Course Handbook
Certificate II in Community Services
CHC22015
Contents

Introduction ......................................................................................................................... Error! Bookmark not defined.
Essential Student Checklist .............................................................................................. Error! Bookmark not defined.
Contacts ............................................................................................................................. Error! Bookmark not defined.

General Course and Enrolment Enquiries for Future Students.................................... Error! Bookmark not defined.
Existing Students .............................................................................................................. Error! Bookmark not defined.

Costs, Refunds and Timelines ........................................................................................ Error! Bookmark not defined.
Unique Student Identifier ................................................................................................. Error! Bookmark not defined.
Overview of the Qualification .......................................................................................... 11
Standard course structure ................................................................................................. 12
Entry Requirements ........................................................................................................... 12
Student support .................................................................................................................. 13
Qualification Pathways ...................................................................................................... 14

Face to face Pathway ......................................................................................................... 14
Blended Pathway (Part online/part face to face) ............................................................... 14
Full online pathway ........................................................................................................... 14
Recognition of prior learning ........................................................................................... 15

Attending Training ............................................................................................................ 15
Assessment Requirements ................................................................................................. 15

Assessment Time Commitment ....................................................................................... 16
Workplace Supervisor’s Reports ....................................................................................... 16
De-identifying Personal Details when using Real Situations in an Assessment ................. 16
Plagiarism and Referencing .............................................................................................. 17

STUDENTS MUST KEEP A COPY OF THEIR ASSESSMENTS ....................................... 17
Assessment Extensions ..................................................................................................... 17
Assessments and Withdrawals .......................................................................................... 17
How Assessment Tasks are marked ................................................................................ 18
Assessments Requiring More Work ................................................................................. 18
Assessments Being Returned to Students ....................................................................... 18

Online Student Portal ..................................................................................................... 19

Accessing the Student Portal ............................................................................................ 19

Need Help? ........................................................................................................................ 19

Quality and Continuous Improvement ............................................................................. 19

Funded Training ............................................................................................................... 20
Privacy and Confidentiality ............................................................................................... 20
Complaints and Appeals ................................................................................................. 21

Complaints ....................................................................................................................... 21
Appeal of assessment decision .................................................................22
Rights and Responsibilities of Students .......................................................23
Legislation and regulatory requirements .......................................................24
Pathways to Other Qualifications ................................................................24
Vocational Education and Training (VET) Quality Framework ..........................24
   VET Quality Framework ........................................................................24
   Australian Qualifications Framework .....................................................25
   Standards for Registered Training Organisations (RTOs) 2015 .................25
   National Training Packages ....................................................................25
Recognition of Prior Learning ......................................................................26
Glossary ........................................................................................................27
Student Declaration ......................................................................................29
On behalf of The Spectrum Organization Association Inc. (Spectrum), welcome and thank you for choosing our Registered Training Organisation (RTO) to study through.

Our registration number is 2441. Information about Spectrum’s RTO can be found on www.training.gov.au

We pride ourselves on providing learning opportunities to meet the needs of people with varying abilities.

As an RTO we are required to comply with the VET Quality Framework, The Standards for registered training organisations, the Australian Qualifications Framework (AQF) and the other State and Federal requirements.

We welcome your feedback and will do our very best to ensure your experience with us is fulfilling and meets your learning needs.

The information contained in this handbook forms our Code of Practice.

The Spectrum Organisation is a non-profit, benevolent association.

Spectrum’s aim is to break down barriers for people with disabilities so they can live fully integrated lives in their own communities.

We are a self-funded community-based organisation, which operates various businesses to support our aims, including a Registered Training Organisation; fitness centre open to the general public, a Disability Employment Service and Disability Support Services.

Warm regards

Melanie Armstrong
CEO
Introduction

This course Handbook is an *information guide* only and not part of the assessment process. This Handbook is designed to provide students with any additional information they may require while completing the assessment process.

If you require further details, please contact Spectrum 07 38813310 or via email Training@spectrum.org.au
# Essential Student Checklist

To ensure you understand the requirements of the course you are undertaking we have provided a checklist to assist you in the process of becoming a student with SPECTRUM. Once you have read this handbook, please go through the checklist before applying.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>I have read the section on <strong>Costs, Refunds and Timelines</strong>, have checked the current qualification price on the website and understand the financial commitment involved.</td>
<td></td>
</tr>
<tr>
<td>I have read the <strong>Course Pathway Delivery Structure</strong> section and understand the attendance requirements of the qualification.</td>
<td></td>
</tr>
<tr>
<td>I have read the <strong>Assessment Requirements</strong> section and understand the assessment commitments of the course.</td>
<td></td>
</tr>
<tr>
<td>I am aware that some units of competency may require me to either undertake tasks within a workplace or collect evidence from a workplace.</td>
<td></td>
</tr>
<tr>
<td>I have indicated on my enrolment form if I feel I may need additional support or assistance in completing my course of study.</td>
<td></td>
</tr>
<tr>
<td>I am aware that when I enroll into my course I can access information and resources online <em>(See Online Student Portal)</em>.</td>
<td></td>
</tr>
<tr>
<td>I am aware of whom to contact within Spectrum if I need assistance <em>(See Contacts page)</em>.</td>
<td></td>
</tr>
</tbody>
</table>

