



Australian Alpine Training Institute



# Learner Information & Orientation Guide

The Learner Information & Orientation Guide, otherwise known as the Staff/Learner Handbook is also available as a set of webpages at [www.skipatrol.org.au](http://www.skipatrol.org.au). All information enclosed constitutes the Terms and Conditions on enrolment in an Australian Alpine Training Institute/Australian Ski Patrol Training College training course.

Note: Where a discrepancy exists between a paper copy of this manual and the ASPA Training website, the web site is to be considered authoritative.



## Welcome to the Course

Thank you for selecting the Australian Alpine Training Institute/Australian Ski Patrol Training College RTO ID # 91180, to further your educational and training pursuits.

We aim to provide a quality learning experience, which meets the needs of all learners.

To assist you with your learning we have developed this Learner Information & Orientation Guide. Please take the time to read it carefully, and should you require further information contact our staff.

Our team is committed to maintaining our high standards for training. We are proud of the qualifications we issue and continue to be recognised as a quality Registered Training Organisation.

We trust that you will find your learning with the Australian Alpine Training Institute/Australian Ski Patrol Training College a rewarding experience. We look forward to your productive feedback to ensure that our products and services meet your expectations.

I wish you a very rewarding training experience with the Australian Alpine Training Institute/Australian Ski Patrol Training College.

Regards,

Peter Mowbray  
CEO

Australian Alpine Training Institute/Australian Ski Patrol Training College



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## About The Australian Alpine Training Institute/Australian Ski Patrol Training College

The Australian Alpine Training Institute/Australian Ski Patrol Training College is a registered training organisation that is owned by the peak alpine safety body in Australia. An Industry Association with operations in Tasmania, New South Wales and Victoria manages it. The Australian Alpine Training Institute/Australian Ski Patrol Training College comprises a professional network of trainers and consultants dedicated to providing you with innovative practical solutions to your training needs.

Alpine rescue is the major area of our operations. Our courses address industry and regional skills needs though the training and personal development of people involved in sports and recreation in alpine areas.

Programs are planned and executed in conjunction with both Industry and Government initiatives to achieve the highest possible outcomes in terms of learner skills and employment opportunities.

### Course Goals and Outcomes

The Australian Alpine Training Institute/Australian Ski Patrol Training College delivers to you a framework that enables your skills to be measured against nationally accredited standards. This means that you will be entitled to the award of a Statement of Attainment or Qualification upon successful completion of the course.

The course is therefore designed with specific content and goals. The content is grouped together as “units of competency”. Each unit of competency has specific goals against which we must measure your achievement; these are sometimes called the “performance criteria”.

### Assessment Process

Assessment is a process used to determine whether learners can demonstrate competency (ability) against a pre-determined set of measures (assessment methods). It is a process of collecting and validating evidence, which must be recorded by assessors to prove learner competence. The learner must be made aware of how assessment will be completed; learner resources explain what is to be assessed briefly. The trainer will use the performance criteria from training package and activities to ensure assessment is firmly related to the unit of study.

There are four key principles of assessment that we use. It should be valid, reliable, fair and flexible.

Assessment is:

1. *valid* when it assesses what it claims to assess
2. *reliable* when it consistent in all situations and with all learners
3. *fair* when it places all learners on equal terms
4. *flexible* when it can accommodate all delivery modes and delivery sites and the needs of learners.



At the end of each Unit or Module in the course, the learner/learner will be asked to demonstrate that the course content has been learnt and applied. This is called “demonstrating your competency”.

There will be a number of Assessment Tasks for each Unit. Each assessment task measures the required aspects of that unit.

Assessors will utilise one or a combination of assessment methods depending on the needs of the learner and the requirements of the course.

These included:

- Review the portfolio of Evidence including Relevant Formal Qualifications
- Interviews
- Confirmation of Testimonials
- Validated Work space Logbooks
- Skills/Challenge testing
- Written/Oral tests
- Observation
- Demonstration

## Validation of Assessment Material

The **Standards for Registered Training Organisations (RTOs) 2015** require that we:

- Validate each assessment tool least once every five years,
- with at least 50% of assessments on our scope of registration validated within the first three years of each five year cycle,
- priority for assessment validation will take into account the relative risks of all of the units of competency on our scope of registration

ASPA has determined that annual validation of the assessment tools is applicable due to the nature of ASPA scope of registration and the speed of which best practice changes to the First Aid industry occur. This annual assessment validation will occur at the conclusion of the ski season and is undertaken by the Education Committee.

