



CAPITAL CAREERS

CAREER COUNSELLORS & TRAINING CONSULTANTS

RT0 ID2194

STUDENT HANDBOOK

Canberra : Level 3 | Belconnen Churches Centre | Benjamin Way | Belconnen ACT 2617
Parramatta : Suite 506 | Level 5 | Westfield Office Towers | Westfield | 159 Church Street | Parramatta 2150
Sydney CBD : Suite 102 | Level 1 | 32 York Street | Town Hall | Sydney NSW 2000
Adelaide : Level 3 | 118 King William Street | Adelaide SA 5000

+61 2 6253 0682 |

info@capitalcareers.com.au

www.capitalcareers.com.au

Follow Us On



OUR COMMITMENT TO YOU

Listening to your needs.

Treating you with respect.

Responding in a timely manner.

Welcoming & acting on your **Feedback**.

Supporting you throughout.

Providing you with **Flexible** options.

Treating your information **Confidentially**.

Delivering **Fair & equal** services.

We **Care** and are **Passionate** about education.

We strive to **Deliver** a quality service
at all times.

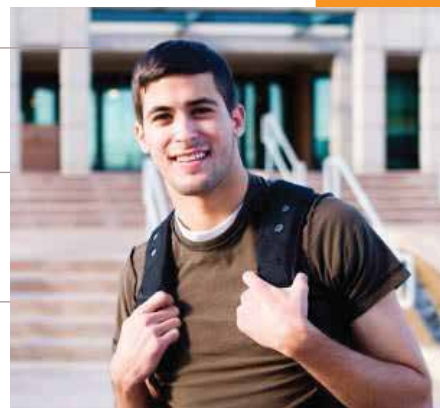




NATIONALLY RECOGNISED TRAINING IN
HEALTH, COMMUNITY SERVICES,
BUSINESS, FIRST AID, TRAINING AND
ASSESSMENT

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STUDENT
HANDBOOK

WORKBOOKS AND MATERIALS

Capital Careers provides the required textbooks and other learning materials for the course. These are included in the course fee. They will be provided to you on the day of enrollment either in person or via post.

Course textbooks are provided to student on CD's or a USB. Students who want a printed version of the textbooks will need to print by themselves from USB.

ATTENDANCE AND PROGRESS

Participants are responsible for maintaining their attendance and attending the classes as set down in the course timetable. Attendance records are kept for every class and signed off by the trainer/assessor.

We will support you and stay in touch for encouragement. Your progress is monitored by the trainer and our student advisors. Assessments should be bought in each month for review by a trainer so you can be given feedback on your progress.



HOW TO HAVE A GREAT TRAINING EXPERIENCE

1. Come well rested.
2. Have breakfast or a meal prior to commencing.
3. Come ready to learn—determined to leave outside concerns and work behind you for these few hours.
4. Please keep your mobile either switched off or on silent, while you are in class.
5. Allow plenty of time—plan to be 15 minutes early.
6. Pre-read any material that we send you.
7. Wear appropriate and comfortable clothing.
8. Submit work on time.
9. Ask for an extension if you have a problem—don't ignore agreed deadlines.

OUR OFFICE AND TRAINING LOCATIONS

Canberra : Level 3, Belconnen Churches Centre, Benjamin Way, Belconnen ACT 2617
Parramatta : Suite 506, Level 5, Westfield Office Towers, Westfield, 159 Church Street, Parramatta 2150
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STUDENT SUPPORT SERVICES

As a Registered Training Organisation, we must keep you informed about:

Fees and charges, including fee refund policy

Course and administration fees are clearly identified on our website. Payment of fees does not mean a participant is guaranteed successful completion of a course. We clearly state our pricing and refund policies and list all fees in the terms and conditions. This forms part of the enrolment process and our agreement with you as a valued client.

Training delivery and assessment procedures

Every participant will be provided with this information brochure, and taken through an outline of the delivery and assessment process at induction. All assessments are tests that meet the assessment principles of validity, reliability, flexibility and fairness. We use knowledge quizzes, practice sessions, simulations and projects in our assessments with plenty of practice throughout the course.

Participant complaints and appeals

We make every effort to ensure you succeed in your study. We are open to feedback. Every participant has the right to appeal an assessment decision made by our trainer or lodge a complaint. The procedures for doing so are outlined later in this brochure and on the website.

We also provide the following support services:

Student Orientation

All students will have fair and equitable access to Capital Careers and training services.

At the beginning of a course of study the students are to be given a short orientation and it will include the following:

- A tour of the training facility including classroom, student areas, toilets, fire exits, and restricted areas
- A receipt of the 'Student Information Handbook'.
- Details on how to access the student support services.