**Students are required to sign the Declaration at the end of this document and return it to Spectrum prior to commencing their course of study.**
Contacts

General Course and Enrolment Enquiries for Future Students

All questions regarding when courses are starting, what they cover and how you apply, contact Training at:

Email: training@spectrum.org.au
Phone: 07 3881 3310

Existing Students

It is the responsibility of Students to inform Spectrum if any personal details change from the information provided on the enrolment form. Please contact Administration to update your information.

If you have any questions regarding your enrolment, completion plans, assessments, student support needs or if you would like to access your records, please contact our Admin Officer at:

Email: training@spectrum.org.au
Phone: 07 3881 3310
Costs, Refunds and Timelines

Please check the Spectrum website for current qualification costs. Go to www.Spectrum.org.au

Beyond qualification fees, there are no additional costs for Students if they successfully complete all requirements within the set timeframes.

<table>
<thead>
<tr>
<th>Payment Terms</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandatory Student contribution fee (Funded Training)</td>
<td>Full amount due prior to start date</td>
</tr>
<tr>
<td>Full Fee Students</td>
<td>An initial payment of not less than $250 to be paid prior to start date</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Refund Amounts and Timelines</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Refund minus 25% administration fee – Full fee paying</td>
<td>Within 2 weeks of the qualification start date</td>
</tr>
<tr>
<td>Refund minus 25% administration fee – Trainees and funded places</td>
<td>Within 2 weeks of the qualification start date</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Refund Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Refunds incur an administration fee, except where a course has been cancelled by Spectrum.</td>
<td></td>
</tr>
<tr>
<td>Qualifications Refunds</td>
<td></td>
</tr>
<tr>
<td>Depending on the circumstances, refunds (less a 25% administration charge) may be available for the first 2 weeks from the qualification start date, unless a traineeship or other funding attached. All withdrawals must be in writing. After that, point payments for training and assessment will only be refunded in exceptional circumstances. Students in exceptional circumstances can make application for special consideration to the National Training Manager.</td>
<td></td>
</tr>
<tr>
<td>Where Funding or a Traineeship is Attached to a Qualification</td>
<td></td>
</tr>
<tr>
<td>Depending on the circumstances, refunds (less a 25% administration charge) may be available for the first 2 weeks after the qualification starts. All withdrawals must be in writing. After that, point payments for training and assessment will only be refunded in exceptional circumstances. Students in exceptional circumstances can make application for special consideration to the National Training Manager.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assessment Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment costs are included in the qualification fees. An assessment cost only applies if a Student if their assessment task has been marked Not Yet Competent after two resubmissions and they wish to redo the assessment.</td>
<td></td>
</tr>
<tr>
<td>* Students must keep a copy of completed assessment tasks before sending them in</td>
<td></td>
</tr>
<tr>
<td>* Students must ensure they only send in fully completed assessments, as incomplete assessments cannot be forwarded to the assessor</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Re-assessment Costs</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-assessment after two NYC submission</td>
<td>$100</td>
</tr>
</tbody>
</table>
### Assessment Timelines

| Assessment resubmission (Assessor has marked assessment and additional work is required) | 2 weeks to resubmit |
| Assessment not handed in - automatic withdrawal | 6 months |

### Certificate Details

Certificate for qualifications or Statement of Attainments are included in the qualification fees unless a replacement is required. Certificates are only issued after all requirements are met and all fees have been paid. Where a Student has completed their course and all fees have been paid Spectrum will issue a Certificate or Statement of Attainment within 20 days of finalization of enrolment.

Requests for replacement qualifications or statements of attainment must be in writing and addressed to the National Training Manager. Written requests must have:
- Your full details including name, address, contact details and driver's license number
- The title of the qualification or units of competency achieved

The provision of the first replacement certificate is without cost, however additional replacements will attract a fee of $50. All decisions regarding replacement certificates reside with the National Training Manager.

### Certificate Replacements

| Replacement of Certificate or Statement of Attainment | $50 |
Unique Student Identifier

From January 1, 2015, all students enrolling in VET training require a Unique Student Identifier (USI). Your USI links all your training records and results for studies completed from 1 January 2015 onwards and are available to you as of 2016. Spectrum cannot issue your certificates or qualifications without your USI, so during the enrolment process, we will inform you how to set it up and can assist if you need help.

