



INNOVATIVEBUSINESSTRAINING

PARTICIPANT HANDBOOK

TABLE OF CONTENTS

WELCOME	3
CODE OF CONDUCT	4
ACCESS AND EQUITY.....	4
LANGUAGE, LITERACY AND NUMERACY	4
TRAINING AND ASSESSMENT	5
COURSE MATERIALS.....	6
RECOGNITION OF PRIOR LEARNING.....	7
CREDIT TRANSFER.....	8
CERTIFICATES	8
FEES AND CHARGES.....	9
REFUNDS.....	9
WITHDRAWALS	9
GRIEVANCES AND COMPLAINTS	9
PARTICIPANT SUPPORT, WELFARE AND GUIDANCE	10
PRIVACY	10
HARASSMENT AND DISCRIMINATION.....	10
PLAGIARISM	11
CHANGE OF PARTICIPANT INFORMATION.....	11
PARTICIPANT FEEDBACK	11
DEFINITIONS	12

WELCOME

We are very pleased that you have chosen Innovative Business Training (IBT) as your Registered Training Organisation.

We will deliver to you, the training required for the successful completion of qualification - welcome to our partnership.

Innovative Business Training is approved to deliver Nationally Accredited training in the following industry areas:

- * Training and Assessment
- * Business Services
- * Rural Training Education

Innovative Business Training has delivered accredited training and government funded training since 1994. We are proud of our services and strive to maintain our high standards.

We have a highly skilled training and assessment team, with many years of relevant industry experience and skills. They have been specifically chosen by our company, as they not only have qualification and experience in their chosen field, they have the ability to translate that into a great learning experience for you. They will offer you timely advice and feedback as well as assist with the design of a flexible learning program that meets your vocational needs.

In addition our website www.innovativebusinessstraining.com.au is a great source of information such as:

- Course content information, brochure and costs
- Online Enrolment and Eligibility documentation for government funding to subsidize your course.
- Legislation relevant to you and your learning environment
- About us – Trainers and Assessors involved in your training program

The information provided can be discussed in further detail with an IBT representative, should you require additional information or any clarification at any time during your program. Our aim is to address any issues that occur quickly, enabling you to continue to enhance your vocational skills.

Our contact details are:

Address: 49 Morrah Street, Parkville

Phone Number: 0393470252

Fax Number: 0393470252

Email: Website: info@innovativebusinessstraining.com.au

We look forward to working with you.

CODE OF CONDUCT

Our company conducts its business according to the highest standards of honesty and integrity. Our code of conduct stresses the importance of treating participants fairly, ethically and with respect and dignity at all times.

We have expectations of you as a participant to display similar standards.

We ask that you:

- Notify your trainer if you need to cancel/reschedule an appointment. This should be done at the earliest possible time, but with at least 24 hours notice
- Treat all individuals with respect and dignity
- Comply with all reasonable requests and instructions given by IBT
- Comply with IBT's policies and regulations provided in this information folder
- Conduct yourself in a manner that will provide a safe and rewarding learning environment for all

ACCESS AND EQUITY

IBT's participant application and selection processes will comply with access and equity principles. All participants will be treated with equal merit and given equal access to all available courses appropriate to their needs. This includes, but is not limited to, the following groups of people:

- people with a disability
- indigenous people
- women
- people from non-English speaking background

Participants will be given every opportunity, within reason, to progress through their training and to obtain the qualification for which they are enrolled.

LANGUAGE, LITERACY AND NUMERACY

IBT delivers flexible learning and assessment procedures and can tailor its training and assessment to suit individual needs. As your course requires language, literacy and numeracy (LLN) tasks, your trainer will **conduct** an initial assessment on your LLN skills.

Our trainers can provide supported assistance if necessary and can adapt assessment methods, where appropriate, to ensure every participant has equal access to a fair assessment. This may mean that a participant who struggles with written communication will be assessed in an oral or verbal manner and the trainer will make notes of this assessment.

Participants are encouraged to discuss any LLN concerns with their trainer.

In the event that participants' needs exceed our skill we will discuss assistance available through external support providers such as:

Carlton Neighborhood House
Princes Street
Carlton, Vic 3000
Tel: (+61) 0427 884 047

ENROLMENT AND INDUCTION

Upon enrolment into your IBT course, you will be contacted by one of our qualified trainers.

