



Student Handbook

As a Registered Training Organisation, Signature Learning & Development Pty Ltd has agreed to operate within the VET Quality Framework for NVR Registered Training Organisations.

The information contained in this handbook outline our commitment to training and our policies for providing quality training and assessment services.

Contents

1.	INTRODUCTION	4
2.	ABOUT SIGNATURE LEARNING & DEVELOPMENT	4
3.	UNDERSTANDING THE PROCESS	4
3.1	What is Vocational Education and Training (VET)	4
3.2	What is Competency Based Training (CBT)	5
3.3	What is Competency Based Assessment (CBA)	5
3.4	What is an RTO?	5
4.	QUALIFICATION LEVELS	6
5.	ESSENTIAL STANDARDS AND CONDITIONS OF REGISTRATION	6
6.	ENSURING QUALITY IN TRAINING & ASSESSMENT	7
6.1	Assessments	7
6.2	Issuing Qualifications	9
7.	RTO STAFF	10
7.1	RTO Staff Code of Practice	10
8.	STUDENT PROGRAM INFORMATION	11
8.1	Enrolment Process	11
8.2	Working with persons under 18 years of age	12
8.3	Traineeships	12
8.4	Fees & Refunds	13
8.5	Pre-Requisites	14
8.6	Student Support	14
	Prior to enrolment:	14
8.7	Student Support	15
8.8	Requesting Information	16
8.9	Retention of Client Records	16

Signature LEARNING

8.10	Language, Literacy & Numeracy (“LLN”)	16
8.11	Access & Equity	17
8.12	Privacy	17
8.13	Workplace Health, Safety and Welfare	18
8.14	Student Rights & Responsibilities	18
8.15	Disciplinary Procedures	18
8.16	Feedback from Students	19
9.	EXISTING QUALIFICATIONS	20
9.1	What can be Recognised?	20
9.2	Credit Transfer (CT)	21
9.3	Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)	21
9.4	Acceptable Evidence	21
9.5	Where CT, RCC or RPL can’t be granted	21
10.	RTO COMPLAINT	22
10.1	How to Notify a Complaint	22
10.2	How is a Complaint Handled?	22
10.3	Complaint Appeals Process	23
10.4	General	23
11.	APPEALING A DECISION	23
11.1	Appeals Process	23
11.2	How is an Assessment Appeal Handled?	24
11.3	Further Assistance	24
11.4	General	24

1. INTRODUCTION

This handbook explains the services offered by Signature Learning & Development and the essential standards registration which guide how we operate as a Registered Training Organisation (RTO).

It also explains the processes for enrolment in RTO programs and for recognition of existing qualifications and / or competency. Also included are details about the rights and responsibilities of all Students in the training programs, including how to make a complaint or appeal against a decision or an assessment, or against any RTO Staff.

2. ABOUT SIGNATURE LEARNING & DEVELOPMENT

Signature Learning & Development pledges itself to excellence in the delivery of quality training and assessment. Signature Learning & Development has been created by experienced industry trainers that have formed a Registered Training Organisation so they can focus on quality delivery & assessment throughout NSW.

As an RTO, Signature Learning & Development will established itself as a leader in the delivery of highest quality training and support our clients.

3. UNDERSTANDING THE PROCESS

To explain how the system works, we need to look at some of the individual parts.

3.1 What is Vocational Education and Training (VET)

VET stands for Vocational Education and Training. Its aim is to develop the workforce with the skills and knowledge needed by industry.

Our organisation is registered to provide VET qualifications. These qualifications are based on National Training Packages and will be recognised throughout Australia both by employers and by other RTOs (e.g. TAFE colleges, private providers).

3.2 What is Competency Based Training (CBT)

CBT is the method of providing training to ensure that the student has the skills they require to work effectively and safely in the workplace.

3.3 What is Competency Based Assessment (CBA)

CBA is the method of deciding whether a student has achieved the level of skill they require to work effectively and safely in the workplace. It involves gathering and judging evidence in order to decide whether someone has achieved the required level of skills.