The Education Committee undertaking assessment validation will contain at least one qualified trainer/assessor which was not involved in the particular instance of delivery and assessment of the assessment instrument being validated.



## Course Information

Before enrolling into a course or program, learners can download a copy of course outline, which provides information on:

- Course or program contract
- Course or program length
- Course or program content
- Opportunities for Recognition of Prior Learning (RPL)
- Fees (where appropriate)
- Refund policy
- Location of Training
- Pre-requisites for entry into the program
- Assessment methods
- Qualification to be issued upon successful completion

## Code of Practice

The Australian Alpine Training Institute/Australian Ski Patrol Training College has developed a **Code of Practice**, which outlines a range of organisational commitments and philosophies relating to the Delivery of Assessment and Training Services.

## Enrolment

All learners are required to enrol online.

Enrolments close 7 days prior to the face-to-face course commencing.

The information in the enrolment form will be used to assess learner eligibility as well as providing key information for our records.

## Educational Standards

The Australian Alpine Training Institute/Australian Ski Patrol Training College management will ensure that adequate learning resources are available and that the environment supports productive learning:

- The RTO will provide an environment that is conducive to an effective learning process.
- All training program content will be delivered with a professional and positive attitude.
- The Australian Alpine Training Institute/Australian Ski Patrol Training College's staff members must meet strict qualification requirements before they are to conduct and validate assessments. All trainers and assessors are assessed on their experience, competence and person suitability before employment. The minimum qualifications required are as follows:
  - ✓ TAE40110 Certificate IV in Training and Assessment plus
  - ✓ Three years relevant industry experience within the last five
  - ✓ Any occupational training requirements as stated within course curriculum and/or training packages
  - ✓ Industry experience, which is current and relevant



- The learner and trainer will work together to identify specific needs.
- The learning process will include training components and personal guidance that address identified needs, and enable learners to achieve vocational goals.
- Our adherence to these standards, including the **Standards for Registered Training Organisations (RTOs) 2015** shall be ensured by the annual self assessment undertaken by an experienced and suitably qualified RTO consultant.
  - The outcome of this self assessment will be a detailed audit report which shall document any areas of non-compliance and the rectifications processes that need to be undertaken to achieve competency.
  - Our course durations will be of sufficient duration to ensure that we provide our learners with sufficient time and opportunity, before assessment to, learn the required knowledge and skills and practice these until competency has been attained. This duration will be influenced by:
    - The intended volume of learning
    - The nominal hours of the units of competency
    - The existing skills and knowledge of the learners
    - The demonstrated experience of prior learners, trainers/assessors and industry expectations and experience.

## Evaluation of Training

All learners are requested to complete a written evaluation on completion of the training. These evaluations are used only by the Australian Alpine Training Institute/Australian Ski Patrol Training College to monitor your feedback with the Training and to identify opportunities for improvement. Your participation in this activity is very important and highly valued by our team at The Australian Alpine Training Institute/Australian Ski Patrol Training College.

We are required by the federal RTO regulator to summarise the feedback we receive from our learners and report this annually.

Our summarised reports do not contain individual responses and thus your privacy is maintained

## AVETMISS Reporting

Learners should be aware that from January, 2014, ASQA requires ASPA to collate the information contained on the Learner enrolment form and report that information by February the following year. For example, the information that you provided on your enrolment form in 2014 must be provided to the Federal Government by the end of February, 2015.

This information is reported through ASPA's AVETMISS compliant software.



## Expectations of Learners

All learners must tick the box on the Statement of Understanding when enrolling to indicate that you understand and agree with these conditions.

## Attendance of training sessions and pre course work requirements

Learners are advised of attendance requirements in their confirmation email.

Learners are again reminded that a current **HLTAID003 Provide first aid** statement of attainment is a pre-requisite for our training programmes, (with the exception of those undertaking an annual **HLTAID001 Provide cardiopulmonary resuscitation refresher**).

Learner must complete online pre course work prior to the face-to-face components. Learners are expected to attend all of the face-to-face training.

A learner will not be allowed to attend the face-to-face component if the pre course work has not completed.

If you are unable to attend training/workshop, you must contact your Course Director and try to give at least 48 hours' notice.

## Change in Situation

Learners must advise the Australian Alpine Training Institute/Australian Ski Patrol Training College of any changes in their personal details by contacting [support@skipatrol.org.au](mailto:support@skipatrol.org.au)

## Completion of Learning Requirements

Learners are required to participate in all training activities and carry out any tasks that may be asked by their trainer to the best of their ability.

