



LEARNER HANDBOOK

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WELCOME!

THE LEGAL STUFF

The VET sector has a national regulator, the Australian Skills Quality Authority (ASQA), and selected state-based regulators where relevant.

We must operate within and comply with the VET Quality Framework. Full details of the VET Quality Framework can be found on ASQA's website, here:

<http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html>.

Vocational Education and Training, or VET is training, skills development and education pathways designed for work and work-required competencies.

The VET Quality Framework is comprised of a number of elements including:

- i The Standards for National VET Regulator (NVR) Registered Training Organisations, which set RTOs a quality standard they must uphold among all their services and the systems, and
- i The Australian Qualifications Framework (AQF), which is the national policy that provides the specifications for nationally, accredited qualifications and courses, from all education and training sectors, and creates pathways to support lifelong learning and workplace success.



QUALIFICATIONS AND LEARNING PATHWAYS

Our current scope of registration, the range of qualifications we're authorised to issue, can be found here - <http://training.gov.au/Organisation/Details/32153>.

On training.gov.au/home/tga, you can also find information about all other recognised training, what pathways might be available for you, and who may be able to offer you the required training. You can also look up the details of the qualification and units of competency you're studying.

Momentum Consulting (QLD) Pty Ltd delivers these qualifications in traineeship and apprenticeship frameworks in conjunction with Australian Apprenticeships and the various state government departments who administer them.

ENROLMENT

Your enrolment form will capture your personal details as well as eligibility for government funding. The enrolment may be done online or at your workplace with the Momentum Consulting representative, we will be there to assist you every step of the way.



TRAINING PLAN

Your training plan has been specifically designed and individualised by our team of Learning Specialists. You should be fully aware of your commitments before signing your training plan.

If you have any questions about how you'll achieve your qualification and what units you'll be studying, please talk to your Training or Project Specialist and if you have an employer you should chat to them as soon as possible.

LLN AND SUPPORT

You will need to complete an assessment of your Language, Literacy and Numeracy (LLN) Skills. This is to determine if you have sufficient foundation skills to undertake the training and if you require assistance.

We will provide or source any reasonable assistance that is likely to allow you to successfully complete your study.

There may be additional fees incurred for additional LLN services. All services will be discussed with you before you're required to make any commitment.



USI

Another acronym! Your USI is your Unique Student Identifier, this number was introduced in 2015 and it will help you keep your training records and results together in an online account, controlled by you. If you have any questions or are not too sure about it, check it out here – <http://www.usi.gov.au/>

Once you have created your USI, you can give us (your RTO) access to your records.

- i “Manage Permissions”
- i “Add Organisation” – you can search by your RTO name or code
- i Update!



PRIOR LEARNING

If you have completed or started any course prior to this one, please let us know as it might help with obtaining Credit Transfer or RPL/RCC

Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) is a process that allows you to submit evidence of competencies you already have without needing to complete training. Depending on the competencies in question, you may need to complete a challenge assessment or provide a portfolio of evidence of having successfully completed the required tasks already. Your Training Specialist can answer any questions you have about your eligibility and assist you in preparing your RPL Kit.

Credit Transfer applies when you have already completed a formal learning and assessment pathway for one or more of the units of competency in your training plan. In this case, you will need to provide evidence (such as a Statement of Attainment or a Record of Results / Transcript from the issuing RTO).

If you have any questions about the above information please email at notifications@momentumconsult.com.au or talk to your awesome Training Specialist.



YOUR TRAINING

We are committed to offering fair and equitable access to training. We understand each learner is different and we make every effort to accommodate our learners' needs and make the most of their opportunities.

Our assessment of your selection criteria and pre-requisite competencies are guided by industry recommendation and training package requirements. They are designed to inform your choice of the best learning pathway for you and maximise the time and energy you put into your learning.

Our enrolment decisions and training and assessment services are non-discriminatory and will never be based on irrelevant or unlawful criteria.

We will also guide you through a range of support services and help you source additional assistance as required. People with a disability or financial or geographical disadvantage are encouraged to apply.



YOUR ASSESSMENT

Australia's VET sector is a competency-based system. You will be assessed against the required criteria as 'Competent' or 'Not Yet Competent'. Your training will help you decide when you're ready to attempt your assessment tasks and you will be offered an additional opportunity to demonstrate your competencies should you be deemed 'Not Yet Competent' at your first attempt.

Our assessments are designed to collect evidence of your ability to demonstrate the required knowledge and skills (competencies). You will be fully informed about your required performance when you begin your training. Your Training Specialist is also permitted to make reasonable adjustments to accommodate the environment in which you work and attempt your assessments and any particular difficulties you have with the format of the assessment so long as you are still demonstrating the required competencies. As part of your assessment you may be photographed, videoed and/or recorded.

APPEAL OF ASSESSMENT RESULTS

If you feel that an assessment result of 'Competent' or 'Not Yet Competent' is unfair or an inaccurate representation of your competencies, you may lodge an appeal in writing to the Director of Operations.

You may also appeal if you feel the assessment events were conducted unfairly or were substantially different from the assessment events you were supposed to receive.



STATE AND FEDERAL FUNDING

The State and federal governments fund learning and training opportunities in different areas. Here is a list of the funding options available. Each of the schemes have differing eligibility requirements, your Momentum Consulting representative will discuss the relevant option with you.

NSW – Smart and Skilled

ACT/WA/TAS – User Choice



FEES AND CHARGES

Momentum Consulting (Qld) Pty Ltd have a Fee Schedule and Payments and Credits Policy that are available on their website.