Using CBA, there are no “grades” like in school. VET requires you to be assessed as either “competent” or “not yet competent”. If you are not deemed “competent” straight away, you will be given further opportunities to demonstrate your competence. (A good comparison is with a Driver’s License. This does not grade your ability as a driver-it simply shows that you are competent to drive. If you don’t pass your first test you can try again until you do.)

Competence is often assessed in the workplace or in a simulated workplace environment.

3.4 What is an RTO?

An RTO is a training business which is authorised to provide CBT and CBA. Essentially, we hold equivalent training status to TAFE.

RTO’s run courses or packages of nationally recognised CBT. Students may complete either a full qualification, or individual units of competency which contribute to a qualification.

Upon successful completion of any unit of competency and / or qualification, you will be issued with a Statement of Attainment or Certificate in recognition of the competence you have achieved.

4. QUALIFICATION LEVELS

The Australian Qualifications Framework (AQF) is a national system of qualifications which comprises school, vocational / industry based and university qualifications.

Below is the AQF table setting out levels of available qualifications.



5. ESSENTIAL STANDARDS AND CONDITIONS OF REGISTRATION

All RTOs in NSW are governed by the Standards for Registered Training Organisations made under the *National Vocational Education and Training Regulator Act*, and Signature Learning & Development ensures that we meet with all essential standards and conditions provided in that document.

6. ENSURING QUALITY IN TRAINING & ASSESSMENT

Signature Learning & Development has policies and management practices which ensure high professional standards in the delivery of training and assessment services, which safeguard the interests and welfare of both Students and clients.

Signature Learning & Development has the capacity to deliver and assess the vocational qualifications for which it has scope, and maintains a learning environment which is conducive to the success of its Students.

Signature Learning & Development ensures that its trainers and assessors are suitably qualified, and that they are also sensitive to the differing needs of their Students. The RTO assessors and trainers monitor and assess the performance of all Students, and this information is in turn monitored by the RTO.

Signature Learning & Development is committed to access and equity principles and process in the delivery of its training services. It ensures that assessments are done in a fair and equitable manner and that they meet the endorsed components of the relevant training package and / or accredited courses.

6.1 Assessments

The assessment of a Students' competency will be carried out fairly, consistently and constructively.

The objective of CBA is to provide each student with an outcome suitable to his or her chosen career path. Upon successful completion, each student will have a wide base of transferable skills, relevant to and consistent with the training and assessment objectives.

Signature Learning & Development is committed to conducting training and assessments in a socially responsible environment that is fair and equitable for all Students. The emphasis is upon demonstrated capacity of a Student to undertake learning and apply this in a real workplace performance context.

Assessment activities can include:

Signature

LEARNING

- knowledge tests (written or verbal);
- skills tests;
- one-on-one critique - observation and feedback;
- diary of events, documentation, log book, etc;
- Recognition of Prior Learning processes and tools;
- peer / collaborative assessment linked at a formative stage to performance criteria;
- self assessment linked to agreed criteria;
- self assessment against broad self-development criteria;
- organisational or management audit tools;
- assessment against specifications and requirements from recognised industry standard;
- peer assessed small-group work and participation;
- group assessment techniques.

All trainers and assessors will be responsible for using the assessment tools or techniques provided to conduct internal assessment or for ensuring workplace supervisors or peer assessment mechanisms are operating efficiently and equitably. All handouts given to students will include details of the assessment criteria and methods.

Assessments, regardless of whether through a learning and assessment pathway or an assessment-only pathway:

- comply with the Assessment Guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses;
- lead to the issue of a statement of attainment or qualification under the AQF when a person is assessed as competent against nationally endorsed unit(s) of competency in the applicable Training Package or modules specified in the applicable accredited course;
- comply with the principles of transparency, validity (the assessment actually assesses what it claims to assess), reliability (consistency), fairness and flexibility;
- provide for students to be informed of the context and purpose of the assessment and the assessment process;
- where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills;
- involve the evaluation of sufficient evidence to enable objective judgments to be made about whether competency has been attained;
- provide for feedback to the student about the outcomes of the assessment process and guidance on future options;

- are equitable and are all inclusive for all persons, taking into account all needs that may affect a persons' ability to effectively perform the assessment in a way that is a true representation of their ability; and
- will provide for reassessment on appeal.