If you have a genuine personal objection to being assigned a student identifier or meet specific criteria, you may be able to receive an exemption. If you wish to apply for an exemption go to www.usi.gov.au. Spectrum must be notified if an exemption has been received. Students with exemptions will not be able to access their training results through the Commonwealth and their results will not appear on any authenticated VET transcript prepared by the Registrar.
Overview of the Qualification

The Certificate II in Community Services qualification may be used as a pathway qualification into community services work and may apply specifically to:

Workers who support individuals by providing a first point of contact in a crisis situation and referral to a broad range of services, or Workers in residential facilities and/or in community services under direct or regular supervision within clearly defined organisation guidelines and service plans.

This training prepares you for work in:

- Providing assistance and support to people accessing a service or experiencing issues such as alcohol and/or other drug issues;
- Assisting people in meeting their immediate needs e.g. by providing shelter and food;
- Providing short-term contact with people in a crisis situation during which time they establish a helping relationship to define the crisis and provide referral information where appropriate;
- Providing ancillary services such as catering, cleaning, laundry, gardening and home maintenance
- Reporting directly to a supervisor and are not responsible for other workers.

This qualification may provide an appropriate pathway into higher level qualifications, such as those in aged care, mental health, disability and home and community care.

The qualification consists of a total of 9 units consisting of 5 core units and 4 core electives.
Standard course structure

Spectrum has a standard course structure for each of its courses, which outlines the core units and standard electives which are delivered as part of the program of study. If you wish to choose different electives from those offered within the standard structure please speak with your course advisor.

<table>
<thead>
<tr>
<th>Core Units</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCCOM001</td>
<td>Provide first point of contact</td>
</tr>
<tr>
<td>CHCCOM005</td>
<td>Communicate and work in health or community services</td>
</tr>
<tr>
<td>CHCDIV001</td>
<td>Work with diverse people</td>
</tr>
<tr>
<td>HLTWH5001</td>
<td>Participate in workplace health and safety</td>
</tr>
<tr>
<td>BSBWOR202</td>
<td>Organise and complete daily work activities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Electives</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCVOL001</td>
<td>Be an effective volunteer</td>
</tr>
<tr>
<td>HLTAID002</td>
<td>Provide basic emergency life support</td>
</tr>
<tr>
<td>BSBWOR201</td>
<td>Manage personal stress in the workplace</td>
</tr>
<tr>
<td>CHCDIV002</td>
<td>Promote Aboriginal and/or Torres Strait Islander cultural safety</td>
</tr>
</tbody>
</table>

Entry Requirements

There may be specific entry requirements applicable to your course of study. These requirements will be outlined to potential students before they are enrolled in any program of study. All Students are expected to have basic numeracy and literacy skills including reading, understanding and following WHS and other work related instructions, recording information and perform basic calculations such as additions and subtraction. Spectrum may ask students to undertake language, literacy and numeracy testing where there may be indicators that a student does not possess these skills.

Sometimes a person’s language level means they need some assistance and this may not be identified until the first assessment is submitted. If your language level does not meet the above standards, then Spectrum may recommend that you continue study once these levels are reached.
Student support

Beyond entry level language requirements, Spectrum makes every effort to accommodate Student learning needs and offers reasonable adjustment where possible.

Needs could relate to:

- physical or intellectual Ability
- language, literacy and numeracy
- mental illness
- cultural or ethnic backgrounds
- location or
- socio-economic factors

Types of support Spectrum may be able to provide include:

- Extensions on assessment due dates (conditions apply)
- Individual negotiation around assessment evidence as long as it doesn’t compromise the integrity of the competency outcomes
- Information about support services
- Negotiation with your supervisor or other relevant workplace person where workplace support is the most appropriate assistance
- Support from assessors to help understand assessments by negotiating with Spectrum to spend additional individual or group time with an assessor

Spectrum can make an initial assessment based on the information you provide, by matching that against what Spectrum can offer.

Please note that while Spectrum makes every effort to accommodate Student support needs, it may not in all circumstances be able to provide particular individuals with the range or level of support, which may be necessary for them to successfully complete the course.

Where a Student has negotiated to receive support and does not participate in that support, Spectrum will provide one opportunity to renegotiate the support, after that Spectrum reserves the right to withdraw future support unless there are exceptional circumstances. For example, if a Student has negotiated to discuss an assessment with an assessor and is not available at the time negotiated; an alternative time may be negotiated, pending availability of the assessor. If the Student is not available at the renegotiated time, Spectrum may withdraw future support unless exceptional circumstances can be demonstrated.
Qualification Pathways

Your qualification enrolment form has tick boxes for each completion pathway. If you are not sure which is the best option for you or you change your mind after your enrolment is processed, you can contact Spectrum for assistance. A change in pathway may incur additional fees depending on the option.

Face to face Pathway

The coursework pathway for this course consists of a number of face-to-face workshops. Each workshop covers at least one unit of competency and are delivered as outlined in the course timetable, which is available through your student portal or by contacting Spectrum.

A typical training day consists of a range of activities, which may include theory, large group discussions, small group activities, individual exercises, DVD excerpts and workplace simulations and demonstrations.

At training, you are provided with resources that contain information and activities that are covered in the training and that will help inform your assessment tasks.