All pre course work, learner checklists and competencies must be completed.

## Competency Based Training and Assessment

All programs delivered by the Australian Alpine Training Institute/Australian Ski Patrol Training College are assessed under the Principles of Competency Based Training. This means that all courses are built from Units of Competency.

Learners are advised of the Units of Competency required to complete a course or program before commencement.

The aim of Competency Based Training is to assess the learners ability to complete all required assessments activities to an industry acceptable standard in order to be deemed "Competent" in that unit. This contrasts other assessment methods where commonly learners are required to sit an examination that has a specific "pass mark". Your Trainer/Assessor will assess your (ability) competency in each unit.

Competencies are normally expressed in terms of a unit of competence.



Competencies include the skills and tasks that are required on the ski slope. When you are being assessed on these activities, you will be required to perform them to the level required of the unit of competency and of ASPA.

All assessment results are recorded. Learners will be notified of results in each assessment and have access to their assessments records through the Trainer/assessor.

Final results are downloaded via your learner portal. Log in, click on my achievements, complete the questionnaire and your statement of attainment is there to download and print.

These statements of attainment must be uploaded to the learner portal within 30 calendar days of the learner being assessed as competent, for ASPA to be compliant to the **Standards for Registered Training Organisations (RTOs) 2015**.

## **The Australian Alpine Training Institute/Australian Ski Patrol Training College Policies**

### **Legislation:**

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and the CEO is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au> .

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation is available at: <http://www.austlii.edu.au>

- Relevant Commonwealth Legislation includes:
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards for NVR Registered Training Organisations 2015
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Act 1992
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984



- Sex Discrimination Amendment Act 1991
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011

## State Legislation

For learners living in New South Wales

Current legislation is available online at <http://www.legislation.nsw.gov.au> and includes:

- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Work space Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.

For Learners living in Victoria

Current legislation is available online at <http://www.legislation.vic.gov.au> and includes:

- Education and Training Reform Amendment (Skills) Act 2010
- Victorian Qualifications Authority (Amendment) Bill 2003
- Victorian Qualifications Authority Act 2000
- Education and Training Reform Act 2006
- Occupational Health and Safety Act 2004
- Occupational Health and Safety Regulations 2007
- Working With Children Act 2005
- Working with Children Amendment Act 2010

For Learners living in Tasmania

Current legislation is available online at <http://www.legislation.tas.gov.au> and includes:

- Anti-Discrimination Act 1998
- Occupational Health and Safety Act 1995

For Learners living in the Australian Capital Territory

Current legislation is available online at <http://www.legislation.act.gov.au> and includes:

- Disability Services Act 1991
- Discrimination Act 1991
- Disability Services Amendment Bill 2012
- Fair Trading (Australian Consumer Law) Act 1992
- Care and Protection of Children Act 2007



## Anti-Discrimination Policy

The Australian Alpine Training Institute/Australian Ski Patrol Training College's learner recruitment policy shall provide for its' learners equal opportunity regardless of sex, race, colour, national origin, age, religion and physical or mental handicap. The Australian Alpine Training Institute/Australian Ski Patrol Training College shall not show favouritism in any area to any learner.

The Australian Alpine Training Institute/Australian Ski Patrol Training College complies with the Charter for Equity in Education and Training. A copy of this charter is available for viewing from the Australian Alpine Training Institute/Australian Ski Patrol Training College staff.

## Workplace Health and Safety Policy

The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 describes The Australian Alpine Training Institute/Australian Ski Patrol Training College's duty of care to provide a safe and healthy working environment for all staff, and the staff member and learner's duty of care to take reasonable care for the health and safety of others within the learning and assessment areas. This includes the provision of:

- a place that is safe to work and learn in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and Standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure all peoples safety at all times,
- Ensure procedures for operator safety are followed at all times when operating plant and equipment,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and learners to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.



## Harassment and Discrimination Policy

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

We will ensure that all of our staff understand their roles and responsibilities in creating such a work space, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and learners should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees of The Australian Alpine Training Institute/Australian Ski Patrol Training College.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.



### Specific principles

- All staff and learners have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and learners should not make any frivolous or malicious complaints. All staff and learners are expected to participate in the complaint resolution process in good faith.

## Privacy

The Australian Alpine Training Institute/Australian Ski Patrol Training College takes the privacy of our learners very seriously and we will comply with all legislative requirements. This includes the Privacy Act and Australian Privacy Principles (2014)

In some cases as required by law and as required by the NVR Standards we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The thirteen Privacy Principles are defined below:

**Principle 1** – Open and transparent management of personal information. The object of this principle is to ensure that The Australian Alpine Training Institute/Australian Ski Patrol Training College entities manage personal information in an open and transparent way.

