



Australian Alpine Training Institute



Student/Client Information & Orientation Guide

The Student/Client Information & Orientation Guide, otherwise known as the Staff/Student Handbook is also available as a set of webpages at www.skipatrol.org.au. All policies are available to students through the Student Handbook or the ASPA website.

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.



Australian Ski Patrol Training College



Australian Alpine Training Institute

Welcome to the Course

Thank you for selecting the Australian Alpine Training Institute, to further your educational and training pursuits.

The Australian Alpine Training Institute is a leading educational provider of vocational education and training in Australia, having trained thousands of students in specialised vocational skills over many years. Your decision to complete Nationally Recognised Training with the Australian Alpine Training Institute is an important step in developing your cognitive process in learning of new skills & knowledge.

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

To assist you with your learning we have developed this Student 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 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.

Regards,

Richard Hemsworth
CEO
Australian Alpine Training Institute



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About The Australian Alpine Training Institute

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

Alpine search and 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 student skills and employment opportunities.

The Australian Alpine Training Institute's success is due to solid partnerships with our clients and a strong commitment to providing the best service.

Course Goals and Outcomes

The Australian Alpine Training Institute 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 students 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 student competence. The trainee must be made aware of how assessment will be completed; student 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 which 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 student/trainee will be asked to demonstrate to us that they have learnt and applied the course content. 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 student and the requirements of the course.

These included:

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

The Australian Alpine Training Institute also complies with the National Assessment Principles (May 1998) as well as the requirements of Course Curriculum and Training Packages.

Course Information

Before enrolling into a course or program, students will receive a 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 has developed a **Code of Practice**, which outlines a range of organisational commitments and philosophies relating to the Delivery of Assessment and Training Services. Ask your trainer for a copy if you would like one.



Enrolment

All students are required to complete an **enrolment form** prior to commencing training. The information in the enrolment form will be used to assess student eligibility as well as providing key information for our records.

Educational Standards

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

- The company 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'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:
 - ✓ Certificate IV Assessment and Workplace Training or equivalent, plus
 - ✓ Three years relevant industry experience
 - ✓ Any occupation training requirements as stated within course curriculum and/or training packages
 - ✓ Industry experience, which is current and relevant
- Trainers and assessors are encouraged and assisted to further their industry training and interpersonal skills.
- Training will always be carried out to the highest recognised and accredited industry standards and comply with the requests of the Australian Quality Training Framework (AQTF) ie. the Australian Alpine Training Institute has agreed to recognise the decisions of all other States and Territories in Registering Training Organisations (including the imposition of any conditions or sanctions with respect to registration) and in accrediting courses.
- The student 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 participants to achieve vocational goals.

Evaluation of Training

All students are requested to complete a written evaluation on completion of the training. These evaluations are used only by the Australian Alpine Training Institute 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.

Expectations of Students

All students must sign the Statement of Understanding found at the back of this Student/Staff Handbook to indicate that you understand and agree with these conditions.

Attendance of structured workshops or training sessions

Trainees will be advised of attendance requirements at the induction. Trainees are expected to attend training and maintain their workbook to be able to successfully complete their qualification.

Excessive absenteeism may result in your removal from the program, as outlined below:

A trainee may be removed from the program for not attending scheduled training sessions in excess of three (3) booked sessions without providing acceptable proof of absence, acceptable proof of absence would be: Annual Leave, Compassionate leave, Paternity leave, Maternity leave, Adoption leave, or other leave approved by Employer, and Sick leave (must provide a certificate).

Excessive tardiness may result in you being marked absent and also being removed from the program. If you are unable to attend training/workshop you must contact your employer (where relevant) **and** Course Director and try to give at least 48 hours notice.

Change in Situation

Students must advise the Australian Alpine Training Institute of any changes in their personal details on a Change of Student Enrolment Details Form. You can obtain a copy of this from your trainer.

Completion of Learning Requirements

Students 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.

Self-paced learning workbooks and/or assessments must be completed.

Keeping a Copy of Your Work

Please retain a copy of all work that you submit to the Australian Alpine Training Institute. Regrettably, we must ask you to re-do any Assessment Tasks that are lost in transit.