Before a time and place for the assessment is set, the assessor should ensure that students have received learning in, and have had adequate time to practice the unit of competency / tasks being assessed prior to assessment taking place. Suitable notice and relevant information regarding upcoming assessments must be given to students.

Our assessment policy ensures that the consistency in assessment involves the achievement of comparable outcomes. Signature Learning & Development will validate its assessment strategies by reviewing, comparing and evaluating the assessment process, tools and evidence contributing to judgements made by a range of assessors against the same competency standards.

6.2 Issuing Qualifications

Signature Learning & Development can only issue Certificates (certificates or statements of attainment) in respect of nationally endorsed training packages included in its scope of registration.

All Certificates issued by Signature Learning & Development:

- Meet the requirements of the standards and the current AQF;
- Identify all units of competency successfully completed; and
- Identify the RTOs national provider number.

Where a student completes only some of the requirements of a qualification, a statement of attainment will be issued, noting the units of competency which have been successfully completed.

All Certificates are processed by authorised staff in accordance with the RTOs procedures and policies and will be issued within 30 calendar days to those students who have achieved the required outcomes of the assessment process.

7. RTO STAFF

Signature Learning & Development has PARTNERS managing the RTO operations. The PARTNERS are responsible for ensuring that the RTO meets the requirements of the Standards and the AQF.

Assessors may be registered with Signature Learning & Development to conduct CBT and CBA under the RTO. All RTO Staff are bound by the requirements of the current Standards, as well as the policies of Signature Learning & Development.

While participating in any RTO operations and / or projects, all staff, employees, committee members, and contracted consultants (including assessors, mentors and technical advisors) are referred to as RTO Staff.

7.1 RTO Staff Code of Practice

Signature Learning & Development ensures that all RTO Staff make a commitment to operate within the following code of practice to:

- operate within the requirements of the Standards and AQF;
- ensure their work is carried out efficiently and effectively;
- maintain high standards of skills, knowledge, and legal and ethical standards of practice which reflect favourably both on themselves and Signature Learning & Development;
- be aware of situations of actual and potential conflict of interest and to take appropriate action to declare and / or resolve these;
- encourage and maintain a culture of honesty, integrity and open communication;
- encourage and maintain a culture of open discussion of complaints, disagreements and problems as a basis for improvement and development both personally and for the organisation;
- refrain from inappropriate relationships with clients / Students;
- ensure that accurate information is provided to clients and Students, including their rights under the following policies:
 - access and equity;
 - disputes, complaints and appeals;
 - fees and refunds; and
 - Student program support.

8. STUDENT PROGRAM INFORMATION

8.1 Enrolment Process

You are required to enrol into the RTO whether you are intending to complete a full qualification, or unit(s) of competency which will contribute to a qualification.

As an RTO, we are required by the Standards to collect personal information about you and any qualifications you already hold. This information must be completed. The information you provide will be used by the RTO only for the purposes of satisfying government reporting requirements.

As part of the enrolment process you will need to register for a USI (Unique Student Identifier). Your USI will help keep your training records and results together in an online account controlled by you, regardless of what RTO you train with. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips.

You can create your USI by going to <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>

If you do not already have a Unique Student Identifier (USI) and you want Signature Learning & Development to apply for a USI to the Student Identifiers Registrar on your behalf, Signature Learning & Development will provide to the USI Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, in the chosen document of identity;
- your city or town of birth;
- your country of birth;

- your gender; and
- your contact details.

Please complete the USI Privacy form attached to your enrolment form.

You must give your completed enrolment form to your trainer at the commencement of your training (if this has not already been done). Your trainer will let you know if there are any areas on your enrolment form that require further information from you.

Where you are enrolling to complete a full qualification, you will also be asked to assist with the preparation of a Training Plan (TP). The TP will list the units of competency you will be required to complete in order to achieve your qualification, and will also provide details of how and when assessments will be conducted.