Your trainer will arrange for an induction session to discuss your training requirements and issue you with your Training Information Folder prior to the commencement of your program. In addition, you and your trainer will decide on a Training and Assessment Plan that best suits your needs, which may include online, mentoring or group structured training.

TRAINING AND ASSESSMENT

An individual training plan is negotiated between you and your trainer. The plan should reflect the requirements of your workplace (if applicable) as well as your needs.

A date will be established so that you and your trainer/assessor are able to sit down together for an induction. Prior to this visit, you will be provided with a clear set of tasks to ensure the induction is clear and efficient.

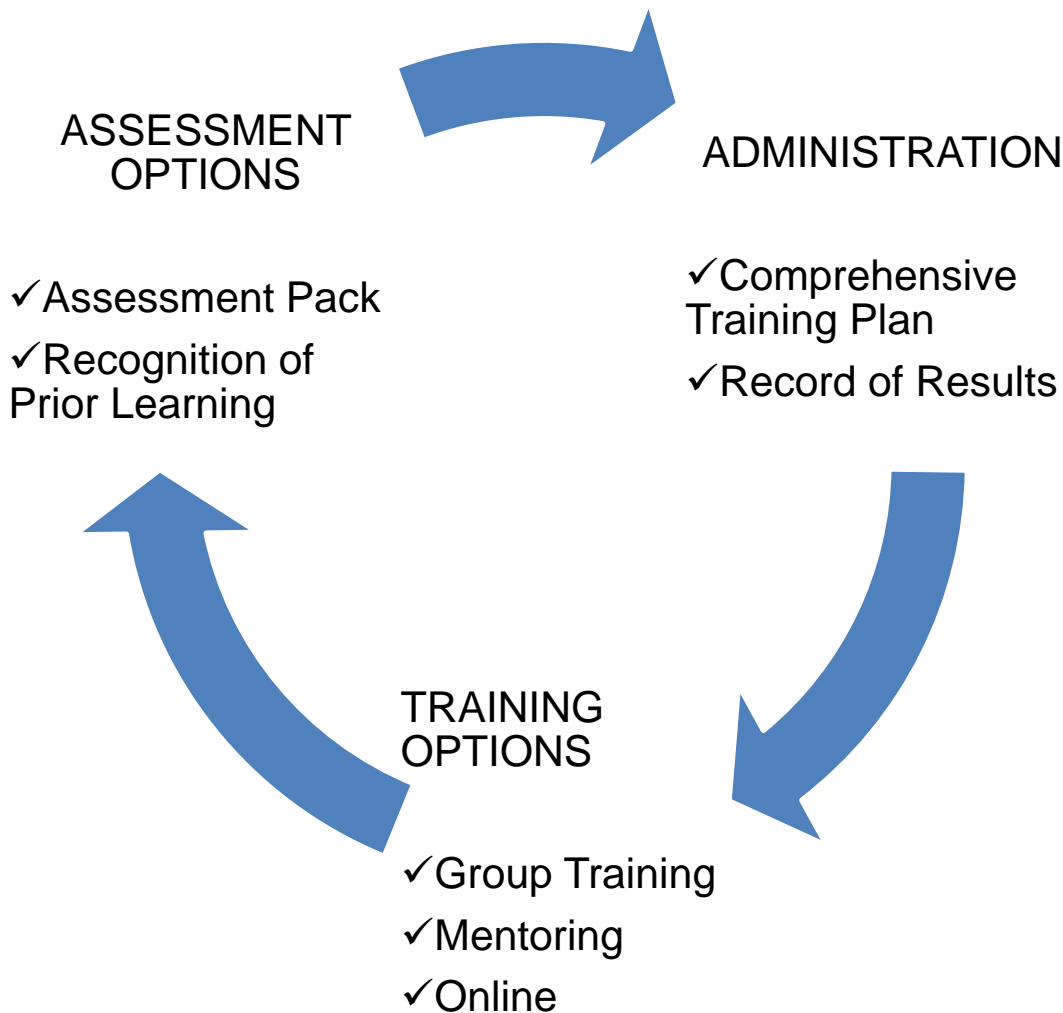
IBT has three different methods of training and assessment for you to choose from in consultation with your Trainer:

1. Group Structured Training
2. Mentoring
3. E-Learning environment

You may wish to use one or all these methods. Discussion with your trainer/assessor will identify your preference in your training plan.

