration fee.
4. Where an applicant cancels his or her enrolment giving less than 14 days notice prior to course commencement, no refunds will be given.
5. Exceptions may be made to conditions 3 & 4 on medical grounds supported by a medical certificate or on other compassionate grounds at the discretion of Essentra.
6. As described in 5 above, if the learner withdraws from training he/she may re-enter the next available equivalent training at no additional charge. Another learner may be substituted in the event of illness or unforeseen circumstances.
7. This agreement does not remove the learner's right to take further action under Australian Consumer Laws.
8. If Essentra is unable to fully deliver the training we will endeavour to reschedule. As a last option we will refund a pro rata amount of the training fees within 14 days.

Attendance Requirements

All Qualifications offered by Essentra are offered on the basis of classroom-based attendance, flexible workplace projects, and/or self-paced distance learning. Learners enrolled in classroom based training are required to attend all pre-arranged training and to actively participate in the specified learning and assessment activities in order to achieve competency. Learners enrolled in workplace projects and/or self paced distance learning are required to conform to agreed timeframes for assessable tasks. When there are medical grounds supported by a medical certificate or compassionate grounds, alternative arrangements may be made at the discretion of Essentra.

Learner Support

Essentra endeavours to provide any learner with learning difficulties, such as in language, literacy and numeracy, the required level of support. However, if the level of assistance required is beyond our expertise, we will endeavour to refer the learner to the most appropriate external specialist agencies for additional support.

The Training Manager, our Trainers, Assessors and Facilitators are all available to discuss and support the learner with any concerns he/she may have during the training. Essentra encourages Learners to discuss concerns about their training or associated issues with the relevant Trainer(s). Essentra will advise or refer appropriately. Learners have the right to raise concerns with the Managing Director of Essentra should they not be satisfied with the response given.

Recognition of Prior Learning (RPL)/Recognition of Current Competency (RCC)

RPL or RCC is a process of acknowledgement and recognition for skills and knowledge acquired through previous:

- Formal or informal training (Industry or Education),
- Work experience (Paid or Unpaid), and/or
- Life experience

It is a process whereby evidence of prior learning provided by a candidate is assessed against the requirements of a competency standard. Judgement is made based on the nature and extent of progress towards satisfying the performance criteria set out in the standard.

Advantages of RPL include:

- Completion of training in shorter time
- Reduction in duplication of learning
- Fairer access to training and/or career paths
- Increased career and education options
- Cost reduction in education/training provision

If you believe you already have the skills and knowledge required to demonstrate competency you can request RPL/RCC. It does not matter whether you have acquired your skills and knowledge through formal learning, work experience and/or life experiences.

To request RPL/RCC you will need to:

- Read the check list of Competencies relevant to the qualification sought in the Training Information and compare your skills and knowledge against each unit of competency.
- This evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work).
- Complete the RPL section of the Enrolment Application if you wish to proceed.
- Essentra will contact you to progress the RPL process.

NOTE: Evidence will be required to support your claim.

If a Learner applies for, and is granted, formal recognition of prior learning (RPL) prior to course commencement, the duration of their program may be reduced by agreement.

You will be provided with a written report on the outcomes of the assessment for RPL.

RPL Assessors

Essentra's RPL Assessors have undertaken specialist training and as such are qualified to undertake RPL Assessments.

Recognition of Qualifications / Statements from other RTOs

Essentra recognises Australian Qualifications Framework (AQF) Qualifications and / or Statements of Attainment issued by any other RTO. We reserve the right to verify the authenticity of such documents as required.

Issuance of Qualifications

On successful completion of all units of competency you will be issued with the appropriate nationally recognised qualification. If you do not complete the entire qualification, a Statement of Attainment will be issued for successful completion of the individual units of competency.

English Language

Our training is all conducted in English.

Induction

Before commencing training with Essentra all Learners will be given the following information.

- Requirements for the award of the Nationally Recognised Qualification in which they have enrolled.
- The qualification to be awarded.
- Availability of recognition of prior learning (RPL) or recognition of current competency (RRC) and how to apply for it.
- The qualification, training content and how your competency will be assessed.
- How you can appeal if you do not agree with your assessment outcome.
- How you can seek extra help with your learning if you are experiencing any difficulties.
- The course delivery timetable and all venue details.
- Your obligations as an Essentra Learner, including attendance, code of conduct and performance requirements.
- You will be required to commit to a "Learner Agreement" at the commencement of your training.

Conduct of Assessment

Assessment is conducted in accordance with the Australian Quality Training Framework (AQTF) for RTOs 2005 and is competency based against the standards outlined in the units of competency in the relevant qualification. It may include:

- Pre-assessment to determine individual training needs
- Ongoing observational assessment during the training to judge how you are progressing
- Assessment of performance for the units of competency at the completion of training
- Recognition of prior learning (RPL) for recognition of current competency (RCC).

Assessments may be conducted in a simulated workplace and will involve the collection of sufficient evidence to demonstrate achievement of each unit of competency. This may include:

- Assessment of your knowledge and understanding
- Assessment of skills where appropriate
- Observation of the attitudes you demonstrate.

Assessment Methods may involve you in:

- Demonstrating your skills
- Producing a piece of work
- Answering written and/or oral questions
- Participating in group discussions
- Developing a portfolio of work
- Making oral presentations to your group
- Participating in a role play
- Solving a case study
- Submitting research assignments
- Self-assessment checklists

The outcomes of assessment are Competent or Not Yet Competent. At the completion of training, your record of assessment is kept and maintained on your personal training file. These records are available to you on request.

Assessment Appeals

If you are dissatisfied with an assessment outcome you can appeal that decision. In the first instance this involves speaking to the assessor to request a review of the evidence. The assessor may require you to provide further evidence.