Blended Pathway (Part online/part face to face)

This option is most suited to Students who are not able to attend all of the face-to-face workshops and who are confident in working independently. In addition to attendance at face to face workshops student are also able to work independently through Spectrums online learning system. On enrolment in this pathway, students will be given access to Spectrums online portal.

Full online pathway

This option is most suited to Students who are confident with independent learning, have good computer skills, access to a computer and are not able to attend face-to-face classes. Students enrolling in this pathway will be given access to Spectrums online learning portal.
Recognition of prior learning

If you have completed relevant study or you have relevant experience Students may apply for recognition of prior learning for some all or all of their course of study If you wish to undertake this process you will be required to submit evidence to Spectrum regarding your previous learning and work experience. A qualified assessor will review the evidence against the qualification being studied. At the conclusion of this process, you will be notified of the result of assessment, the units of study you have received either credit transfer or RPL recognition for and those units which you will need to undertake further training and assessment for.

Attending Training

It is expected that Students in both the face-to-face program and the blended program attend these workshops on a regular basis. If you are unable to attend a session, please contact Spectrum as soon as you become aware of your inability to attend. All workshop times and locations are available to students through their student portal. Spectrum does not pay for any costs related to travel for Students to and from the training venue.

Assessment Requirements

Spectrum utilizes a range of assessments to ensure that students are competent. Students will be informed what assessments they are required to undertake for each unit.

Assessments may include but are not limited to:

- A log book of activities undertaken in a work environment
- Questions and answers
- Roleplays
- Scenarios and answers
- Simulations
- Workplace documentation
- Supervisor's Workplace Report
- Workplace examples and Stories of Practice
- Review, reflection and recommendations of a workplace topic or activity
- Research
- Reflections or discussions on historical events
- Workplace Policies & Procedures
- Multiple choice, true/false
- Presentations
Assessment Time Commitment

The number and type of assessment tasks vary for each course, depending on the content of the unit or units being covered.

Each assessment may take several hours or more to complete, depending on the subject matter and complexity of topics. Some assessment tasks will need to be completed in the workplace, while others can be completed at home. Some assessments are straightforward and done in one sitting, while others may require you to gather evidence over a period of time.

Also, the amount of time it takes each person will vary depending on things like individual learning styles, level of experience and number of competing demands during work and personal time.

You are strongly encouraged to start assessment tasks quickly after the training for the following reasons:

- The information is still fresh, making it easier to complete the assessments
- Some assessment tasks may require collecting evidence over a period of time
- Different assessment tasks will take different lengths of time, depending on the subject matter and the complexity of the topics
- Unexpected situations occur in both personal and work life, which often impacts on the time you think it takes to complete assessments
- If student support is needed, letting Spectrum know as soon as possible increases the potential for options to help you

Workplace Supervisor’s Reports

Some units of competency contain an assessment item called a Workplace Supervisor’s Report, which asks your supervisor to tick off against a list of skills and knowledge demonstrated by you in your day to day work. This report confirms that you are performing at an expected level for your role. These reports are considered supporting evidence and help the assessor to gauge where you are at in terms of skill and knowledge level.

The following provides a guideline to how supervisors can give quality feedback in supervisor reports:

Tick boxes where the Student is demonstrating or well on the way to demonstrating a good working knowledge of each item listed. Make specific comments on how Students demonstrate this in their role. Supervisors then need to sign the document and provide Spectrum with contact details.

De-identifying Personal Details when using Real Situations in an Assessment

Some assessment tasks ask Students to reflect on or report on actual workplace events. Whenever using real life workplace examples, it is important to maintain the privacy of those involved. Personal details such as name, address and phone numbers should be removed. If using a false name, this should be stated at the start of the assessment. Assessments not clearly de-identifying personal details of a real person may be sent back unmarked.
**Plagiarism and Referencing**

Plagiarism means using another person’s work and not referencing it, therefore representing it as your own. If you use someone else’s work e.g. research from the Internet or a journal, you need to reference it and also explain it in your own words to show you have understood it. All of the following are considered plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged failing to adequately reference the work of others; copying part or all of another person’s work; submitting work that in part or in its entirety has been copied from written material or electronic material including the Internet.

Plagiarism is considered serious. Any work containing plagiarized material can be assessed as “Not Yet Competent” and the person may not be able to attend SPECTRUM training as a result. Where a Student has plagiarised for the first time, they are given an opportunity to redo their work once. This is considered a resubmission. If at any time you disagree with the decision made by Spectrum please follow our complaints and appeals process, which can be found in this handbook.

**STUDENTS MUST KEEP A COPY OF THEIR ASSESSMENTS**

Whether you send in your assessment by post or email, Spectrum does not take responsibility if it is not received. In either case, if your assessment does not reach Spectrum and you have not kept a copy, you will need to redo the assessment and resend it in order for it to be marked. It is up to individual Students to check if their assessment has been received by Spectrum.