Nominated Student Support Officer

While all staff has the responsibility to provide support to all students, we have a dedicated 'Student Support Officer' who shall be available to all students, on an appointment basis organised through reception on info@capitalcareers.com.au

Students can also access the Compliance Manager directly or via reception and an appointment will be organised as soon as practical.

Name: Amanda Carney **Email:** amanda@capitalcareers.com.au

Internal Support Services Available

- Clients who speak English as a Second Language - Capital Careers trainers are experienced in working with people from culturally diverse backgrounds for whom English is not their first language. The trainers have developed a range of practical devices to assist in overcoming the language barrier.
- Literacy and numeracy – One of the Capital Careers trainers has experience in coaching students who intend to undertake the Pearson Test of English and the International English Language Testing System. This trainer can come as often as needed to assist any student that requires assistance with their English. This coaching will be done outside of class hours and needs to be booked in advance.
- Reasonable Adjustment - Reasonable adjustment of training and/or assessment is provided for all students who are identified as requiring it or who ask for support.
- Computer Literacy - students needing to build computing skills will be provided with assistance in accessing appropriate computing training.
- Internet – Students are allowed to use computers or borrow laptops from us to use within our facility.
- Personal Counselling – Our trainers and staff are not qualified counsellors and are unable to provide personal counselling. However assistance will be given in helping students find relevant personal counselling services if they need it.
- Academic Counselling – Our trainers and staff will provide additional academic assistance if a student requires it. This assistance is generally provided out of class hours for groups or in particular circumstances a one on one appointment can be arranged.
- Recognition of Prior Learning (RPL) & Credit Transfer (CT) - RPL & CT are available to all students and our trainers and staff will provide students assistance to prepare for RPL or Credit Transfer.
- Employment Guidance/Mentoring – Capital Careers will provide students with career mapping assistance, and job seeking.
- Library Services - Assistance will be provided to students to borrow books during their course if required.
- Tea, Coffee and Meals - Tea and coffee facilities are provided for students and are included in course fees. Meals are not provided



Support Assistance

We run professional courses so we do expect people will have good reading, writing and computing skills. We want our participants to succeed in their learning so if you are having difficulties our trainers and assessors can provide the following types of learner support assistance.

- Explanations of parts of the learning that have not been understood.
- Flexibility in the delivering of training in terms of timing and completion of work
- Extra time for assessments or re-submit options.
- Extra time on projects by request

Course withdrawal or cancellation and request for a refund

You must submit notice of your intention to withdraw or cancel from a course in writing. Ask our staff for a copy of the form.

You must be up to date with course fees at the time of the request if you are asking for a refund. The request will be assessed following the refund policy that is on our website. If your request is successful you will be required to pay an administration fee and may be liable to pay a cancellation fee. You will be issued with Statements of Attainment for units completed and paid to date.

Please visit our website for policies in full detail.

COMPLYING WITH LEGISLATION IN OUR TRAINING PROGRAMS

All participants are entitled to, and will be given equal consideration and treated with equal respect. Capital Careers staff and consultants sign a code of conduct that maintains fair and ethical professional conduct across our RTO.

EQUAL EMPLOYMENT OPPORTUNITY

Trainers will not discriminate on the basis of race, gender, sexual preference, belief, or age. Further, we will monitor the composition of our training team and the classroom, and introduce action if it appears that this policy is not fully effective.

HARASSMENT

Harassment and victimisation is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle or take advantage of another person. It includes

- Physical assault, sexual assault, offensive jokes and suggestions, verbal abuse etc,
- Distributing or displaying offensive material (pictures, cartoons etc);
- Making offensive telephone calls;
- Making suggestions about sexual activity or sexual favours with threats or promises
- Telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability;
- Isolating, segregating, humiliating, questioning, ignoring another's capabilities.

The management will follow up on complaints of harassment from participants. You should first talk to the trainer about your circumstances. You may also wish to talk to administration. There is a process to follow for such complaints that is fair and meets our legal obligations. You have the right to seek advice from relevant government bodies such as the Anti-Discrimination Board.

DISABILITY

Capital Careers will make reasonable adjustments in order to cater for the needs of participants who have a disability.

Training venues and facilities will be accessible. Materials supplied to distance learners will be text based but we supplement this material with files and course material on CD and the email that can be adapted on your computer.

LANGUAGE AND LITERACY ADJUSTMENTS

Support persons such as signers and interpreters are welcome in our classes. We will ensure that our training is delivered at a reasonable pace for the various types of learners in each class. We will use basic English to explain terminology with practical examples. Assessment will be both written and practical but does require completion of major projects written in good English and using a computer.