Competency Based Training and Assessment

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



Students 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 Trainee's ability to do the activities in each unit instead of sitting 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 or competence.

Competencies include the skills and tasks that are required in the workplace. When you are being assessed on these activities, you will be required to perform them to the level required in the workplace.

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

Qualifications are issued from results.

What is a Traineeship

A Traineeship is the name of the government program aimed at assisting employers to provide a structured training program for employees that is directly related to their workplace.

New and experienced employees can be enrolled in a traineeship program where the government has identified a need in that industry or occupation.

The program occurs during normal working hours, with many parts being undertaken on-the-job. The training program also recognises your existing skills so you don't have to learn things you already know, and allows you to work at your own pace as long as you meet the general traineeship progression timetable.

As part of the Traineeship you obtain a nationally accredited qualification in your area of work by successful involvement in the training program.

Traineeships are generally for periods of between 12 and 24 months depending on the Traineeship field in which you are employed.

Training can be on-the-job, off-the-job, or a combination of both in accordance with a training plan prepared by the Australian Alpine Training Institute in conjunction with your employer and yourself.

Under this arrangement you as the trainee undergo training, and your employer provides any on-the-job training and allows you the time to complete the training.



Getting Started with a Traineeship Program

Initially with any program there is paper work that is required to be completed. Traineeships are no different and the following will be needed to implement your traineeship. On the day of enrolment:

Required paperwork to be completed:

- the Australian Alpine Training Institute Enrolment form
- Statement of Understanding
- Recognition of Prior Learning Signoff
- Roles and Responsibilities – Trainer and Workplace Mentor
- Training Plan which outlines the course duration and content and a sample timetable
- Training Session Report
- Preliminary Assessment Form
- Traineeship contract signed by student, employer and a representative from a New Apprenticeship Centre.

In some instances, the above forms only require signatures.

If you are intending on applying for RPL(s), speak to your trainer/assessor and he/she will supply you with the Application for RPL Form.

At the first training session, you will receive an introduction to the course and your first workbook(s); you will also be required to demonstrate a few of the new skills you will learn during the first session. The trainer/assessor will identify the activities to be completed during the following month and book the next session.

Your training program is work-based, meaning that you acquire your skills in the workplace and build on these skills with supplementary theory and knowledge provided to you by The Australian Alpine Training Institute.

Student/Trainee Responsibilities

Training Participation

- ✓ To make every possible effort to complete the qualification within the traineeship time frame. The progress timetable is set out in your Training Plan
- ✓ To accept and attend any workplace training provided by your employer relevant to the traineeship
- ✓ To attend any training or progress meetings with the Australian Alpine Training Institute Trainer/assessor
- ✓ To complete tasks or workbooks given to you by the Australian Alpine Training Institute trainer/assessor, which are part of your program

General Matters

Notify your employer and the Australian Alpine Training Institute if you are having any difficulties completing the tasks or workbooks



Notify the Australian Alpine Training Institute if you leave your employer during the term of the traineeship – this traineeship could possibly be transferred to your new employer to allow you to complete the qualification.

Notify the Australian Alpine Training Institute and the New Apprenticeship Centre of any major changes that could impact upon your completing the course eg change in your employment conditions, lengthy absence from work, long term illness etc.

Employers Responsibilities

To provide appropriate on the job training, support and supervision

To ensure that you have access to the full range of work that is required on-the-job to complete the assessment tasks

To notify the Australian Alpine Training Institute if there are any matters affecting your ability to complete the qualification due to work related barriers

To notify the Australian Alpine Training Institute and the New Apprenticeship Centre if you cease employment with them.

Progressing through the course

It is an integral part of the Australian Alpine Training Institute traineeship program that you as a trainee satisfy your supervisor and us that you have acquired the necessary on the job skills as well as the theory required to back up these skills.

Completion of Course and Traineeship

On successful completion of your course you will be issued with a Qualifications Certificate. This may be awarded as soon as you meet all of the course requirements.

This qualification does more than just recognise the skills that you have gained; it can provide you with training and career pathways.