**Principle 2** – Anonymity and pseudonymity. Individuals may have the option of not identifying themselves, or of using a pseudonym, when dealing with The Australian Alpine Training Institute/Australian Ski Patrol Training College in relation to a particular matter.

**Principle 3** – Collection of solicited Personal Information.

The Australian Alpine Training Institute/Australian Ski Patrol Training College must not collect personal information (other than sensitive information) unless the information is reasonably necessary for The Australian Alpine Training Institute/Australian Ski Patrol Training College business purposes.



**Principle 4** – Dealing with unsolicited personal information. If The Australian Alpine Training Institute/Australian Ski Patrol Training College receives personal information, The Australian Alpine Training Institute/Australian Ski Patrol Training College must, within a reasonable period after receiving this information, determine whether or not the we would have collected the information under Australian Privacy Principle 3, and if not we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is de-identified.

**Principle 5** – Notification of the collection of personal information. Requires The Australian Alpine Training Institute/Australian Ski Patrol Training College to notify our clients, staff and learners of any additional information that we collect about them, and further advise them of how we will deal with and manage this information.

**Principle 6** – Use or disclosure of personal information. The information that The Australian Alpine Training Institute/Australian Ski Patrol Training College holds on an individual that was collected for a particular purpose, The Australian Alpine Training Institute/Australian Ski Patrol Training College must not use or disclose the information for another purpose unless the individual has consented.

**Principle 7** – Direct marketing. As The Australian Alpine Training Institute/Australian Ski Patrol Training College holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.

**Principle 8** – Cross Border disclosure of personal information. Where The Australian Alpine Training Institute/Australian Ski Patrol Training College discloses personal information about an individual to an overseas recipient, The Australian Alpine Training Institute/Australian Ski Patrol Training College must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

**Principle 9** – Adoption, use or disclosure of government related identifiers. The Australian Alpine Training Institute/Australian Ski Patrol Training College must not adopt a government related identifier of an individual as its own identifier of the individual except when using identification codes or numbers issued by either the State based regulators, or the department of Innovation with regard to the Unique Learner Identifier.

**Principle 10** – Quality of personal information. The Australian Alpine Training Institute/Australian Ski Patrol Training College must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that The Australian Alpine Training Institute/Australian Ski Patrol Training College collects is accurate, up to date and complete.

**Principle 11** – Security of personal information. As The Australian Alpine Training Institute/Australian Ski Patrol Training College entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.

**Principle 12** – Access to personal information. As The Australian Alpine Training Institute/Australian Ski Patrol Training College holds personal information about an individual, The Australian Alpine Training Institute/Australian Ski Patrol Training College must, on request by the individual, give the individual access to the information.



**Principle 13** – Correction of personal information. As The Australian Alpine Training Institute/Australian Ski Patrol Training College holds personal information about individuals and should we believe that this information is inaccurate, out of date, incomplete, irrelevant or misleading; or the individual requests the entity to correct the information; The Australian Alpine Training Institute/Australian Ski Patrol Training College must take such steps as are reasonable in the circumstances to correct that information.

## Working with Children

We do NOT accept people under the age of 18 in our assessment programs.

We will comply with all Federal and State working with Children legislation such as the NSW Child Protection (Working with Children) Act 2012 No 51.

A list of all relevant legislation is available from the Federal Police Website:

<https://aifs.gov.au/cfca/employment-screening-legislation-and-prohibited-employment-schemes-each-australian-state-and>

Further information on the Working with Children's Check is available from The Australian Alpine Training Institute/Australian Ski Patrol Training College's CEO, but this effectively means that we will need to have all staff who come in contact with people under the age of 18, such as assessors, administration staff or clerical staff must be cleared as not being a risk to the health and safety of minors.

## Access & Equity

The Australian Alpine Training Institute/Australian Ski Patrol Training College has a Code of Practice that includes an access and equity policy. This document is available on request. It is the responsibility of all the Australian Alpine Training Institute/Australian Ski Patrol Training College s staff to ensure the requirements of the access and equity policies are met by the Australian Alpine Training Institute/Australian Ski Patrol Training College at all times.

## Assessment Appeals Policy

1. All learners have the right to appeal assessment results.
2. Appeals must be lodged in writing. If the learner wants to be re-assessed, they must submit it in writing.
3. Learners will be informed of the Appeals Procedure for Assessments on the first day of the program and prior assessments.