WORK HEALTH & SAFETY

Capital Careers trainers and assessors are aware of the Workplace Health and Safety (WHS) legislation as it relates to their educational environments. They follow the principles and practice of effective WHS management have knowledge of the common hazards in educational environments, WHS management systems, policies and procedures needed for compliance such as safety incident reporting.

EVACUATION

In the case of an emergency that requires evacuation of the building during training sessions, the trainer will notify the class that they will be evacuating the building and will follow the designated procedures for that site. We will always check roles and names at the meeting point to ensure our course participants are located and safe.

COPYRIGHT

Capital Careers adheres to the Copyright Act. All course materials and software are licensed.

SECURITY

Personal property at training venues - Participants are responsible for their own personal belongings. We will not accept any responsibility for stolen or damaged personal property at a training venue.

Participant records – Records are kept in lockable cabinets and on password protected servers in the administration offices. Only those with authority are able to access them. Participant records are not to leave the premises, except for when they are being archived.

ASSESSMENT PROCESSES

All courses will be assessed against the competency standards or the assessment criteria set out for that course and in line with training package requirements. Payment for any course does not guarantee that the participant will achieve the competencies required or receive the qualification or credential.

ASSESSMENT SUBMISSION AND COURSE EXPIRY

You must submit your request for an extension of time for assessment before the course expiry date. This is 12 months from the start of your course in the course confirmation paperwork. You must be up to date with course fees at the time of the extension request. In the first instance, email your trainer who can approve extra time. If your request is successful and your extension is beyond the 12 months of the course dates you will be required to pay a course extension fee. A maximum of four months is allowed and Capital Careers reserves the right to refuse an application for extension. You must stay in touch by email or phone at the end of the extension. If you do not submit your assessments by the agreed date, it is deemed a withdrawal from the course according to the terms and conditions.

COMPETENCY ASSESSMENT RESULTS

You will be assessed as Competent (C) or Not yet Competent (NYC).

If the participant receives a 'NYC' they will be briefed in private as to what area they need to concentrate on so that they are able to achieve competency. They will then be given a second opportunity to undergo re-assessment. This opportunity may require repeating the course or a unit of competency.

A participant who still cannot demonstrate competency will be given a third opportunity for re-assessment then counseled and advised of options. This may include further training for which a fee may be payable.

RECOGNITION OF PRIOR LEARNING (RPL)

Assessment only pathway

Participants who believe they do not need to complete the full course can discuss their background and previous training and experience and go to an assessment only process. Look at our website and ask for RPL application form.

CREDIT TRANSFER (CT)

If you have a qualification or part qualification issued by another RTO we will recognise this and give you credit towards completion of the course. We do need to check that the certificates are valid and authentic. Look at the website and ask for a CT application form.

ISSUING QUALIFICATIONS AND KEEPING YOUR RECORDS

- The results of assessments are provided progressively through the course.
- Some courses have a final project that is the final assessment and is submitted at the end of the course, then marked and the result notified by email.
- The results are signed off and forwarded to our office.
- Qualification certificate and transcripts of your results or Statements of Attainment are issued following the national guidelines for RTO's.
- Your assessments are retained for 6 months. This is a compliance requirement as an RTO.
- The results are filed in our records then entered into our databases as a long term record. These records are confidential and remain the property of the RTO
- Participants have the right to sight their records.
- Certificates will be issued within 30 days of receipt of payment or receipt of final assessment piece-whichever is later.

PARTICIPANT COMPLAINTS AND ASSESSMENT APPEALS

All participant complaints and appeals must be dealt with in a constructive and timely manner.

COMPLAINTS

Complaints are an opportunity to improve our client services. Management will consider complaints as a matter of priority and within the guidelines of legislation and following our procedures. All internal avenue's for resolution will be pursued.

Procedure for a complaint:

- | | |
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| 1. Discuss the issue with the member of staff or trainer involved | In the first instance, the complaint should be discussed with the relevant member of staff – in administration or training. We encourage participants to talk directly with the person involved and see if you can sort out the issues of concern. |
| 2. Discuss the issue with a Manager | Where that is not appropriate, the complaint can be discussed with a member of staff – the Administration and Compliance Manager or the General Manager – by phone or through email. We will seek an immediate resolution of the matter if possible within our roles in the management of the RTO. |
| 3. Fill in the written complaint form to be considered by the Directors | <p>If the complainant is not satisfied with the suggested resolution, the complaint should be recorded in writing on our complaints form and submitted. This form can be downloaded from the website and sent by email. The Managers will consider the written complaint. Upon receipt of the formal complaint the complainant will be notified in writing that the complaint has been received, is being investigated and the approximate timeframe for which they can expect a resolution. If 60 days have passed and there is still no resolution to the complaint, the complainant must be notified in writing as to why the complaint is taking that long to resolve and advise them that they will be notified of any progress in writing every 28 days up until the complaint is resolved.</p> <p>Where the matter may involve the Managers, we will use an agreed third party to consider the complaint and the resolution proposed. This will make the process fair and transparent.</p> |
| 4. How we advise of the complaint resolution and give written notification of the decision | The complainant will be notified via telephone to discuss the complaint resolution. Once the complainant agrees that the resolution is satisfactory the complainant will be sent a letter or email confirming the resolution details. Details of any communication with the complainant will be recorded in writing on the complaints register and the complainant informed within 28 days of receipt of the written complaint of the RTO's decision related to the complaint. |