Once you have obtained your qualification you can progress, by further study from Certificate III level to Certificate IV, and then on to Diploma if you wish. Further pathways are also available for direct entry into universities.

Leaving your Employer

If for some reason you leave your employer and would like to continue your traineeship with a new employer please contact the Australian Alpine Training Institute for assistance in transferring your traineeship.

Distance Learning

If you are completing any of the units as self-paced distance learning then you will be provided with 7 days a week extended hours phone support 09:00am to 06:00pm EST, and also email support. A distance education student requires a competent level of reading, comprehension and numeracy ability, where necessary we will refer the student/trainee to appropriate organisations for assistance. Distance Learning is only available for selected Units or parts of Units.



The Australian Alpine Training Institute Contact Details

Mail: The Australian Alpine Training Institute
PO Box 8276
Armadale VIC 3143

Phone: (02) 9989 8877

E: rtoceo@skipatrol.org.au
W: <http://www.skipatrol.org.au>

The Australian Alpine Training Institute Policies

Anti Discrimination Policy

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

The Australian Alpine Training Institute 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 staff.

Access & Equity

The Australian Alpine Training Institute 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 Institutes staff to ensure the requirements of the access and equity policies are met by the Australian Alpine Training Institute at all times.

Assessment Appeals Policy

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

Student Concerns, Complaints and Appeals Policy

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



Complaints and Appeals Policy

We ensure that:

- All prospective course participants 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 participants 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 will attempt to resolve any complaints or concerns fairly and equitably within ten (10) working days.

Procedures

Students and/or clients have the opportunity to present their own case. The Australian Alpine Training Institute will act on any complaint which is substantiated.

Course participants 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 participants, 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 Training Manager for consideration. The student/trainee must send a letter or email to the Australian Alpine Training Institute addressed to the Training Manager. Ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the grievance. The Training Manager will discuss the circumstances with another trainer and contact the student/trainee 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: vpeducation@skipatrol.org.au or mail to VP Education at the address supplied here.
- 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 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

Then you may query or appeal that result.

The process is quite simple, and is allowed by the Australian Alpine Training Institute to ensure that all students/trainees 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 Training Manager/the Australian Alpine Training Institute Education Committee for consideration. The student/trainee must send a letter or email to the Australian Alpine Training Institute addressed to the Training Manager. 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 also send a copy of your original Assessment Task. The Training Manager 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 or Mail to: Training Manager 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 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 Training Manager, who will respond within 24 hours.

The Australian Alpine Training Institute 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.

Course Fees Policy

The Australian Alpine Training Institute will charge a fee per course enrolled.

Those students who receive a Government Benefit (i.e. Pension or Allowance) may be exempt from paying this fee, or may receive concession rates. Students claiming an exemption must provide proof that they are receiving benefits (e.g. Health Benefits Card, Health Care Card, and Pension Concession Card). Students under employer sponsorship will need to pay the fee.

Payment of Enrolment Fees

Enrolment fees must be paid as per Government regulation or individual arrangement.

Refund of Fees

Employer sponsored courses and traineeships:

Enrolment fee (Schedule 3.1 of Client Provision Services Agreement) may be refunded under the following circumstances:

1. If a trainee leaves an employer prior to the commencement of the course, the **full enrolment fee will be refunded**, commencement date will be the first scheduled structured training session date booked by the trainer.
2. No refunds will be granted from the date of the commencement of course.

Progression payment (Schedule 3.2 of Client Provision Services Agreement) will not be charged if a trainee leaves employer prior to completing the first 3 training sessions.

Final payment (Schedule 3.3 of Client Provision Services Agreement) will not be charged if a trainee leaves employer prior to completing the traineeship program course.

For short programs or for individual units, fees are not refunded after the commencement date and are due prior to commencement.

Student Funded Courses (not traineeships)

Fees may be refunded under the following circumstances:



Initial Payment

Generally, the Australian Alpine Training Institute requires upfront payment of course fees.

In line with our values on equity and access, students may approach the Australian Alpine Training Institute if they have circumstances that warrant an alternative payment structure being agreed.