## **Learner Concerns, Complaints and Appeals Policy**

The Australian Alpine Training Institute/Australian Ski Patrol Training College will act on each substantiated complaint. Learners should advise their trainer/assessor of any concerns that they may have regarding their progress though out their Training Program. The Australian Alpine Training Institute/Australian Ski Patrol Training College has a process in place for managing learner grievance.

## **Complaints and Appeals Policy**

### **We ensure that:**

- All prospective course learners will be provided with a copy of the Complaints and Appeals Policy and Procedure document.
- All disputes or complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the grievance procedure.
- Course learners will be provided with details and as efficiently as possible.
- All grievance appeals and outcomes will be documented in writing.
- The Australian Alpine Training Institute/Australian Ski Patrol Training College will attempt to resolve any complaints or concerns fairly and equitably within ten (10) working days.

## **Procedures**

Learners and/or clients have the opportunity to present their own case. The Australian Alpine Training Institute/Australian Ski Patrol Training College will act on any complaint that is substantiated.

Course learners may raise any matters of concern relating to training delivery and assessment, the quality of the learning, course participant's amenities, discrimination, sexual harassment and other issues that may arise.

The policy provides an avenue for most complaints to be addressed. However, in some cases alternative measures need to be explored.

Course learners, who feel they may have been unfairly treated or have not been given the full training that they expected, may follow the procedures listed below.

### **For training related matters**

#### **Steps**

- Discuss the matter with your Trainer. If not satisfied the course participant may then:
- Have the matter referred to the Course Director for consideration. The learner/learner must send a letter or email to the Australian Alpine Training Institute/Australian Ski Patrol Training College addressed to the Course Director.



They must ensure that sufficient details about themselves and the course are provided, and the circumstances surrounding the grievance. The Course Director will discuss the circumstances with another trainer and contact the learner/learner with the result within 10 working days of receipt of appeal. (An opportunity to formally present his or her case and a written statement of the appeal outcome, including reasons for the decision will be documented and provided).

- Please email to: [training@skipatrol.org.au](mailto:training@skipatrol.org.au)
- Where a grievance cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. The Australian Alpine Training Institute/Australian Ski Patrol Training College will contract such a person as and when required. Details are covered in our Complaints appeals policy.

### **For assessment related matters**

If you are advised that a Unit is 'Not Yet Competent', but you believe that:

- You genuinely do have the required degree of competency; and
- That you have provided reasonable proof of this to the Australian Alpine Training Institute/Australian Ski Patrol Training College

Then you may query or appeal that result.

The process is quite simple, and is allowed by the Australian Alpine Training Institute/Australian Ski Patrol Training College to ensure that all learners/learners are fully satisfied with the fairness and accuracy of our assessment processes.

### **To appeal a decision:**

#### Steps

- Discuss the matter with the trainer. If not satisfied the course participant may then:
- Have the matter referred to the Course Director/the Australian Alpine Training Institute/Australian Ski Patrol Training College Education Committee for consideration. The learner/learner must send a letter or email to the Australian Alpine Training Institute/Australian Ski Patrol Training College addressed to the Course Director. Ensure that you provide sufficient details about yourself and your course, and the circumstances. You will need to explain why you feel the 'Not Yet Competent' result is not appropriate, and send a copy of your original Assessment Task. The Course Director will have the Assessment Task reviewed by another Trainer and contact you with the result within 14 working days of receipt of your appeal. (An opportunity to formally present his or her case and a written statement of the appeal outcome, including reasons for the decision will be documented and provided). Please email to: [vpeducation@skipatrol.org.au](mailto:vpeducation@skipatrol.org.au) or Mail to: Course Director at the address supplied here.
- Where a complaint concern cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. The Australian Alpine Training Institute/Australian Ski Patrol Training College will contract such a person as and when required. Details are covered in our Complaints, Concerns Appeals policy. A notice of complaint, concern should be completed and faxed to the Course Director, who will respond within 24 hours.



The Australian Alpine Training Institute/Australian Ski Patrol Training College will encourage the parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation. A Corrective Action Record will be raised and filed in the Quality Compliance Folder for future reference.

**The matter may be resolved by:**

1. Granting the appeal, or
2. Rejecting the appeal, or
3. Referring the matter to an independent external assessor for resolution.
4. A written statement of the appeal outcome including reasons for the decision will be documented and provided.