8.2 Working with persons under 18 years of age

Students under 18 years of age may enrol with Signature Learning & Development but we need your parent or legal guardian to join us through the enrolment process and approve your enrolment.

8.3 Traineeships

Additionally, if your training is to be registered as a traineeship (this is normally done at the Certificate III level and above), you will also be required to:

- Meet with an Apprenticeship Centre (AC). They formalise the traineeship and act as the conduit between you, your employer and the government.
- Complete and sign a Training Contract (TC) which defines the qualification you are undertaking and all parties' roles and responsibilities during the training period.
- Complete and sign a Training Plan Summary (TPS) which sets out approximate time frames for completion of each unit of competency associated with the completion of the qualification.
- Be provided with an explanation about what is involved in your traineeship and an opportunity to ask any questions you may have.
- Training will commence on the date specified in the training contract. If you are a new

Signature

LEARNING

employee, commencement will involve an induction for the site where you will be working.

- The day-to-day specifics of training will occur in many ways, depending on your traineeship status, the qualification in which you are enrolled, your supervisor and your trainer / assessor. All necessary information will be provided to you by your manager, supervisor or training advisor as required. If at any stage you feel as if you do not know what is required of you, ask your supervisor or manager, or your trainer / assessor.

As you learn the necessary information for each competency, you will be given the opportunity to practice the learned skill. When both you and your supervisor are confident in your learning, an assessment will be arranged as explained in section 6.1.

Once you have been assessed as competent in all the competencies that make up the qualification you are enrolled in, evidence of your competence will be sent by your assessor to Signature Learning & Development for verification. If Signature Learning & Development has everything required, you will then be issued with a nationally recognised qualification!

8.4 Fees & Refunds

Payment is required upon receipt of invoice;

Initial payments will not exceed \$1500.00 total per invoice for each participant.

Payment plans and individual arrangements can be considered on an individual basis upon request.

Your enrolment fee will be determined in line with your individual circumstances, if you are using Smart & Skilled Funding or Fee for Service.

Pricing for all our programs will be in line with the current Smart & Skilled Fee's regardless of whether you are access the funding.

All changes/transfers and cancellations must be received in writing;

Change/Transfer of Bookings

Transfers are available prior to the commencement of a course. If notification is received five (5)



working days prior to course commencement, our admin fee is waived;

If a transfer is made less than five (5) working days prior to the commencement of a course, an admin fee of \$50 plus GST (\$55 incl.) per transfer per person applies;

Transfers are not available if notified any later than after 5pm on the working day prior to the course commencement.

Each individual's circumstances will be considered as it is Signature Learnings priority to support all potential students to achieve the best learning outcome.

Cancellation of Bookings

If a cancellation is received five (5) working days or more prior to the course commencement no fee is payable;

If a cancellation is received less than five (5) working days prior to the course commencement, the full course fee may payable; each case will be assessed individually as it is Signature Learnings priority to support all potential students to achieve the best learning outcome.

If there is non-attendance at the course and no notification received prior to course commencement, the full course fee is payable unless otherwise negotiated with the PARTNERS.

8.5 Pre-Requisites

Some of the specific training we deliver has prerequisites, either to the qualification or a unit within the qualification. Specific details of these prerequisites are contained in individual course information documentation, and may also be obtained from your trainer.

If you have any questions, please do not hesitate to discuss the course with your trainer.

8.6 Student Support

Prior to enrolment:

Prior to enrolment you will be expected to speak, either in person or via phone to a Signature Learning and Development training consultant to ensure you understand Nationally Recognised Training

opportunities. During this consultation you will be provided with our full Student Handbook which provides all the information you will need to know prior to the enrolment process.

Once all Students have enrolled in training, they will complete an induction program which will cover:

- Introduction to Signature Learning & Development training staff;
- Confirmation of the course to be delivered;
- The training and assessment procedures, including method, format and purpose of assessment; and
- Qualifications to be issued.

8.7 Student Support

As part of their program, Students may be offered a range of supports to meet their development needs. These include options in learning, flexible learning and assessment procedures, guidance from Signature Learning & Development Staff, one-on-one tutoring, pre-training interviews and facilitation of workplace mentoring and training systems.