**Assessment Extensions**

Spectrum grants Students assessment extensions on a case by case basis. All extension requests need to be in writing and sent to the Senior Admin Officer. Trainers are unable to provide extensions to students. Generally, two week extensions are granted. In exceptional circumstances, a Student may request a longer extension but this requires you to provide a written request explaining your circumstance and the impact on your studies. Requests for additional extensions due to exceptional circumstances are assessed case by case.

**Assessments and Withdrawals**

It is expected that Students regularly submit assessments to Spectrum, where a student has not submitted any assessments for a period of 3 months Spectrum will contact the student to determine their current status in relation to the course.

If Spectrum has not received an assessment for a period of 6 months they will be automatically withdrawn from the course and will be required to reenroll and pay all fees and charges associated with that reenrollment. There can be cases where a Student may be withdrawn earlier but Spectrum will provide warning before this happens. Once you have been withdrawn, you must re-enroll and pay a reenrollment fee of $50.
How Assessment Tasks are marked

Training packages use competency based assessment, which means that the skills, knowledge and attitude required for a certain task or position are assessed. A person’s competence is measured against the relevant industry competency standards or course performance criteria and not against other Students.

There are two possible results you can receive: Competent (C) or Not Yet Competent (NYC). Not Yet Competent will only be given if a Student has been provided with two opportunities to resubmit work that has not met the requirements of the assessment. However, if the assessor believes that you need some support, they will make recommendations accordingly. If you have support needs that you believe are making it difficult for you to pass your subjects, please let Spectrum know as soon as possible, to see if there are support options for you.

Assessments Requiring More Work

If an assessment task does not answer all the questions adequately, Students are given up to two opportunities to resubmit work. When a Student is required to resubmit work, the assessor via Spectrum provides them with information on what needs to be resubmitted, whether it be that they have misunderstood the question or have not answered it in enough detail to demonstrate their skills and knowledge. Each resubmission is due two weeks after the Student is informed.

Assessments Being Returned to Students

SPECTRUM returns marked assessments by email unless a Student requests their original hard copy version be returned to them. Spectrum only keeps hard copy assessments for six months after they have been marked, then destroys them. After that time, only electronic copies are available.

SPECTRUM attempts to return assessments to Students within 4 weeks of submission where possible. Delays may occur from time to time, particularly at the end of year holiday season when assessors do not work. If you are concerned that your assessment has not been returned within the timeframe, please contact Spectrum.
Online Student Portal

SPECTRUM recognises the need for Students to be able to access course information and documents from anywhere at any time. To meet this need SPECTRUM has created the Student Portal, which can be accessed 24 hours a day, 7 days a week.

Through the student portal Students can;

- Access their course timetable
- Review and update personal details
- Access relevant policies and procedures
- Access all correspondence between the student and Spectrum
- Contact Spectrum
- View their progress
- View any invoices or charges related to their enrolment

Accessing the Student Portal

All students who are completing a qualification through Spectrum are provided access to the student portal. As part of your enrolment process Spectrum will email you your login details and a link to the portal. You can also access the student portal through the Spectrum website: www.spectrumtraining.edu.au

Online Student Portal

Students who are accessing their learning and assessment materials through Spectrum’s online learning portal will be provided with these details separately. You can also access the online learning portal through the Spectrum website: www.spectrumtraining.edu.au

Need Help?

If you have not received a login within two weeks of your enrolment or request for access to either the student or the online learning portals, please contact training@spectrum.org.au.

If your login details are not working or you are having any other problems accessing the system please contact training@spectrum.org.au.

Quality and Continuous Improvement

Spectrum aims to provide relevant and high-quality services that meet the needs of Students. To achieve this, Spectrum is committed to an ongoing monitoring and evaluation feedback system that fosters both open communication and contributions from stakeholders. Feedback sheets are provided to Students at the end of each course and can be found at the back of learning materials provided at training. We may contact you after you have received a marked assessment task to get feedback on your experience. This information helps us to improve the study experience for all Students.
Funded Training

A number of Spectrum’s courses attract government funding or subsidies. These programs are designed to provide opportunities for students, who meet the relevant eligibility criteria, who are unable to meet the financial commitments of Fee for Service Training due to personal financial circumstance to be able to undertake training at a reduced cost.

It is important to note that different courses and different funding programs have different sets of eligibility criteria so if you think you may be eligible for a subsidy to assist you with your study please contact Spectrum.

Students should also be aware that accessing certain types of funding may have an effect on their ability to access other forms of funding in the future.

Privacy and Confidentiality

Spectrum is committed to upholding and abiding by the Australian Privacy Principles (APPs) under the Privacy Amendment (Enhancing Privacy Protection) Act 2012. All personal information held by Spectrum remains confidential and protected and is only used and disclosed under circumstances authorized by the act.

Please note if a student’s course is paid by the employer, the student will be required to agree to allow Spectrum to disclose information about their studies to their employer.

