

# Capital Careers Pty Ltd



Student Information Guide



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# Welcome to Capital Careers

This guide introduces and explains the procedures that may relate to you as a participant in our training programs.

## STUDENT SELECTION AND ENROLMENT

### Recruitment

Recruitment of participants will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the Training Package, funding body and the principles of social justice. Capital Careers will ensure that participant selection decisions comply with equal opportunity legislation and use appropriately qualified staff who will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the client's qualifications and proficiencies.

### Pre-requisites

There are some pre-requisites that apply to courses, and in some cases, participants may have to go through an interview process before being selected to enrol in a program. Pre-requisites and interview information is displayed on the course flyer.

### Funded programs

Eligibility criteria apply for participants accessing government funded training programs. Information relating to eligibility will be detailed on the course flyer and you will need to complete an eligibility declaration form prior to enrolment.

### Enrolment process

To enrol in a training program complete and return the supplied registration forms to Capital Careers with the course fee payment. Please assume your enrolment is successful once payment is sent unless otherwise notified.

Some programs may have limited number of vacancies and these will be filled in a chronological order upon completion of registration forms and payment of fees.

## FEES AND CHARGES

### Course fees

Course fees must be received at least 7 days prior to course commencement. If an organisation is paying fees on your behalf, then the details should be provided to us in writing, prior to course commencement. Capital Careers accepts cash, cheque, EFTPOS, MasterCard or Visa. Cheques should be made payable to *Capital Careers Pty Ltd*.

In certain cases, payment instalment terms are available on request. To secure your place on the course, a deposit of 20% of the course fee is payable at least 7 days prior to course commencement. The remaining 80% must be settled within an agreed timeframe after course commencement.

Student fees may be waived or a concession offered for some government funded programs in the event that participant hardship can be substantiated. Documentation of participant hardship must be provided to Capital Careers at least 7 days prior to course commencement.

Student fees paid in advance are protected from any cause or event that results in closure of the centre through investment of adequate funds in a secured Interest Bearing Deposit Account.



## SCOPE OF REGISTRATION

- Business Services (BSB07)
- Health Services (HLT07)
- Community Services (CHC08)
- Information Technology (ICA05)
- Public Service (PSP04)
- Training and Assessment (TAE10)
- Asset Maintenance (PRM04)

## MISSION STATEMENT

To be the leading private provider of training and assessment in the ACT and surrounding NSW region.

## COMPANY VALUES

To:

- provide a professional, flexible and inclusive service to clients
- treat people with respect and as individuals – everyone is important
- provide value for money
- empower and include staff in decision making processes
- be honest and fair in our dealings with others
- provide more than people expect
- deliver a professional service
- have some fun!

## COMPANY DIRECTORS

Jacqueline Ryles & Ros Williams

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## REFUNDS AND CANCELLATION

Capital Careers reserves the right to cancel or postpone a course if insufficient participants enrol. In this circumstance, participants will be notified at least 3 days prior to the course commencement date and fees will be refunded in full.

Course fees will be totally refunded if we are notified of a cancellation at least 7 working days prior to the commencement of the course. A cancellation and administration fee of 50% will be charged if we are notified within 7 days prior to the course commencing.

Full fees will be charged if the participant fails to appear on the first day of the course or subsequent days thereafter.

Where there are extenuating circumstances, refunds may be approved for late withdrawals by the Directors of the company on consideration of a written request

## ACCESS AND EQUITY

Capital Careers is committed to access and equity principles and processes in the delivery of all of its operations.

Capital Careers is pro-active in actively encouraging clients from the following groups to access services provided by the company:

- People with disability
- Indigenous Australians
- People from non-English speaking backgrounds
- People from disadvantaged groups i.e. long term unemployed

Implementation of our Access and Equity policy includes inclusive marketing activities and adjustments to our learning and assessment materials.

Capital Careers staff have all been instructed in their responsibilities in regards to Access and Equity principles.

Please let us know if you have any concerns about your training or if you require any specialist assistance to achieve your competencies.



## INDUCTION AND ORIENTATION

On the first day of the training program, Capital Careers will conduct an induction and orientation program for all clients which will cover the following:

- Completion of an enrolment form
- Overview of units of competency in the course/qualification
- Training and assessment strategies, including flexible learning arrangements
- Recognition of Prior Learning and Credit Transfer
- Language, Literacy and Numeracy support
- Client support services
- Appeals and complaints procedures
- Disciplinary procedures
- Relevant legislation
- Fire evacuation and emergency procedures

## TRAINING AND ASSESSMENT

All training and assessment is delivered by qualified staff using methods and materials that are aligned to units of competency. Appropriate training facilities and equipment are also provided.

Training for your course will be delivered using one or more of the following methods:

- classroom instruction and practical workshops
- project work and mentoring
- self-paced learning
- e-Learning

Training methods are selected to best achieve the required elements of competence while giving full consideration to the learning style of the participants. The provision of training may include a flexible combination of any of the above.