Procedure for a complaint:

5. If our internal process has not worked, we move to final decision through mediation

If agreement still cannot be reached, and the complainant wishes to pursue the matter, Capital Careers offers a mediation service. This is the final step in our internal complaints resolution process and we hope the complaint can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation meeting. This will be the final decision.

6. Complaints improve our client services and continuous improvement

Complaints are logged in the complaints register, reported to management meetings and retained in our compliance records. We treat complaints as feedback that can improve our client services and continuous improvement

7. Take the complaint to the Department of Fair Trading

Once mediation has been provided, we will advise the complainant that all internal processes have been exhausted. He/she can take the matter to the Department of Fair Trading depending on the nature of complaint. This is the external agency in NSW that deals with consumer complaints.

8. The role of ASQA in investigating complaints after internal processes are exhausted.

Capital Careers will also provide a link on the website RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Participants will be informed on the regulatory role of ASQA at induction.



Procedures for an assessment appeal:

1. Discuss your results with the Assessor who marked your work	For all assessment tasks but in particular for final assessment tasks, if the participant appeals the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date.
2. Request a re-marking by the same Assessor or another Assessor	If an agreement cannot be reached, the participant has the right to request a re-marking where the work is assessed again by the same Assessor request or that another Assessor undertake the marking of the submitted work for assessment. This must be done within 14 days from the result date.
3. Fill in and send a written assessment appeal form that will be considered by the Training Manager	If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the participant is still not satisfied, then the Training Manager shall discuss the assessment decision with the participant and the Assessor. The request must be submitted in an assessment appeal form within 28 days of the date of the remarked results. Upon receipt of the appeal notification the appellant will be notified in writing that the appeal request has been received, is being investigated and the approximate timeframe for which they can expect a resolution. If 60 days have passed and there is still no outcome, the appellant must be notified in writing as to why the appeal process is taking that long to resolve and advise them that they will be notified of any progress in writing every 28 days up until resolution.
4. The Appeal resolution by meeting or phone then the Directors will send written notification of the decision	The appellant will be notified via telephone to discuss the appeal outcome. Once the appellant has agreed that the resolution is satisfactory they will be sent a letter confirming the resolution details. Details of any communication with the appellant will be recorded in writing on the complaints register and the complainant informed within 28 days of receipt of the written complaint of the RTO's decision related to the complaint.
5. Final decision through mediation and external assessment	If the appellant is still not satisfied with the result and wishes to pursue the matter, we offer an external mediation and assessment service. This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision of the mediation by a third party Assessor will be recorded and sent to all parties within 28 days of the final mediation and assessment consideration. This will be the final decision.

Procedures for an assessment appeal:

6. You have 3 months to submit assessment appeals	Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.
7. Appeals improve our quality of training and assessment	Appeals are logged in the assessment appeals register, reported to management meetings and retained in our compliance records.
8. Take the appeal to the Department of Fair Trading	Once mediation and the external assessment services has been provided, we will advise the student that all internal processes have been exhausted. He/she can take the matter to the Department of Fair Trading. This is the external agency in NSW that deals with consumer complaints.
9. The role of ASQA in investigating issues around quality of training and assessment after internal processes are exhausted.	Capital Careers will also provide a link on the website RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Students will be informed on the regulatory role of ASQA at induction.

OUR COMMITMENT TO QUALITY CUSTOMER SERVICES

Capital Careers undertakes to meet the requirements set down as a Registered Training Organisation and the VET Quality Framework. Our responsibilities are set out in standards for RTO's 2015, our Policy Manual and in this Information brochure for customers and course participants.

For copies of this information, brochure and more details about our courses and Capital Careers go to the website.





**WE CARE FOR
YOUR EDUCATION**

For more details visit

www.capitalcareers.com.au
info@capitalcareers.com.au

Or visit us at the office

PARRAMATTA

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Our friendly staff are waiting for your call