Entitlements to Refund

Refunds are available to students who advise the Australian Alpine Training Institute of their request to withdraw from the course within 2 weeks of enrolment and prior to commencement. The enrolment date is the day that we have received your course fees.

Upon return of the course materials in an unopened and unused condition the course fees will be refunded less a \$250 administrative and postage charge.

Where the course materials are not returned, or returned in a used condition, course fees will be refunded less a \$550 materials, administrative and postage charge.

After commencement of the program no refund is possible, however the course can be postponed by up to 6 months.

Fees Protection

The Australian Alpine Training Institute meets the NQC requirements of student fee management.

Privacy Policy

The Australian Alpine Training Institute will ensure that it respects the privacy of students, prospective students and employers by implementing the National Privacy Principles.

The National Privacy Principles (NPPs) in the Privacy Act (Privacy Amendment (Private Sector) Act 2000) sets out how private sector organisations should collect, use, keep secure and disclose personal information. The principles give individuals a right to know what information an organisation holds about them and a right to correct that information if it is wrong.

The Australian Alpine Training Institute 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.

Students 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 student has given permission.

Student information will not be provided to anyone else unless we have the permission from the student or are specifically allowed or required to provide the information by law.



For example student information is only given to the following bodies where required:

- DET Department of Education & Training
- ETTE Employment Training & Tertiary Education
- STA State Training Authorities
- Employers where the student is a Trainee

Trainees/students will sign an Authority to Release Form, that authorises release of their details.

All employer information obtained will be treated as “commercial in confidence” whether so marked or not.

The Australian Alpine Training Institute collects personal information solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registered authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit.

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. Students 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 and/or its trainer/assessor, Administration Officer or training manager may need to discuss your situation with others.

The Australian Alpine Training Institute is required to ask for your permission in writing with reference to release of information, a form titled “Authority to Release Information”, will need to be signed prior to the course starting.

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 which appears elsewhere in any form is used or developed without reference being made to the author or the source of that data.

And so what does this mean?



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

There may be times when your trainer asks you to complete an assignment as part of a group, in this instance your work will be submitted as one group entity and therefore each student's work will be the same. In this instance and only this instance the use of combined student work is allowed.

Personal Presentation

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

Student 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. Trainee's behaviour must not disrupt or threaten other trainees 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.
- If you are studying via 'distance self paced' ensure that you keep to your schedules for work completion.
- 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 what you are reading about.
- 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 brain's main foods is oxygen.

Welfare and Counselling Services

This handbook addresses:

- Access to Results
- Support Systems
- Orientation and Induction
- Textbook and Library resources
- Loan Equipment



- Access and Equity
- Anti Discrimination Policy, and

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

ASPA supports all of its students 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 student. Each resort also has dedicated and trained peer support contacts should vocational issues arise from the type of work done by graduates.

There are a number of other resources that may prove useful:

The University of Sydney Learning Centre has a range of support publications for students:

- [Developing Critical Thinking Skills](#)
- [Collaborative Learning](#)
- [Strategies for Successful Learning](#)
- [How to be a successful health sciences student](#)
This is 5-stage essay writing guide specifically for health sciences students. It is set up in modules which cover tasks and sub-tasks required for writing assignments. You can either do all tasks or use the guides for specific assignment requirements such as writing a research proposal, a literature review, a case study, a report or compiling an annotated bibliography.
- [The Well](#)
Study resources site developed by LLU for Faculty of Health Sciences students.
- [Academic grammar workshop \(PDF\)](#) or [Word format](#)
Download and print this set of academic grammar exercises. Answers are included and you can email the tutor if you need further explanation.
- [UniLearning - reading and writing skills](#)
The UniLearning site has been developed for university students by staff from several Australian universities
- [OWL \(Online Writing Lab\)](#)
This online writing laboratory site, developed by Purdue University, contains over 500 pages of handouts, tutorials, and workshops and hundreds of links to other writing resources across the World Wide Web. One section covers resources on English as Second Language.
- [University of Sydney Library Quick Reference](#)
Reference material including [citation and style guides](#) - [grammar and writing](#) - [dictionaries, thesauri, phrase finders and acronyms](#).
- [The Writery](#)
The University of Missouri Online Writery - see the resources page listing Web sites for writers.
- [Peer Tutoring](#)
The Language and Learning Unit manages a Peer Tutoring Register which enables students who have done well to assist other students who are having difficulty with topics in those subjects.
- [Exam Stress Guide](#) (PDF)