If you are still dissatisfied with the assessment decision the Training Manager will arrange for an independent assessor to review the evidence. If you are found "Not yet competent" in a unit of competency you may be re-assessed for that unit of competency. Subsequent reassessment may incur additional costs.

Facilities and Equipment

Essentra uses only appropriate premises and venues, selected for their convenience and facilities appropriate to delivering training in the qualifications and courses on our scope of registration. All equipment is set-up, checked and maintained regularly to ensure effective and efficient operation prior to commencement of each session. Learners also have access to all the necessary instructional and assessment facilities, materials and equipment.

Evaluation

As part of our continuous improvement procedures you will be asked to complete regular evaluations following training. This is your opportunity to provide us with feedback on your training, facilitators, trainers and assessors, the training administration, training facilities, training and assessment activities and resources. Your comments enable us to make sure that your expectations are being met and to improve our services.

Legislative and Regulatory Requirements

Essentra is bound to identify and comply with all relevant Commonwealth, and state legislative and regulatory requirements, including, but not limited to:

- Age Discrimination Act 2004
- Disability Discrimination Act 1992 and NSW Disability Services Act 1993
- The NSW Occupational Health and Safety Act 2000
- Workers Compensation Act 1987
- Racial Discrimination Act 1995 and NSW Anti-Discrimination Act (NSW) 1977
- NSW VETA Act, 1990
- Apprenticeship and Traineeship Act 2001
- Sex Discrimination Act 1984
- Privacy Act 1998 and NSW Privacy and Personal Information Protection Act 1998
- Industrial and Commercial Training Act 1989 No 6

Copies of these Acts are accessible from Essentra or you can access them online at <http://www.legislation.nsw.gov.au>

Occupational Health and Safety

Essentra has a duty of care to staff, Learners and visitors to provide a healthy and safe environment in which to learn. As an Essentra learner you are also responsible for:

- Always conducting yourself in a safe and healthy manner.
- Ensuring the prevention of injury and disease to yourself, your facilitators, trainers, assessors and fellow Learners.
- Identifying and reporting to your facilitator, trainer or assessor any obvious hazards from equipment, facilities or the environment.
- Refraining from smoking in non-smoking work areas.
- Refraining from drinking and/or eating in the workrooms.

Learner's Handbook

Anti-Discrimination

Essentra is committed to providing a fair and equitable Institute for its Learners and visitors. Any discrimination or harassment of staff, Learners or visitors because of their age, gender, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability and/or sexual preference will not be tolerated.

All Learners are responsible for:

- Ensuring non-discriminatory or harassing behaviour at all times towards other Learners, staff or visitors.
- Reporting any discriminatory behaviour or harassment to your Facilitator, Trainer or Assessor.

Equal Employment Opportunity

When recruiting staff, Essentra will ensure that the principles of EEO will be implemented.

Essentra is committed to its staff remaining up-to-date with current trends in business, commerce and industry and in Training and Assessment. Staff members are encouraged to identify their training needs and to negotiate arrangements for addressing these needs.

Access and Equity

Essentra provides equal access to training and assessment services for all our Learners and where possible, conducts flexible training to meet their specific needs. Our commitment is to:

- Comply with all Commonwealth and State Legislation and regulations.
- Operate in an ethical manner in accordance with Access and Equity principles.
- Recognise the cultural diversity of all Learners and accept no discrimination of any sort.
- Provide all Learners with access to their training records and related files.
- Ensure appropriate wheel-chair and disabled person access to facilities, where necessary, noting that Essentra frequently hires third party premises to conduct its training.
- Ensure equitable treatment of all Learners including time provided by trainers and assessors.
- Encourage full participation by and assist all Learners to provide fair and equitable access to resources and information within appropriate timeframes.
- Identify and support Learner's with specific learning difficulties and endeavour to refer them to the appropriate agencies.
- Ensure that all our trainers, assessors, support staff and Learners comply fully with both the letter and the spirit of these principles.

Records Maintenance

Essentra keeps records of each Learner's full name, current contact address (as supplied by the Learner), commencement and completion dates of the Learner's training and competency outcomes.

All records are confidential and available to individual Learners on request. All records are maintained to ensure accuracy, currency and security. We are required to keep copies of your records for a period of 30 years. You may be asked to bear an administrative cost for re-issue of records and awards.

Complaints and Appeals

Essentra welcomes your feedback and suggestions on our services. We endeavour to respond to your suggestions and/or complaints promptly and with courtesy. If you have any problem, complaint or grievance with your Facilitator, Trainer or Assessor, the course content, the facilities or any component of the training/assessment or another Learner, you may lodge a complaint using the complaints procedure. Please ask your Facilitator, Trainer or Assessor, or any staff member, for a copy of the complaints procedure and Complaints/ Appeals lodgement form.

Learner Code of Conduct

A certain code of conduct is requested of all Learners and the trainer/assessor reserves the right to enforce the code of conduct. This 'Code of Conduct' will be provided on commencement of your training. If a Learner is unable to abide by Essentra's Code of Conduct, then Essentra reserves the right to invoke specific actions. Essentra will do all in its power to ensure all Learners receive fair and equal treatment.

Contact Details

Essentra's Head Office contact details are as follows:

Location: Level 4, 304 Crown Street, Wollongong NSW 2500
 Postal Address: PO Box 1156, Wollongong NSW 2500
 Phone: 02 4225 1134
 Fax: 02 4227 4805
 Email: info@essentra.com.au
 Web: www.essentra.com.au
FREECALL: 1800 558 144

The office is open during business hours 9 -5pm Monday-Friday.

Invitation

At Essentra we strive to provide all our Learners with an enjoyable and productive learning experience.

Amanda Calwell-Smith
Managing Director