

Australian Alpine Training Institute

OFFICE ADMINISTRATION INDUCTION HANDBOOK

February 2011

Welcome to the Australian Alpine Training Institute

We anticipate that your contribution to our organisation will ensure our continued growth and success as a registered training provider.

This handbook is designed to provide essential information to ensure your terms of employment are documented and understood.

The management of The Australian Alpine Training Institute is committed to ensuring that access and equity considerations are incorporated in the provision of training delivery and assessment. This means that all of our students are entitled to experienced service. We achieve this by employing qualified and experienced staff, by offering our clients flexible training options and ensuring that we recognise the needs of each individual student and customise their training experience to best suit their needs.

Our operational policies and procedures provide guidance for all aspects of service delivery and our team members are required to operate within these guidelines.

We look forward to your contribution to The Australian Alpine Training Institute.

Richard Hemsworth
Chief Executive Officer
Australian Alpine Training Institute

About the Australian Alpine Training Institute

The Australian Alpine Training Institute has built an extensive network of trainers and consultants dedicated to providing you with innovative practical solutions to your training needs.

Ski Patrol programs have been the major area of our operations and address industry and regional skill shortages through the training and personal development of unskilled, semi-skilled and long term unemployed people.

Programs are planned and executed in conjunction with both industry and government initiatives to facilitate the highest achievable outcomes in terms of student competencies and employment opportunities.

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

APPEARANCE & DRESS

Your personal appearance is an important aspect of your job, whether you are in the office or meeting with clients. The Australian Alpine Training Institute employees must wear professional business clothing at all times. Please follow the suggested guidelines:

Dress for Women

- Skirt/ pant suits: Tailored skirt and pants suits are preferable with a complementary skirt.
- Jackets: Tailored jackets must always be worn when attending client meetings.
- Skirts: Tailored skirts should be of a professional length.
- Shirts: Shirts should be of complementary colours. Tee shirts are not acceptable.
- Pants: Tailored pants should be of complementary colours. Jeans are not acceptable.
- Dresses: Tailored dresses should be of a professional length.

- Accessories: Jewellery should be discreet and kept to a minimum.
- Footwear: Heeled shoes must be worn. Casual footwear is not permitted.
- Hosiery: Hosiery should be of a complementary colour, ie. Beige, navy, charcoal, black, etc. Hosiery must be worn at all times.
- Hair & Makeup: Hair must be clean and neat. When conducting training sessions or workshops long hair should be worn back off the face. Hands and nails must be kept clean and makeup should be worn to work.

Dress for Men

- Suits: Business suits should be a conservative style such as single or double breasted. Neutral colours are preferable, eg. Navy, grey, charcoal, black etc. Business suits must be worn.
- Shirts: Shirts must be of complementary colours and worn with a tie. If jacket is removed, sleeves should not be rolled up.
- Footwear: Professional business shoes must be worn.
- Accessories: Socks must be complementary to the suit. Ties and jackets must be worn when attending client meetings.
- Hair: Men with beards, moustaches, etc, must keep them neatly trimmed. Hair must be clean and neat.

ANNUAL LEAVE

Full time employees are entitled to 4 weeks (20) days paid leave per year. Leave not taken accrues from year to year. The company may request employees to take leave at specific times (Eg Christmas closure or when accumulated leave is excessive). Staff shall be eligible for annual leave after the 3 month probationary period is complete.

APPRAISAL

Formal appraisals of full-time employees' performance will be conducted every 12 months. An employee will be assessed in reference to the performance criteria of their job descriptions.

APPROPRIATE BEHAVIOUR

All staff must be familiar with and abide by the Australian Alpine Training Institute Code of Practice. This document forms the basics for operations in accordance with government registration and accreditation requirements.

CODE OF PRACTICE

A Code of Practice has been developed to provide employees and students with an understanding of the ethical manner in which the Australian Alpine Training Institute operates. This includes educational standards and a range of statements related to performance. The Code of Practice document is issued to all students at induction and to all staff at induction.

COMPANY FINANCIAL RESOURCES

All disposable company financial resources issued to employees remain the property of the company and must be returned on demand, with the exception of salaries. This is outlined in your Contract of Employment, and may result in fines to those responsible.

COMPANY PHYSICAL RESOURCES

All physical resources remain the property of the company. At times employees may be asked to sign for the responsibility of physical resources (ie. company phone, overhead projector to remote site etc.). Any loss or damage of company equipment is to be reported to the employees' manager immediately.