Support Services (Counselling, Welfare, Disability etc)

- [Student Counselling Virtual Pamphlet collection](#)
A collection of virtual pamphlets, by universities in the US, on numerous health and wellbeing issues
- [Self-help publications from the University of Wisconsin](#)
Publications on various topics.

Government Services and Resources

- [Youth Portal](#) (Australia)
Access to online information on Australian Commonwealth government services, programmes, research, policies, events and publications for and about young people aged 12 to 25 years. The Youth Portal links to hundreds of resources across a range of Commonwealth agencies and departments. Similar portals for law and justice, women, health, regional Australians etc can be found or are being developed at http://www.australia.gov.au/portals/for_aust.asp.
- [The Source](#)
Australian Dept of Family and Community Services site for young people.
- [Youth site](#)
NSW government site with information and links to resources and services covering all aspects of life for young people in NSW.
- [Health NSW](#)
The NSW Dept of Health site includes an A-Z of health topics, pages on health for young people and services listed by area.

Induction

All students 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 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

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

Where consistent with course requirements students 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 will include a self-assessment section to enable participants 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 students 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.

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

The Department of Education, Science and Training (DEST) has a programme designed to direct people on where to find advise on basic language, literacy and numeracy assistance, their site is www.llnp.dest.gov.au or email

Where consistent with course requirements students 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.

A guide to literacy and numeracy can be downloaded from <http://www.sa-nt.twu.com.au/otr/index.php>. This guide has a plethora of information to help improve numeracy and literacy levels and to facilitate the improvement of learner outcomes.

Occupational Health and Safety

The Australian Alpine Training Institute is committed to providing a safe and healthy environment for all students. We aim to achieve the highest degree Occupational Health and Safety and Security by adhering to Government Legislation and taking personal interest in the well-being of our staff and visitors.

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

All self paced learning workbooks and/or assessments must be completed.

Students are required to wear workplace uniforms, safety equipment, personal protective equipment or appropriate industry attire as directed for any scheduled training sessions.

Our organisation abides by the following Commonwealth and State Acts and Legislation to maintain its position as an organisation committed to the Health, Safety and Security of all employees, contractors and visitors.



- “Occupational Health and Safety (Commonwealth Employees) Act 1991”
- Applicable “State” Workers Compensation legislation
- Applicable “State” Workplace Rehabilitation legislation

Who is responsible for Occupational Health and Safety?

All employees and students are responsible for their own Occupational Health and Safety in the Workplace and Training environment.

Student

Students are responsible for not only their own health and safety but also the health and safety of others within their working environment. Students should report unsafe working conditions, faulty equipment and accidents in the workplace/training environment immediately to their trainer/supervisor or manager.

Students should abide by safe working practices and comply with health and safety regulations.

Quality system

The Australian Alpine Training Institute has been approved as a registered training organisation. The Australian Alpine Training Institute has demonstrated compliance with set National Policies, Practices, Guidelines and Protocols related to operation as a training organisation. The Australian Alpine Training Institute operates under a set of policies and procedures, which comply with the National Standards of the Australian Quality Training Framework (AQTF). For more information about The Australian Alpine Training Institute’s registration and accreditation contact your trainer.

Qualifications

All students participating in training with The Australian Alpine Training Institute, shall be issued with either a

- Full AQF Certificate, or
- Statement of Attainment, or
- Statement of Attendance/Completion

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

Competent

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

Withdrawn

The student has withdrawn one quarter of the way through the unit and not completed all required learning outcomes.



Exemption

The student has been granted exemption from studying the unit due to previous study or an approved Recognition of Prior Learning process. The Australian Alpine Training Institute will collect and validate evidence that demonstrates the trainee's competence for this unit.