ASPA has identified suitable independent persons or panel members as being drawn from commercial mediators such as **Leadr** and **InterMEDIATE**.

Leadr can be contacted via [www.leadr.com.au](http://www.leadr.com.au), Intermediate can be contact via [www.intermediate.com.au](http://www.intermediate.com.au)

Costs for the independent person or panel, will be borne by ASPA.

The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

ASQA provides limited complaint resolution services. Before you submit a complaint to ASQA, please be aware that:

- ASQA takes a risk-assessment approach to complaints—ASQA's resources are limited so they must focus on the most serious complaints.
- ASQA's role is not to act as a learner advocate for individual learners. Rather, ASQA uses the information reported through complaints to determine how it regulates training providers.
- ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed and the process can be lengthy if audit activity is involved.
- For further information on privacy please read ASQA's Privacy Policy.

ASQA's Domestic learner complaint reference page can be found at:

<http://www.asqa.gov.au/complaints/complaints.html>

Please be aware that ASPA will always keep the learner informed of the progress of their complaint or appeal, if the complaint or appeal resolution takes in excess of 60days, ASPA will inform the learner in writing of this delay



## National Complaints Hotline

Please be aware that the new revamped National Training Complaints Hotline has become available to learners and staff. It is an additional avenue to lodge complaints and concerns about the vocational education and training system. These complaints are then directed to the organisation best placed to consider the complaint.

The Hotline is a joint initiative of the Australian and state and territory governments.

The Hotline is open between 8.00 am and 6.00 pm nationally, Monday to Friday.

If you would like to register a complaint, please call 13 38 73. Alternatively, you can email a complaint to [skilling@education.gov.au](mailto:skilling@education.gov.au).

## Course Fees Policy

The Australian Alpine Training Institute/Australian Ski Patrol Training College will charge a fee per course enrolled.

Enrolment fees must be paid at the time of enrolment.

Learners registered with a ski patrol, are eligible for a reduced fee. This will be confirmed with the named patrol.

## Entitlements to Refund

Refunds are available to learners who advise the Australian Alpine Training Institute/Australian Ski Patrol Training College of their request to withdraw from the course within 2 weeks of commencement of the course.

Enrolment can also be deferred to the following year if required.

After commencement of the program, no refund is possible; however, the course can be postponed to the following year.

## Fees Protection

The Australian Alpine Training Institute/Australian Ski Patrol Training College meets the relevant Standards for Registered Training Organisations (RTOs) 2015 for learner fee protection.

## Privacy Policy

The Australian Alpine Training Institute/Australian Ski Patrol Training College will ensure that it respects the privacy of learners, prospective learners and employers by implementing the National Privacy Principles.

The Australian Alpine Training Institute/Australian Ski Patrol Training College will ensure that it operates consistently with the National Privacy Principles and only collects the personal information that is necessary for the conduct of our business, and that we will use that information in the manner for which it was intended.



Learners will have access to all information we hold on them, and we will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the learner has given permission.

Under the National Privacy Principles, you can access your personal information and you may request corrections of information that is incorrect or out of date. Learners who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information.

While you are undertaking your training program, there will be times when the Australian Alpine Training Institute/Australian Ski Patrol Training College and/or its trainer/assessor, Administration Officer or Course Director may need to discuss your situation with others.

The Australian Alpine Training Institute/ Australian Ski Patrol Training College is required to ask for your permission in writing should you require us to release your personal information, including assessment results, to a third party. (Please note some Federal Government Department, such as the Department of Innovation and the Australian Skills Quality Authority, do not require your permission. The Australian Alpine Training Institute/ Australian Ski Patrol Training College is obligated as a RTO to report training and assessment outcomes as part of our RTO obligations.)

Should you require us to communicate your assessment results directly to your patrol you will need to sign an "Authority to Release Information" form.

Our software systems will retain your results for a period of not less than 30 years.

## Plagiarism

Plagiarism is the action or practice of taking and using, as one's own thoughts or writings those of another without acknowledgement. The following practices constitute acts of plagiarism:

- Where paragraphs, sentences, a single sentence or significant parts of a sentence are copied directly from a source, are not enclosed in quotation marks and appropriately footnoted;
- Where direct quotations are not used but are paraphrased or summarized, and the source of the material is not acknowledged either by footnoting or other simple reference within the text of the paper;
- Where an idea that appears elsewhere in any form is used or developed without reference being made to the author or the source of that data.

Therefore, what does this mean?

Basically, you can use someone else's ideas, but you must acknowledge that person's words.