Spectrum only collects information that is relevant to providing training services and collects this information directly from the person or through someone they have given permission to provide it. It is Spectrum’s responsibility to keep information as accurate, up-to-date and complete as possible and we have policies and procedures in place to ensure this. If Spectrum receives personal information about a person through an unauthorised party, we inform the person if it is relevant information or else we destroy or de-identify it, as long as it is legal to do so.

All personal information held by Spectrum remains confidential and protected, and is only used for the reason it was collected. Spectrum will not pass on any personal information to a third party without permission. Spectrum stores electronic records securely through Jobready, an Australian-based student record management system provider and hard copy files are kept in locked cabinets. We only keep your information for as long as it is required and then destroy it so no one else can access it.

Spectrum only uses personal information collected from you for the reasons it was collected. Primarily, we collect it to provide you training services and to check if you are interested in further study. When we contact you regarding further study, you are given the option to opt out from further contact about other courses.

You have the right to access or correct the information we have about you and can do so by making a formal request. It is our responsibility to provide this information to you in a reasonable amount of time and in the format you request, as long as it is reasonable for us to provide it in this way. Our contact details are at the end of this document. If at any time you believe your privacy has been breached, you have a right to make a complaint through us or through the Office of the Australian Information Commissioner whose details can also be found at the end of this document.
If you have a general enquiry about Spectrum, you do not have to give us a name or you can use a different name if you do not want us to know who you are. It is only when you want to discuss your studies or information we have about you that we need to know who you are.

**Complaints and Appeals**

Spectrum values and practices openness, fairness and accountability in the conduct of its activities including any investigations that may arise from Student feedback. We act on feedback quickly and aim for efficient and equitable resolution of Student’s complaint and appeals.

All staff involved in complaints and appeals handling will treat information as confidential. This means that the name or identity of the person complaining/appealing, and any other private information, will only be given to people who need to know it in order to deal with the issue. Spectrum will endeavor to protect complainants, and other people who provide information, from any reprisals or victimisation, which may occur as a result of making a complaint/appeal. If a Student feels that they are being treated unfavorably by training personnel following a complaint or appeal, they should immediately contact the National Training Manager. Spectrum is committed to the resolution of complaints and appeals in a fair and timely manner by ensuring that Students:

- are clearly informed in a timely way about how to complain or appeal
- have an opportunity to present their case
- have access to an independent representative if needed
- are clearly informed of the outcomes of the complaint or appeal
- have their complaints and appeals resolved within realistic and fair timeframes

**Complaints**

A complaint can be lodged about any aspect of the Spectrum training services except an assessment decision. To seek a review of an assessment decision, Students must lodge an appeal. Students may lodge a complaint where they feel that:

- their privacy has been breached
- competencies and assessment processes were not adequately explained
- they were not consulted about, or did not take part in, planning their assessment
- assessment was conducted differently to the planned process
- assessment evidence provided was misinterpreted
- assessment procedures were inappropriate, incomplete or incorrect
- assessor(s) and/or trainer(s) showed bias, misjudgment or inappropriate behavior
- there was a mistake in recording the assessment decision
- they were wrongly excluded from the training or assessment program
- another Student or an Spectrum staff member has treated them unfairly
SPECTRUM treats every complaint as a serious matter and attempts, where possible, to negotiate a satisfactory outcome for all parties. Steps to make a complaint:

1. Contact either your training coordinator or Spectrum’s National Training Manager to discuss the complaint and to see if it can be resolved informally.
2. If the situation is not resolved informally, you will be asked to formally submit the complaint in writing for a formal review. This review will be undertaken by the National Training Manager.
3. If the situation is not resolved through the formal process, the complaint will be escalated to Spectrum’s CEO.
4. If the complaint is still not resolved, you can contact a relevant external body listed below.

The National Training Manager is responsible for dealing with all formal complaints according to Spectrum’s policies and procedures.

**Appeal of assessment decision**

To lodge an appeal against an assessment decision, the person making the appeal must have been assessed as ‘not yet competent’ in at least one part of the assessment activity or event. To raise concerns about the process of the assessment not being conducted in a supportive learning environment, Students should do so by registering a complaint.

An appeal may be lodged in relation to:

- the outcome of an assessment activity or event that relates to a nationally recognised module or course
- the outcome of a RPL application

To lodge an appeal please follow the following process:

1. Make an informal approach to the original assessor and ask for the clarification of the decision or for the assessment in question to be reassessed
2. If you are not satisfied with the result of the informal process, you will be required to lodge an official appeal, stating the grounds on which your appeal is based with the National Training Manager. The National Training Manager will then investigate the appeal and notify you of the outcomes
3. If you are not satisfied with the outcome of the investigation by the National Training Manager you may request that your appeal be considered by Spectrum’s CEO
4. If you are still not satisfied with the result of your appeal you may request that Spectrum has your assessment externally assessed
5. If you are still not satisfied with the result you may appeal the decision by taking it to the Australian Skills Quality Authority (ASQA)