It is important to utilise the expertise of your trainer – they are working with you to ensure you successfully complete your qualification. Additionally mentoring is also a personalised training method which requires both parties to communicate well to ensure the best outcomes for gaining competency.

The flowchart below describes the methods and flexibility we can offer you depending on your own individual circumstance and that of your employer (if applicable). We will try our very best to give you the most appropriate method to suit your needs.



COURSE MATERIALS

Materials relevant to your particular course will be available from the IBT Website for you to download for free. You will require this material for your classroom participation and your self-paced study at home and/or work.

IBT will alternatively print the course material for a fee (this will depend on the size of the material to be printed). Please contact IBT for the fee details relevant to the course you are enrolled in.

ASSESSMENT METHODS

Your trainer will review your completed tasks asking you to demonstrate the skills you have achieved. Known as the assessment process, it aims to:

- Confirm that participants have acquired the competencies identified in the course units; and
- Demonstrate that participants are competent to the agreed industry standard

Assessment methods include but are not limited to:

- Observation
- Assignments
- Practical demonstration
- Case studies/problem solving
- Questioning
- Role plays
- Interview

RECOGNITION OF PRIOR LEARNING

IBT recognises that participants may be able to demonstrate some of the defined competencies of the course. These competencies may have been gained from previous learning, through work and life experiences, employment experience and/or previous non-accredited education and training undertaken.

If you wish to apply for RPL, a fee applies unless the course comes under a government funded program and you qualify for the funded place. The following process should be followed:

- Lodge an RPL application with IBT, along with relevant supporting documentation. Always ensure you have neatly packaged your assessment tasks and/or portfolio of evidence matched against the unit of competency you are submitting.
- An interview is conducted which is followed up by an assessment and verification process.
- The participant is advised of the results of the assessment.

IBT allows the submission of RPL to take place at any stage during the length of the course.

Participants may appeal the RPL decision. Your appeal application should be lodged with IBT's Director.

Trainers will have an outcome sheet to record results, of which there is one of four possible outcomes applied:

- Competent “C”
- Not yet Competent “NYC”
- Withdrawn “W”
- Outcome Pending “P”

Any participant graded ‘NYC’ will be advised of the reasons for the mark, and be given further opportunities for re-assessment (within a reasonable timeframe)

CREDIT TRANSFER

Credit transfer is the process of granting participants credit for accredited study previously completed through another Registered Training Organisation (RTO).

Participants will need to provide IBT with an original or certified copy of their Certificate and Statement of Attainment indicating a competent level of attainment. This must occur prior to commencement of the unit(s).

Upon verification with the issuing RTO, the participant will be granted credit for the units of competency previously completed and the participant’s record will be updated with ‘Credit Transfer’ noted against those units.

Where the qualification does not meet AQF requirements, the participant will either be required to apply for Recognition of Prior Learning (RPL) or undertake further training.

CERTIFICATES

Participants who successfully complete all the required units from their course will be issued with a nationally recognised Certificate and associated Statement of Results.

This will be sent to you at your nominated address and specify the qualification name, code and individual units within the course. You should receive this within two months of completing your course.

Please note that a re-issue of your Certificate will incur a cost to you of \$100.00.

Where a participant does not complete the full requirements of the course a Statement of Results for the individual units successfully completed will be issued.

Please note a re-issue of a Statement of Attainment incurs a fee of \$80.

FEES AND CHARGES

Fees are levied on all of our training programs.

The fees and charges vary depending on the program. Please refer to the course information for each qualification on our website to ascertain the enrolment fees related to your course selection.

REFUNDS

IBT does not charge upfront fees. You will receive an invoice in the second month of your program commencement.

Where participants withdraw from a course at any time after the commencement date of the course, no refund will be made.

WITHDRAWALS

If a participant wishes to withdraw from a course, a written advice should be lodged with IBT's Director.

GRIEVANCES AND COMPLAINTS

IBT is committed to creating a fair and equitable organisational culture and will deal with any client complaint against an IBT decision in an effective and timely manner.