- The work submitted must be the learners own work
- The learner must not seek assistance for their assessments from anyone other than ASPA qualified trainer.



## Personal Presentation

Learners are required to wear appropriate clothing, safety equipment, personal protective equipment or appropriate industry attire as directed for any scheduled training session.

The face-to-face component is a practical course; No singlets, low cut tops, (male or female), short shorts or skirts or open footwear.

## Learner Behaviour

Consumption, or being under the influence, of alcohol or illicit substances during training hours or abusing a trainer or other work colleague is unacceptable and will result in your being asked to leave the premises. Continued abuse of this policy may result in your removal from the Training program. Learner's behaviour must not disrupt or threaten other learners or company personnel. Abusive behaviour, verbal or physical violence can result in instant withdrawal from a program.

## Study Skills

### Tips for Studying Effectively

- Make a weekly timetable that includes time for study, mark in deadline dates for any work that needs to be handed in for assessment e.g. assignments, projects.
- Keep up to date with class work by taking notes during session and reviewing work at home.
- Prioritise your study with your work and personal life; you may have to give something up to be able to meet your study commitments.
- Revise your work prior to the next training session.
- Do take regular breaks during study sessions.
- Study at the time of day that best suits you.
- Give yourself a reward (snack, cup of tea or coffee) when you have completed the study task for the session.
- Visualise about what you are reading.
- Develop notes as you read, noting any new terms.
- Relate what you are reading about to what you already know.
- Ensure that you have plenty of fresh air, as one of your brains main foods is oxygen

## Welfare and Counselling Services

This handbook addresses:

- Access to Results
- Support Systems
- Orientation and Induction
- Library resources
- Loan Equipment
- Access and Equity
- Anti-Discrimination Policy, and

Learners are referred to the Policy Section of the website for specific advice.



ASPA supports all of its learners to achieve their maximum potential. To assist in this, most teaching materials are available on-line or in electronic form by contacting the Vice President Education. As well as these resources, trained peer counsellors are available to discuss any with issues that are of concern to a learner. Each resort also has dedicated and trained peer support contacts should vocational issues arise from the type of work done by graduates.

## **Induction**

All learners will be provided with an induction. This involves a familiarisation with the program requirements, and where appropriate, a tour of training facilities and introduction to the Australian Alpine Training Institute/Australian Ski Patrol Training College staff. Inductions may be completed as part of a group or on a one to one basis. If you do not receive a course induction, please contact your coordinator.

## **Language, Literacy and Numeracy Issues**

### **Literacy**

Learners requiring any assistance or support with language, literacy or numeracy should speak confidentially with their Trainer.

Where consistent with course requirements learners with concerns about having insufficient language, literacy and/or numeracy skills to complete the course may be provided with adjusted course materials and assessment strategies that assist them in meeting qualification requirements through other methods.

Generally, if you are able to complete the Enrolment Form for the course you should have sufficient literacy levels in reading and writing to successfully complete the course.

### **Numeracy**

Where courses require a specific level of numeracy, the Australian Alpine Training Institute/Australian Ski Patrol Training College will include a self-assessment section to enable learners who enrol or are planning to enrol to determine if they have sufficient numeracy levels to successfully complete a course. Where consistent with course requirements learners with concerns about having insufficient numeracy skills to complete the course will be provided with adjusted course materials and assessment strategies that assist them in meeting qualification requirements through other methods.

Generally, if you are able to complete the Enrolment Form for the course you should have sufficient numeracy skills to successfully complete the course.

## **English as a Second Language**

Generally, a guide to the level of English language skills required to complete the course is your ability to read aloud the details on the Enrolment Form. If you are able to complete this process then you should have sufficient language skills to successfully complete the course.

Learners with identified ESL needs, or personal concerns can be given access to specialist support services to enable them to improve their English standards.



These could include a reference to a TAFE or Adult Migrant English Service in an area appropriate to their home or workplace.

Where consistent with course requirements learners with insufficient English skills to complete the course will be provided may adjusted course materials and assessment strategies that assist them in meeting qualification requirements through other methods.

Please note however, that our professionals standards will require that learners must meet their obligations to provide reports on incidents and be able to communicate with the relevant people to gain consent and to explain intended procedures.

Learners who cannot communicate details of incidents or communicate sufficiently to gain and receive consent will not be able to meet the required standards of the training programs and the course.