Momentum Consulting (Qld) Pty Ltd may require a deposit, which will not exceed \$1500 per individual learner, prior to course commencement. If the full course fees are below \$1500, the full fees may be required prior to course commencement.

If you need to withdraw from your training, you may be entitled to refund of any fees paid in advance for study you've not yet commenced. We will consider individual applications for fee waivers or refunds based on hardship and liaise with you directly to reach a solution.

Those with government issued concession cards will be eligible for fee reductions.

If Momentum Consulting (QLD) Pty Ltd cancels any part of your training, you will not be liable for costs associated with that training. You will be provided with a Statement of Attainment for all completed units of competency and offered the opportunity to re-enrol with us or another RTO with full recognition of that statement.

There may be additional fees incurred for additional LLN services. All services will be discussed with you before you're required to make any commitment.

Fees for RPL/RCC and Credit Transfer will be assessed on an individual basis.

Should you require a replacement testamur or statement of attainment, you should make a request in writing to notifications@momentumconsult.com.au attention to the Director of Operations and pay a re-issue fee of \$50.



YOUR RECORDS

Momentum Consulting (Qld) Pty Ltd abides by a Privacy Policy that meets all relevant legislation. The data is stored in a secure, password protected electronic system. Your confidential information is not shared with anyone unless we have your permission in writing or we are required by law and as part of our reporting requirements.

Should you require access to any of your student records at any time, please make a request in writing to notifications@momentumconsult.com.au. If you'd like your records to be provided to a third party, such as your employer or Centrelink, please indicate clearly your consent to release this information and specify what information is approved.

CHANGE OF DETAILS

If any of your details change, particularly contact details or information that may affect your eligibility for your training contract, please inform us in writing as soon as possible.



COMPLAINTS AND GRIEVANCES

Momentum Consulting (Qld) Pty Ltd takes all complaints and reported grievances very seriously. We are committed to providing a safe, respectful and productive training experience for you. You might lodge a complaint if you feel dissatisfied with the quality of training or assessment provided, if you have been mistreated or harassed in any way, if timeframes and communication about assessment tasks are unreasonable or if anyone at Momentum has been unprofessional in your view.

If you feel comfortable, your first step should be to approach the person/s concerned and attempt to resolve the issue directly. You may ask your Training or Project Specialist to assist with this process. If you are unable to resolve the concern this way, you are encouraged to provide details of the incident in writing to notifications@momentumconsult.com.au, attention the Compliance Manager. A senior staff member at Momentum Consulting (Qld) Pty Ltd will review the case with all relevant parties and make a recommendation.

If you feel the issue remains unresolved, Momentum Consulting (Qld) Pty Ltd will arrange for an external mediator to participate in finding an acceptable solution.

You are also free at any time to seek advice from the VET regulator, ASQA.



MISCONDUCT AND DISCIPLINE

It is expected that everyone involved in your learning journey, including you, behave in a manner that is respectful of the learning process and of the people encountered during that process.

Learners play a key role in creating a safe, healthy and productive learning environment. You will be expected to adhere to any lawful directions of your Training Specialist and employer, abide by workplace safety policies and maintain academic integrity during your training. The destruction of property, harassment or bullying of individuals, and discriminatory or offensive language is not acceptable and could result in immediate cancellation of enrolment and action to recover any costs.

Any student who is found to be cheating (collusion or plagiarism), harassing other students or breaking the law in any other way could face disciplinary action.

Any incidents that threaten the safety of any individuals should be reported in writing in accordance with the Complaints Process.



YOUR CERTIFICATE

Momentum Consulting (Qld) Pty Ltd will issue testamurs (that's a fancy name for Certificate) and statements of attainment for AQF qualifications within 10 working days of completing the full or partial qualification unless a particular contract or agreement specifies otherwise. All testamurs and statements of attainment issued by Momentum Consulting (Qld) Pty Ltd comply with the standards outlined in the AQF and are recognised nationally.

Momentum Consulting (Qld) Pty Ltd only issues AQF qualification testamurs or statements of attainment for qualifications on its scope of registration and only after Momentum Consulting (Qld) Pty Ltd has deemed the units competent.

All issued testamurs and statements of attainment are recorded in our learning management system.

Should you require a replacement testamur or statement of attainment, you should make a request in writing to notifications@momentumconsult.com.au attention to the Director of Operations and pay a re-issue fee of \$50.



ACT COMPLETION PAYMENT

For learners who complete in the ACT under User Choice or Smart Capital initiatives

Learners who successfully complete their qualification are eligible for a completion payment.

A completion payment will be paid directly to the Learner upon completion of the qualification and a survey.

The completion payment is \$300 for each qualification. Learners will be eligible to receive the completion payment for up to one (1) year after successful completion of the qualification, provided up to date email and bank account details are confirmed.

Note - A Learner is not eligible for a completion payment where more than 50% of the units are completed through RPL. A significant proportion of units completed through credit transfer may also impact on Learner eligibility for the completion payment.

Additional Skilled Capital Information

All training and assessment under Skilled Capital must be completed within two years of the commencement date. A due to complete date is system generated and is derived by adding two years and one month to the commencement date.

The additional month has been provided to allow the RTO to finalise the Learner record and claim payment.

If a Learner has not completed before the due to complete date, the Learner record will be cancelled.

Learner records that are cancelled do not attract the Learner completion payment. Learners who achieve a minimum of 50% of their units through structured training and successfully complete a Skilled Capital qualification will qualify for the Learner completion payment.