Signature Learning & Development understands that events may occur during the course of training which will limit the Student's' ability to complete the training course. We will support our Students to find the solution appropriate to the Student and the circumstances.

In addition, Signature Learning & Development will assist all Students to complete their training under the RTO.

In the event that you are experiencing any difficulties with your course requirements, we would recommend that you see your trainer as soon as possible so we can put some controls in place to help you complete your training.

We will ensure that the full resources of our RTO are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties that affect your ability to complete your training, you should make contact directly with Signature Learning & Development's PARTNERS, who will assist you by providing access to appropriate support, either through Signature Learning & Development, or an external agency.

8.8 Requesting Information

Should you wish to request information about your training, you can ask your trainer, or you can contact Signature Learning & Development direct. We will respond to your query as soon as possible, and dependent on the query, you will receive a response in no more than five (5) business days.

You can request personal information in person (to your assessor or RTO Staff, by email or by mail. Details of how to direct these queries are listed below:

By Mail:

Letters may be addressed:

Signature learning & Development
36 Elizabeth Street
Wallalong NSW 2320

By email to: trene@signaturelearning.net or brian@signaturelearning.net

8.9 Retention of Client Records

Signature Learning & Development will maintain evidence of competence and issue of Certificates for a minimum period of 30 years, or in accordance with the terms of the prevailing NVR Standards and AQF.

Where a Student has completed a full qualification, the evidence portfolio submitted by the student will be returned to the student by Signature Learning & Development two years after the completion of the qualification.

8.10 Language, Literacy & Numeracy (“LLN”)

Some Students may require language, literacy and numeracy support. We facilitate language, literacy and numeracy assessment on request; we also monitor the needs of our Students through our assessment programs.

In the event that you require assistance with language, literacy and / or numeracy, Signature Learning & Development will provide you with internal support and if required we can refer you to an organisation within their region qualified to deal with these specific needs. Examples of such organisations are:

- Job Networks
- Mission Australia
- Max Employment

These companies provided a program called the SEE Program – this is a program that provides LLN skills at all levels. In the event that you need to enrol in the SEE Program, Signature Learning and Development will defer your enrolment but stay in touch until you are ready to enrol in one of our programs.

8.11 Access & Equity

Signature Learning & Development integrates access and equity principles within all services and policies provided to our students. RTO Staff recognise the rights of Students and provide information, advice and support that are consistent with our core business values and our code of practice.

Regardless of cultural background, religion, gender, sexuality, age or disability, students have the right to develop new skills in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner. In some instances, students may require specialised services or facilities in order to access and fully participate in our services, and Signature Learning & Development will work with the Students and / or their employers to make reasonable adjustments to accommodate these requirements.

8.12 Privacy

As an RTO, Signature Learning & Development is required to collect personal information for the purposes of training and assessment, reporting, administration and evaluation training and assessment activities delivered by the RTO. Generally, this information is provided anonymously (i.e. your name is not linked to the specific information provided).

By signing your enrolment form, you are agreeing to the RTO disclosing your personal information where authorised or required by law (for example, RTO reporting requirements under the Standards). This information may be disclosed without your express consent.

8.13 Workplace Health, Safety and Welfare

Signature Learning & Development is committed to protecting Students, employers, RTO Staff and visitors from injury, and the promotion of their health and well being. In meeting this commitment, Signature Learning & Development will:

- ensure compliance with the requirements of all relevant WHS legislation;
- provide a safe working environment; and
- ensure all staff, contractors, visitors and RTO Staff are inducted to each site they visit, and are also provided with the information, training, safe work procedures and relevant equipment to enable them to carry out their duties safely.