Deferred Result

Indicates that assessment has not been finished.

Not Yet Competent

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

Full AQF Certificate

A Full AQF Certificate is issued when the Trainee has completed all requirements for a qualification as listed in the syllabus document. The certificate may not list the modules or units of competency completed. Where they are not listed they are listed on the Transcript of Academic Record, which can be issued at the completion of training.

Statement of Attainment

A Statement of Attainment is issued where candidates have partially completed a qualification. This may be done in two ways.

1. The trainee does not complete the full requirements for the qualification, or
2. Units or modules have been delivered from an accredited and registered program.

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

The Certificate or Statement of Attainment can be forwarded to the student's home address, four (4) to six (6) weeks after the program is completed. The student can access the certificate or Statement of Attainment in pdf form from the ASPA website.

Please ensure that you complete a Change of Student Enrolment form should your contact details change (name, address and telephone number). It is important that we have your current contact details so that your certificate is received promptly, replacement certificates and/or statement of attainment will incur a fee of \$20.00.

Re-issuing Qualifications

If you're Certificate or equivalent document is misplaced or damaged, contact your Trainer/assessor to order a replacement.



Please note that The Australian Alpine Training Institute **will not** re-issue a Certificate or Statement of Attainment. If your original Certificate is lost, we will issue you with a Certified Copy of your original Certificate, the cost being \$20.00.

Statement of Attendance/Completion

This is a Statement of Attendance where students may have attended (part) of a program but not achieved competency. The Australian Alpine Training Institute recognises the AQF qualifications and Statements of Attainments issued by other Registered Training Organisations.

Credit Transfer

Students who have completed units from their course at other institutes will be given recognition on presentation of a verified transcript, award or statement of attainment.

Recognition of Prior Learning (RPL)

All students 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.

Students wishing to apply for RPL should speak to their Trainer/assessor at the time of 'enrolment'. 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.

Your trainer/assessor will provide you with the relevant application form. He/she will also inform you as to the outcomes of units within the course, so that you may decide whether your application is warranted or not.

If you have a prior Qualification or a Statement of Attainment issued under the Australian Qualifications Framework from any state or territory, the Australian Alpine Training Institute will automatically give exemptions for those units of competency.

RPL is assessed against the units of competency in a program based on the completion of one or a combination of the following:

- A. Review of Evidence including relevant Formal Qualifications.
- B. Interviews
- C. Confirmation of Testimonials
- D. Validated Workplace Logbooks
- E. Skills/Challenge testing
- F. Written/Oral reviews

The steps for RPL

1. Student/trainee requests recognition at enrolment
2. Appropriate qualification is identified at enrolment



3. Appropriate competency is identified at enrolment
4. Trainer/assessor will advise student/trainee of evidence required; the student/trainee will be given access to the full curriculum so they can clearly identify the learning outcomes or competencies they have to apply;
5. Student/trainee collects evidence to support claim for RPL, which must be submitted to RTO within two weeks. An application form should be completed and forwarded, with any supporting evidence, to the training manager.
6. The Australian Alpine Training Institute will then analyse individual experience and qualifications against appropriate learning outcomes/competency statements, the Training Manager and Trainer/assessor will complete this process
7. If claim matches learning outcomes/competencies then full recognition is granted
8. If claim does not match learning outcomes/competencies then further evidence will be requested, this may also involve an interview where applicant will support his/her case. Further evidence must be supplied within two weeks
9. 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
10. Student/trainee may appeal decision and ask for a subject matter expert to make a recommendation, the cost of this further process will be shared equally by the student/trainee and the Australian Alpine Training Institute
11. Letter of advice will be forwarded to student/trainee outlining the costs of further process. Once student/trainee has paid his/her share of cost for further process (*must be received within 1 week of request for payment*). The Subject Matter Expert will be obtained and his recommendation will be heard
12. Letter of advice of outcome will be forwarded to applicant within two weeks of final decision
13. Completed RPL Application Form with attachments will be placed on the student/trainees file
14. Details of the Application recorded on the RPL Register.