Where Spectrum considers more than 30 calendar days are required to process and finalise the complaint or appeal, Spectrum will inform you in writing, including reasons why more than 30 calendar days are required and will regularly update you on the progress of the matter.
Lodging a complaint with an external agency

If you believe that your complaint or appeal has not been treated reasonably and fairly, you can lodge a complaint with the following bodies:

<table>
<thead>
<tr>
<th>The National Training Complaints Hotline for VET students</th>
<th>Phone: 13 38 73 <a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Skills Quality Authority Complaints Team (issues around training and assessment services)</td>
<td>Phone: 1300 701 801</td>
</tr>
<tr>
<td>Anti-Discrimination Board (issues around discrimination)</td>
<td>Phone: 92685544 Toll Free: 1800 670 812</td>
</tr>
<tr>
<td>Human Rights and Equal Opportunity Commission (issues around equity and fairness)</td>
<td>Phone: 9284 9600 Hotline: 1300 656 419</td>
</tr>
<tr>
<td>Office of the Australian Information Commissioner (Issues around privacy)</td>
<td>Phone: 1300 363 992</td>
</tr>
</tbody>
</table>

Rights and Responsibilities of Students

Spectrum attempts to provide training and assessment services in a spirit of co-operation and mutual respect and is committed to the welfare of all course Students by complying with WHS, anti-discrimination and equal opportunity legislation. It is expected that mutual respect and the rights of others be observed at all times.

As a Student you can expect:

- Suitably qualified trainers and assessors
- Appropriate teaching methods and materials
- Professional conduct
- Clean, comfortable facilities suitable for adult learning
- Accurate and current information
- Opportunities for input into your learning needs

As a Student, you are entitled to:

- Be treated with courtesy, fairness and respect
- Privacy concerning personal information, subject to statutory requirements
- Learn in an environment free of discrimination and harassment
- Be informed of assessment procedures (if applicable)
- Lodge a complaint through the grievance process if needed

As a student, it is your responsibility to:

- Treat other people with courtesy, fairness and respect
- Attend training events where applicable
- Submit completed assessment in a timely manner
- Be punctual and attend regularly
- Not engage in plagiarism or cheating in any assessment
- Make and keep a copy of assessments you submit
- Observe normal safety practices, including no smoking in buildings or any outside area other than the designated area
• Behave in a responsible manner, by not littering, harassing or offending fellow Students or staff, damaging property or persons
• Not attending class when you are affected by Drugs or Alcohol
• Inform Spectrum of any changes that affect your studies, such as change of personal details or employer

If you are unable to meet your responsibilities, you will be asked to talk to the National Training manager regarding changes to be made, including the possible cessation of attendance. In the specific case of an individual attending training/assessment activities under the influence of alcohol or illegal drugs, the student will be excluded from the training even, where appropriate their employer may be notified and assistance to access appropriate referral agencies will be offered. If an incident of this nature on more than one occasion, the Student in question will be formally withdrawn from the course and no refunds of any fees or charges paid will be applicable. Spectrum has a zero tolerance policy around Students and trainers attending training events while under the influence of alcohol or illicit drugs.

Spectrum is responsible for providing you clear and detailed information about the service you are signing up for and the costs associated with this. Spectrum is also responsible for the quality of the training and assessment in compliance with the RTO Standards 2015 and for the issuance of certificates and statements of attainment for those eligible to receive them.

Legislation and regulatory requirements

Spectrum complies with the relevant requirements of the following acts and standards and any other relevant state or federal legislation. It ensures Students are informed of these requirements where they affect their participation in vocational education and training.

Pathways to Other Qualifications

The Qualification, which you are undertaking, may offer you pathways to additional study opportunities either within the VET sector or within Higher Education. If you are interested discussing the pathways relevant to your qualification please speak with your training coordinator.

Vocational Education and Training (VET) Quality Framework

VET Quality Framework

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the VET sector are enforced. The VET Quality Framework comprises:

• The Standards for Registered Training Organisations (RTO) 2015
• The Fit and Proper Person Requirements
• The Financial Viability Risk Assessment Requirements
• The Data Provision Requirements, and the Australian Qualifications Framework
Australian Qualifications Framework

The Australian Qualifications Framework (AQF) enables different training organisations throughout Australia to issue the same type of qualifications. The same rules apply throughout Australia. The AQF outlines the general requirements for the issuance of qualifications at different levels. Information on the AQF can be found at: www.aqf.edu.au.

Standards for Registered Training Organisations (RTOs) 2015

The objectives of the Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia’s vocational education and training (VET) system.

Compliance with the Standards is a condition for registered training organisations and for applicants seeking registration under the Act.

It enables different assessors throughout Australia to accept the assessments of each other because they follow the same rules and assess to the same standards. It also enables people to gain a qualification through the recognition assessment process.

National Training Packages

National Training Packages enables specific workplace competencies to be identified across all industries in Australia. This means that, in those industry areas where national workplace competencies have been identified, a Student can be assessed against them by a qualified assessor.