In order to gain competency for a unit, clients will be assessed against performance criteria as outlined in the relevant Training Package. Assessment may involve one or more of the following:

- practical demonstration of skills
- completion of set tasks and written activities
- workplace assessment
- Recognition of prior learning and/or credit transfer

Each assessment will receive a result of either Competent or Not Yet Competent.

If found Not Yet Competent, you will have 2 opportunities to be reassessed for a unit before an additional charge of \$40 per reassessment applies.

## CLIENT RIGHTS AND RESPONSIBILITIES

As a student you can expect:

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

As a learner 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
- Pursue your learning goals in a supportive and stimulating environment
- Lodge a complaint through the grievance process

As a learner it is your responsibility to:

- Treat other people with courtesy, fairness and respect
- Attend assessment events and submit assessment items on time
- Be punctual and attend regularly
- Not engage in plagiarism or cheating in any assessment
- Observe normal safety practices, including no smoking in buildings
- Behave in a responsible manner, by not littering, harassing or offending fellow learners or staff, damaging property or persons, or attending class affected by alcohol or illegal drugs.

If you are unable to meet your responsibilities you will be asked to talk to the relevant Coordinator regarding changes to be made, including the possible cessation of attendance.

## RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

Recognition of Prior Learning (RPL) is an assessment process that allows a person to receive recognition and credit for the knowledge and skills they have, no matter how and where they were attained, including overseas. This can include skills from:

- Previous study
- Work experience
- Life experience

If you are interested in applying for RPL please talk to our staff before the course commences or on the first day of training. An RPL Information Guide including an application form will be provided at this point. If you are successful in your RPL assessment, you will receive credit for the unit and will not be required to attend training. The RPL assessment service is provided as part of your course enrolment.

Credit Transfer is considered at the same time as RPL, and in the same process. Capital Careers recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other registered training organisations.



## CLIENT GRIEVANCES AND APPEALS

Capital Careers has a formal and informal complaints and appeals policy which ensures a fair and transparent process for handling complaints.

1. In the first instance, clients are encouraged to address their complaint to the trainer/assessor, course coordinator or the Directors of the company.
2. A formal complaint can be made in writing by using a 'customer complaint form' which is available from the front office or at the request of your trainer
3. All complaints will be referred to the Directors and resolved within 5 days
4. The complainant will be given a written statement of outcomes
5. Appeals are referred to an independent person or panel.

For continuous improvement purposes, Capital Careers keeps a register of all complaints and feedback received.

If you are dissatisfied with Capital Careers' complaints process and feel that you haven't been given a fair hearing, the next step is to contact the relevant state registering body. Alternatively you may contact the National Training Complaints Hotline on 1800 000 674.

## ISSUANCE OF QUALIFICATIONS

Capital Careers issues AQF Qualifications and Statements of Attainment that meet the requirements of the Australian Qualifications Framework implementation handbook and the endorsed Training Packages and accredited courses with the scope of its registration.

On successful completion of a unit of competency, a nationally recognised Statement of Attainment will be issued recognizing partial completion of the Training Package qualification. Nationally recognised certificates are awarded upon attainment of a full AQF qualification.

A Certificate of Attendance is issued to students who complete non-accredited courses.

Capital Careers will issue AQF qualifications and Statements of Attainment within 21 days of course completion.

### Reprints of Qualifications

A fee of \$35 applies for all Certificate and Statements of Attainment reprints.



## CLIENT SUPPORT SERVICES

All clients of Capital Careers are treated as individuals and are offered advice and support services that assist them in achieving their individual outcomes including provision for Language, Literacy and Numeracy assistance and flexible learning and assessment procedures. Capital Careers does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies.

## LANGUAGE, LITERACY AND NUMERACY

Capital Careers have staff with specialist skills in this area. Any special requirements for language, literacy and numeracy will be provided for at all times.

## STUDENT FACILITIES

Capital Careers provides the following for the use of our students:

- Kitchen facilities, including a fridge and a microwave
- Tea and coffee facilities

## CONTINUOUS IMPROVEMENT

All clients are provided with feedback sheets to comment on Capital Careers services and training provision and to suggest areas of improvement. Capital Careers will review feedback as part of our continuous improvement and professional delivery of training services.

Evaluation of assessment processes and procedures is gathering on an on-going formal and informal basis.

## STUDENT INFORMATION

Information concerning students, including information submitted at enrolment, will be used by Capital Careers, or other authorized organisations for the purposes of general student administration, communication, research, statistical analysis, state and national reporting, program monitoring and evaluation. Information provided will be held securely and disposed of securely.

### Accessing your student information

A student must provide a written request to Capital Career to seek permission to access their personal information. When approved, the student may access their file in the presence of a Capital Careers staff member. If a student feels that any information is incorrect they have the opportunity to correct that information.

## CHILDREN OF CLIENTS IN THE WORKPLACE OR TRAINING VENUE

Capital Careers does not encourage clients to bring their children (under 16 years) into the workplace or training venue as our aim is to provide an adult learning experience for our clients.