If you have a grievance that is affecting your ability to complete your course, it is important to let your trainer know of the issue. All IBT trainers and management are responsible for responding appropriately to complaints and grievances. Managing the resolution process is done in accordance with IBT's complaints handling policy and procedures.

The process for the lodgement of a grievance or complaint includes:

- Participant lodges grievance/complaint in writing, if verbal negotiation not successful
- The Director investigates the grievance or complaint. This will include an interview with all parties
- If resolved, the participant is advised of the outcome in writing
- If unresolved, the participant may appeal to a party independent of the grievance or complaint. This could be the other senior managers, who will further investigate the grievance or complaint
- Outcomes, including reasons for the decisions are recorded in IBT's complaints register

- Should the participant seek further assistance the Director will consider other options

As per IBT's customer service commitment any grievances or complaints will be actioned within 5 working days.

If a participant is dissatisfied with the outcome of the grievance or complaint process, an external appeal process is available.

PARTICIPANT SUPPORT, WELFARE AND GUIDANCE

IBT will assist all participants in their efforts to complete their training programs. In the event that a participant is experiencing any difficulties with their learning we would recommend that the participant discuss these issues with their trainer, or another member of IBT.

The trainer will ensure that the full resources of IBT are made available to ensure that the participant achieves the required level of competency in all accredited courses.

Should participants be experiencing a personal difficulty, IBT will make every attempt to accommodate their needs. If however the participant needs exceed our capacity, we will recommend referral to an appropriate external agency.

IBT courses are skill deepening Qualifications; we do not usually enroll anyone under 18 years of age. However, should we do so; all care will be taken to ensure appropriate trainers hold a valid Working with Children license.

PRIVACY

IBT takes the privacy of our clients very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

In some cases as required by law and as required by the AQTF, we will need to make client information available to others. In all other cases we ensure that we will seek the written permission of the client.

HARASSMENT AND DISCRIMINATION

IBT is required under Australian law to ensure we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that participants feel valued, respected and are treated fairly.

IBT will ensure that our trainers and staff understand their roles and responsibilities in creating such a workplace and they are aware of IBT's processes and procedures for addressing any form of harassment or discrimination.

Any breach of harassment / anti-discrimination policy will be considered a serious offence and immediate action will be taken.

PLAGIARISM

Plagiarism is a form of cheating. Plagiarism and cheating are serious offenses and may result in failure to achieve competency. It is important that participants declare sources from which they have derived material and ideas, if not their own.

CHANGE OF PARTICIPANT INFORMATION

It is your responsibility to inform IBT of any changes to your personal details such as name, address, telephone phone numbers etc.

PARTICIPANT FEEDBACK

As part of our commitment to you and your professional development, IBT is keen to hear from you about your progress in completing your course. You will be contacted during your course to provide feedback on our service and your progress.

IBT welcomes any feedback you feel is relevant as we see this as an opportunity to review and improve our policies and practices and to gain insight into participant satisfaction levels.

And finally

There is only one secret about learning vocational skills – use every method available to you and put into practice every method you can. This course is designed to assist you learn and build Knowledge and skills for your future in the workforce.

Please read through your kit carefully and if you have any queries please do not hesitate to raise them with your trainer or an IBT representative.

GOOD LUCK with your TRAINING!

DEFINITIONS

Competency is a broad concept that describes a person's ability in a range of areas.

Competency-based training is training which develops the skills, knowledge and attitudes required to achieve competency standards.

Competency standard is an industry-determined specification of performance which sets out the skills, knowledge and attitudes required to operate effectively in employment. Competency standards are made up of units of competency, which are themselves made up of elements of competency, together with performance criteria, a range of variables, and an evidence guide. Competency standards are an endorsed component of a training package.

Workplace assessment is the gathering and judging of evidence during normal work activities in order to determine whether a required standard has been achieved. Workplace assessment usually involves observation of work in progress, checking the product(s) of a work activity, and receiving oral responses to questions posed while work is in progress.

Workplace training is training undertaken in the workplace, usually on-the-job, including on-the-job training under normal operational conditions, and on-site training, which is conducted away from the work process (e.g. in a training room).

E-Learning is learning conducted via electronic media, especially via the Internet.

Mentoring is when a more experienced person guides a less experienced person