Information regarding ways to improve literacy and numeracy can be obtained from <http://www.readingwritinghotline.edu.au/>

## Qualifications

All learners participating in training with The Australian Alpine Training Institute/Australian Ski Patrol Training College, shall be issued with either a

- Statement of Attainment, or
- Statement of Attendance/Completion

The following results are used to record unit outcomes on the above documents.

### Competent

The learner has demonstrated competency in all outcomes for that unit.

### Not Yet Competent

The learner has been assessed and has not yet demonstrated competency in all the learning outcomes for an individual unit.

### Statement of Attainment

A Statement of Attainment is issued where candidates have completed a unit of competency

The code and title of all units successfully completed by the Learner are listed on the Statement of Attainment.

The Statement of Attainment will be available for download via the learner's log in within 30 working days of completion of the face-to-face course.

It is important that we have your current contact details so that your training details are valid.



## Statement of Attendance/Completion

This is a Statement of Attendance where learners may have attended (part) of a program but not achieved competency, or where specialist training is undertaken that is not aligned to Units of competency contained on ASPA scope of registration.

The Australian Alpine Training Institute/Australian Ski Patrol Training College recognises the AQF qualifications and Statements of Attainments issued by other Registered Training Organisations.

## Recognition of Prior Learning (RPL)

All learners will be given the opportunity to apply for Recognition of Prior Learning (RPL) for industry skills or life skills, or where credit or credit transfer may apply.

*Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.*

Learners wishing to apply for RPL need to complete their registration online. The RPL process applies only for the practical component, the online theory component needs to be completed.

If you wish to apply for Recognition of either your past qualifications or experience you would need to do so within two weeks of enrolment.

The application form for RPL is available on request, via [training@skipatrol.org.au](mailto:training@skipatrol.org.au)

The CEO RTO will review the paperwork and decide whether your application is warranted or not.

All assessments for RPL must take into consideration the rules of evidence, i.e. that the evidence is valid, sufficient, authentic and current.

Your facilitator must have the required evidence at hand to make an RPL decision. Therefore, completion of this questionnaire/third-party report in itself does not result in an automatic RPL decision.

The steps for RPL

1. Learner/learner requests recognition at enrolment
2. Completion of Third party report –Assessment instrument for practical skills
3. Learner/learner collects evidence to support claim for RPL, which must be submitted to RTO within two weeks. An application form should be completed, scanned and forwarded, with any supporting evidence, to the [training@skipatrol.org.au](mailto:training@skipatrol.org.au)
4. The Australian Alpine Training Institute/Australian Ski Patrol Training College will then analyse individual experience and qualifications against appropriate learning outcomes/competency statements, the CEO RTO, the Course Director and Trainer/assessor will complete this process



5. If claim matches learning outcomes/competencies then full practical recognition is granted
6. If claim does not match learning outcomes/competencies then further evidence will be requested. Additional course attendance, interviews or activities may need to take place.
7. If further evidence is not recognised then claim will be rejected, a letter of advice will be forwarded to applicant advising of decision either way
8. The appeals process is listed on the application form
9. Completed RPL Application Form with attachments will be placed on the learner/learners file
10. Details of the Application recorded on the RPL Register.

## Unique Learner Identification (USI)

From 1 January 2015, learners undertaking nationally recognised training need to provide their USI to their registered training provider before they can receive their training records and results. You will continue to use your USI for any future nationally recognised training you undertake.

a) As an RTO, we will not be applying for an USI on behalf of a Learner. Learners will be required to create their own USI and provide it to Australian Alpine Training Institute/Australian Ski Patrol Training College for verification. Once verified the USI will only be visible to Australian Alpine Training Institute/Australian Ski Patrol Training College administration team.

b) Australian Alpine Training Institute/Australian Ski Patrol Training College will not disclose the Learner Identifier to individuals who are not part of the Australian Alpine Training Institute/Australian Ski Patrol Training College administration team

c) Learners enquiring to access their USI from Australian Alpine Training Institute/Australian Ski Patrol Training College will be directed to the [www.usi.gov.au](http://www.usi.gov.au) website

d) Learner Identifier will not be printed or displayed on Statement of Attainments or Qualifications.

e) I acknowledge that in circumstance where I have not provided and verified my USI via Australian Alpine Training Institute/Australian Ski Patrol Training College learner management system, Australian Alpine Training Institute/Australian Ski Patrol Training College will not be able to issue me with a Statement of attainment, and thus deem my training as completed.

## Reporting Obligations

ASPA is obligated by the RTO 2015 standards to provide information about substantial changes to ASPA's operations or any event that would significantly affect our ability to comply with these standards within 90 calendar days of the change occurring to ASQA.