8.14 Student Rights & Responsibilities

Signature Learning & Development will respect Students' rights to:

- clear, detailed information about the organisations' services and policies;
- make an informed choice about their participation in the program;
- quality services which are:
 - appropriate to the agreed program;
 - flexible in response to any special requirements, such as language and literacy; and
 - sensitive to and appropriate for their cultural, language, sexual, religious backgrounds.
- not be discriminated against on the grounds of sex, race, culture, language, religion, marital status, physical or intellectual disability, illness, sexual preference, psychiatric diagnoses, physical characteristics, transgender;
- not be harassed or bullied;
- confidentiality of personal information and choice about disclosure of information (within legal and ethical constraints);
- access to records containing personal information about themselves; and / or
- express their complaints / disputes and appeals without fear of repercussions and have them dealt with in a fair and consistent manner.

8.15 Disciplinary Procedures

The Students' rights and responsibilities are designed to ensure that all students receive equal opportunities and gain maximum benefits from their program. On enrolment, each student must agree to abide by applicable workplace policies.

Failure to abide by workplace policies may result in disciplinary action whereby the student may be asked to leave the session or the program and return to their worksite where their manager will be advised.

Behaviours that may result in disciplinary action include (but are not limited to):

- continuous interruptions to trainers, mentors or assessors;
- not complying with site requirements;
- being disrespectful to other Students;
- harassment by using offensive language;
- sexual harassment to Students, facilitators, mentors or assessors;
- acting in an unsafe manner that places themselves and / or others at risk;
- refusing to participate in program activities; and / or
- continued absence at required times.

Any person asked to leave a program has the right of appeal through our appeals process.

8.16 Feedback from Students

Signature Learning & Development is required as an RTO to collect feedback from students, and this will be done by providing students with feedback forms to complete at the end of each training program. In addition, Students will be provided with a Learner Questionnaire if you are enrolled in a qualification. Where that qualification is delivered over a period of more than one year, you may also receive an additional Learner Questionnaire during the term of your training. The results of the Learner Questionnaires will be provided to ASQA (the government body which is responsible for the RTOs compliance), as required by them. The information is provided anonymously.

All forms of feedback received from you will be used by Signature Learning & Development to improve their processes, operations and resources on an ongoing basis. Please complete and return the feedback form directly to Signature Learning & Development.

If you wish to provide feedback at any other stage (i.e. not wait until you receive the feedback

form), you can also provide feedback to any RTO Staff, your manager or supervisor, in any way that suits you e.g. verbally, in writing or by email. Details of how to direct this feedback are listed below:

By Mail:

Letters may be addressed to:
Signature Learning & Development
36 Elizabeth Street
Wallalong NSW 2320

By email to: trene@signaturelearning.net or brian@signaturelearning.net

9. EXISTING QUALIFICATIONS

If you are assessed as having prior learning for a particular component of your training, Signature Learning & Development will apply a credit transfer to your record where applicable.

9.1 What can be Recognised?

Under the AQF, competencies may be attained in a number of ways. These can include:

- Formal courses / training programs that a person has undertaken in the past, which may or may not have been completed.
- Industry based training programs.
- Learning results of life experience.
- An overseas qualification.

In order to recognise existing qualifications, your assessor must be confident that you are currently competent against the currently endorsed industry or enterprise competency standards or outcomes specified in AQF accredited courses. This may mean that you will require re-assessment for all or part of your qualification.

All assessments of existing qualifications are reviewed by assessors who are qualified to conduct the assessment. When deemed necessary, Signature Learning & Development will engage technical experts to assist with assessment processes.

9.2 Credit Transfer (CT)

Signature Learning & Development recognises the credentials issued by any other RTO based in any state or territory of Australia. This includes statements of attainment for specific units of competency and any qualifications issued under the AQF.

The CT process is integrated into the skills recognition and development programs via the training plan that is established with each Student. Each Student is given the opportunity to provide evidence of prior learning.

9.3 Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)

RPL & RCC is the recognition of your current competency, which may have been gained through prior learning, on the job or life experience.

Signature Learning & Development believes that it is vital that a student can demonstrate current competency (rather than, say, demonstrating what they have learned in the past). Evidence to show competency may include documentation of existing knowledge and experience. However, many competencies also require demonstration of practical activities and problem solving.