## OCCUPATIONAL HEALTH & SAFETY

Trainers and Assessors will provide clients with an overview of OH&S requirements, and emergency procedures at the beginning of each course. We encourage all clients and staff to bring OHS concerns to the attention of their Trainer/Assessor as soon as possible.

## TRAINING PACKAGE TRANSITION

Capital Careers monitors the progress of the review processes for qualifications that are within our scope of registration. Any alterations to qualifications will be reflected in our learning and assessment strategies and in the information provided to our clients.

Once review processes are complete, Capital Careers will undertake transition to the new package within 12 months of its release.

Additionally, clients undertaking training in a superseded training package will be advised in writing of the up-coming change and given details of the timeframe available to complete their qualification. Participants who do not complete in time will be provided with the opportunity to make a transition to the new qualification. An extra participant fee may be charged to cover the costs of the transition.

## MARKETING

Capital Careers markets and advertises its products and services in an ethical manner. Capital Careers is committed to marketing vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information, no false or misleading comparisons will be drawn with another provider or course.

Written permission will be obtained from clients before using information about that individual or organisation in any marketing materials.

Specific course information, including AQF level, content and vocational outcomes is provided to students prior to enrolment.

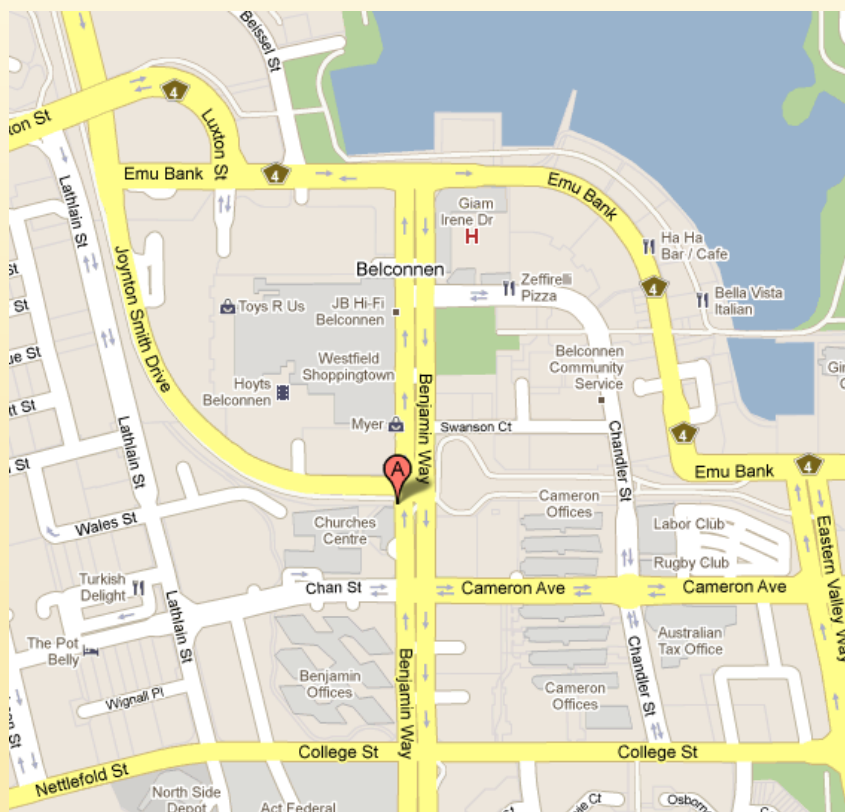
Capital Careers only advertises AQF qualifications which are within our scope of registration.

## DRESS AND PRESENTATION

Whilst attending training at Capital Careers you are expected to dress in suitable business attire.

## TRAVEL / PARKING

Pay parking is available on Benjamin Way and Lathlain Street. Short-term parking is available in Westfield Belconnen Mall. Travelling by bus to Capital Careers is also an easy option with the Belconnen Community Bus Station located opposite our building.



## LEGISLATION

Information about current legislative and regulatory requirements impacting on participants in training can be found as follows:

- ACT Training and Tertiary Education Act 2003  
<http://www.legislation.act.gov.au/a/2003-36/current/pdf/2003-36.pdf>
- ACT Work Safety Act 2008  
<http://www.legislation.act.gov.au/a/2008-51/current/pdf/2008-51.pdf>
- ACT Discrimination Act 1991  
<http://www.legislation.act.gov.au/a/1991-81/current/pdf/1991-81.pdf>
- ACT Disability Services Act 1991  
<http://www.legislation.act.gov.au/a/1991-98/current/pdf/1991-98.pdf>
- Disability Discrimination Act Education Standards  
<http://www.ddaedustandards.info/>
- Privacy Act 1988  
<http://www.oaic.gov.au/>
- Freedom of Information Act 1982  
<http://www.oaic.gov.au/>
- Equal Employment Opportunity Act 1987  
<http://www.comlaw.gov.au/Details/C2004C00712>

## GUARANTEE

Capital Careers understands that it will be expected to honor all guarantees outlined in this information guide.

## SANCTIONS

Capital Careers understands that if it does not meet the obligations of this guide or support regulatory requirements, where applicable, it may have its registration as a training provider withdrawn.



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