You can access a copy of the latest competency standards (and the rules for assessment) for any course or unit of competency from www.training.gov.au.
Recognition of Prior Learning

Recognition is a process where an experienced person or worker can apply to a qualified assessor to determine if they have the skills and competencies to be awarded a national vocational qualification. Recognition is often known as Recognition of Prior Learning (RPL) or sometimes as Recognition of Current Competencies (RCC). The person must be able to provide enough evidence, as negotiated with the assessor, to demonstrate their competence. In having their skills assessed, the Student may seek the support of their workplace employer/supervisor for part of their evidence. This could involve as little as the employer supplying a written or verbal reference.

In terms of the time required to undergo a recognition assessment, this varies from Student to Student. At the minimum, several meetings between the Student and their assessor are usually required to help identify types of evidence and discuss what has been submitted.

Assessment can be based on a variety of evidence. There are lots of ways a person can demonstrate that they are competent including workplace evidence, completed studies and professional development, supervisor reports and assessor interviews. It is important that the assessor negotiate a mutually suitable process with the Student.

There are a number of possible outcomes from an RPL assessment. These outcomes are:

- Student is assessed as competent and attains the qualification or unit of competency for which the RPL was undertaken
- Further evidence is required before a decision can be made
- Student is assessed as not yet competent and is required to undertake additional training and assessment activities in order to be deemed competent.
Glossary

Appeal process
This process allows for the person being assessed, or an employer, to have an assessment reviewed. This may result in part of an assessment being repeated or carried out in a different way.

Assessment
Assessment is the process whereby the assessor reviews evidence that the Student has submitted and makes judgments on the ability of an individual to perform certain tasks or skills.

Assessment process
The assessment process is the steps agreed to by the Student and the assessor to most suitably complete the assessment activities.

Assessor
An assessor is someone who has the skills and knowledge to conduct assessments. RTO must use assessors who have the assessment qualifications required by the training package guidelines.

Competency unit
Competency is a fixed arrangement of knowledge and skill needed in the workplace for a particular task. Elements are lists of outcomes that make up the competency unit. All the elements, together with essential skills and knowledge describe the competency unit.

Evidence
Evidence is information gathered that shows proof of competency. It can take many forms and be gathered from a number of sources. Evidence must be valid, authentic, sufficient and current to enable the assessor to make the assessment judgment.

Extension
A Student may apply for an extension of time beyond the due date to complete an assessment.

Portfolio
A portfolio is a collection of materials, such as original documents, work samples, certificates, etc. that are put together for a specific purpose.

Qualification
A qualification is the formal declaration, issued by a RTO, stating that a person has achieved all the requirements of a National Training Package or an accredited course.

Reasonable Adjustment
Reasonable adjustment is when the assessment method is altered to meet individual or Student needs while remaining valid and reliable.
Recognition process
This term may be called Recognition of Prior Learning, Recognition of Current Competency, Skills Recognition, or simply Recognition. All of these terms refer to the process of accepting a person's skills and abilities regardless of how, when or where the learning occurred. This includes any combination of formal or informal training and education, work experience or general life experiences. The assessor must be confident that the Student currently possesses the competencies being recognised. The assessor may request a variety of evidence from the Student that could include documentation, references from employers and workplace observations. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Registered Training Organisation (‘RTO’)
A Registered Training Organisation (RTO) is a training organisation that has met the standard for training and assessment according to national requirements.

Self-assessment
Self-assessment is a process that allows Students being assessed to collect and provide evidence on their own performance against the competencies in a certain qualification. This method is often used to help the Student and the assessor to determine what evidence is valid and where the gaps may be.

Special consideration
Special consideration may be made to the assessment process to meet the individual needs of the Student. Students may need particular attention because of personal needs, such as language difficulties, disabilities, cultural requirements, etc. All information provided to the assessor and RTO about special needs remain confidential.

Statement of Attainment
Statement of Attainment is a record of recognised competencies. The Statement of Attainment may contribute towards a qualification if a Student has or undertakes further training, assessment or recognition. The Statement of Attainment is issued by an RTO when competencies have been successfully assessed.

Training Package
A Training Package is a set of nationally approved competencies, assessment guidelines and qualifications for a specific industry or work sector. The Certificate III in Disability Work and all of the competencies in this qualification are from the Community Services Training Package. This qualification is recognised nationally by training organisations and the Disability Work industry sector.
Student Declaration

All students are required to sign and return this page to Spectrum on or before they commence training

I ________________________________ have read and understood the information contained in this course handbook relating to the following course

Course Name: Certificate II in Community Services

Date: ________________________________________________________________

Signed: _____________________________________________________________

Please return to Spectrum Training with your enrolment form and photo identification to complete your enrolment application.

Spectrum Training, PO Box 2107, Strathpine Centre, QLD 4500
Or
Via e-mail to : training@spectrum.org.au