9.4 Acceptable Evidence

Evidence to show CT, RCC or RPL may include:

- CVs, performance appraisals, or other employment related documentation.
- Samples of completed work.
- References from current and prior employers, supervisors and colleagues.
- Testimonials as to capabilities from persons holding relevant qualifications in the area being assessed.
- Copies of either qualifications or statements of attainment issued by another RTO.

9.5 Where CT, RCC or RPL can't be granted

There are instances where it is not possible to grant CT, RCC or RPL. Examples are:

- The unit or qualification previously completed has been superseded and no equivalent unit exists.
- Another body doesn't allow RPL (an example of this is the NSW Blue Card, where RPL is not granted for the equivalent unit in the Transport and Distribution training package).
- Where industry and/or employer requirements to complete the qualification or unit of competency exceed the requirements of the training package.

Your assessor will assist in explaining any instance where CT, RCC or RPL can't be granted.

10. RTO COMPLAINT

10.1 How to Notify a Complaint

A student may make a complaint about any RTO Staff or assessment by forwarding a written complaint to their trainer or assessor, or the RTO PARTNERS. The complaint must be in writing, and may be made by email or by letter. Where a complaint is forwarded to a trainer or assessor, that person must forward the complaint to the RTO CEO immediately.

Letters may be addressed to:
Signature Learning & Development
36 Elizabeth Street
Wallalong NSW 2320

By email to: trene@signaturelearning.net or brian@signaturelearning.net

Where a complaint is made by letter, it must be signed and contain all relevant contact details.

10.2 How is a Complaint Handled?

Immediately upon receipt by the RTO PARTNERS:

- The complaint will be directed to the consumer protection officer, who will investigate and provide recommendations to the RTO within 30 working days.
- The relevant PARTNER and the consumer protections officer will address the complaint by recommending follow up action in writing to all parties within five working days of receiving recommendations.

- The PARTNER and the consumer protections officer will ensure that all parties have the opportunity to present their case.
- All correspondence will be filed on the Student's' file.
- All complaints will be dealt with within 30 days, if for any reason the appeal cannot be resolved all parties will be notified as to why the appeal has not been resolved and informed of the details and ongoing process.

10.3 Complaint Appeals Process

Following the resolution or completed investigation of a complaint, the complainant may appeal any decision or finding made by the PARTNER.

10.4 General

Any person involved in the investigation of a complaint may choose to have an advocate or support person present at any stage during the resolution process.

11. APPEALING A DECISION

11.1 Appeals Process

A Student may appeal the decision made by the Signature Learning & Development following the complaint process. This is done by notifying the appeal to the RTO PARTNERS. The notification of the appeal must be in writing, and may be made by email or by letter. All appeals will be dealt with within 60 days, if for any reason the appeal cannot be resolved all parties will be notified as to why the appeal has not been resolved and informed of the details and ongoing process.

The notification of appeal must be addressed as follows:

Letters may be addressed to:
Signature Learning & Development
36 Elizabeth Street
Wallalong NSW 2320

By email to: trene@signaturelearning.net or brian@signaturelearning.net

11.2 How is an Assessment Appeal Handled?

Immediately upon receipt by the RTO PARTNER/S of an appeal, the RTO PARTNERS will convene a meeting of the RTO Management Committee and may use an external consultant (comprising at least three people) within 5 days of receiving the notification of appeal. The RTO Management Committee will review the initial complaint, and the response to the complaint. All appeals will be dealt with within 60 days, if for any reason the appeal cannot be resolved all parties will be notified as to why the appeal has not been resolved and informed of the details and ongoing process.

- The RTO Management Committee will investigate the circumstances of the appeal and provide recommendations within 60 working days. These recommendations will be provided to the appellant in writing.
- The RTO Management Committee will ensure that all parties have the opportunity to present their case to the RTO Management Committee.
- All correspondence will be filed on the Student's' file.

11.3 Further Assistance

Where an assessment appeal cannot be resolved internally, Signature Learning & Development will advise the student of the appropriate legal body in their region with experience in training and assessment matters. In this instance, please speak with the any member of staff at Signature Learning & development for the appropriate contact details.

11.4 General

Any person involved in the investigation of a complaint may choose to have an advocate or support person present at any stage during the appeal process.