DAYS IN LIEU

On occasion the company may, at the discretion of your Manager, grant days off in lieu in payment for work performed by full-time employees outside normal working hours.

DISCIPLINARY PROCEDURES

When disciplined, employees will be required to sign a formal letter of warning or an incident report. Employees are entitled to have a witness present when

receiving a documented warning. Please refer to our Discipline Policy.

DRINKING AND SMOKING

Drinking intoxicating liquor during business hours is forbidden. The Australian Alpine Training Institute's offices are smoke free environments. Smoking is prohibited within our buildings.

EQUAL OPPORTUNITY EMPLOYER

The Australian Alpine Training Institute is an equal opportunity employer. Please refer to our Equal Opportunity Policy.

EXPENSES

The company will reimburse reasonable expenses that may be incurred in the course of an employee's work period. Original receipts must be supplied. Major items of expenditure (e.g. airfares, hotel accommodation, etc.) must be pre-approved and supported by a purchase order.

Employees must submit an expenses claim on an Employee Expense Reimbursement Form. Your Manager must approve this form.

All expense forms when approved will be reimbursed.

COMPLAINTS AND CONCERNS PROCEDURES

Our organisation ensures all employees feel secure in their work environment and consequently, has a grievance policy. Please refer to this policy if required.

GROUP CERTIFICATE

Group Certificate will be issued at the end of July of each year to the employee's current address. It is the responsibility of the employee to keep these details accurate. Any replacement Group Certificates will incur a fee of \$10.00.

INDUCTION AND JOB DESCRIPTION

All employees will be issued with a job description at induction. A job description contains all relevant position responsibilities and the companies' organisational infrastructure. Employee will also be issued with a copy of the latest organisational chart at induction. If you do not receive this, please request a copy from your manager.

JURY SERVICE

A full time employee required to attend jury service must give the company documentary proof of attendance. Employees shall notify the company as soon as possible of the date on which they are required to attend jury service.

LEAVE LOADING

The Australian Alpine Training Institute does not pay a loading for annual leave unless it is specifically addressed in a prevailing award, agreement or contract. This will be addressed in your individual contract.

LINE OF AUTHORITY

If an employee has an enquiry regarding the terms and conditions of their employment details, they must contact their Manager.

LONG SERVICE LEAVE

Long Service Leave will be paid in accordance with relevant state/territory legislation.

Long Service leave is accumulated after a minimum of ten years employment.

OH&S

The company has a standard OH & S policy to comply with statutory requirements. Please refer to this policy if required.

PAY METHODS

Wages and salaries are paid by electronic direct deposit to a bank account nominated by the employee.

PAY PERIOD

Pay periods will be fortnightly, and all salaries will be deposited by the close of business every second Friday or as advised in Employment Agreement.

PROBATION PERIOD

Unless specifically stated in contract, award or agreement all employees are subject to a three-month probationary period.

PUBLIC HOLIDAYS

Full-time employees are entitled to be paid normal wages for all statutory state/federal government public holidays. If Management requires an employee to work on a public holiday mutually accepted arrangements would be made.

QUALITY

The Australian Alpine Training Institute recognises the AQF qualifications and statements of Attainment issued by any other Registered Training Organisations. It has implemented a Training Quality System (TQS) to ensure the quality delivery and administration of training and assessment services. It is the responsibility of all staff to become familiar with the operational requirements of the Training Quality System including relevant procedures and legislative requirements. In particular, it is the responsibility of employees to familiarise themselves with the relevant legislation, which relates to The Australian Alpine Training Institute's obligation as a Registered Training Provider:

- NSW Occupational Health and safety Act 1983
- NSW Occupational Health and safety (First Aid) Regulation 1989
- NSW Anti -Discrimination Act 1977 - No 48
- Industrial and Commercial Training Act 1989 No 77
- Vocational Education and Training Accreditation Act 1990 No 120.

Copies of these Acts are available for your reference. Please see your Manager for details.

RESIGNATION

Unless otherwise specified by an employee's contract of employment or prevailing award, employees are required to give 2 weeks written notice of resignation.

SAFETY

The Australian Alpine Training Institute is concerned in the well-being of its employees and clients and takes every precaution to ensure safety standards are followed. You can help prevent accidents by reporting hazards to your Manager. You must observe these safety rules at all times:

- Be aware of emergency and exit locations.
- Keep floors clean and free of unnecessary rubbish
- Clean up spills immediately
- Report any injury to your Manager
- Never clean or move electrical equipment unless it is unplugged.

If you are injured, report the accident immediately to your Manager. Please refer to the Occupational Health and Safety Policy if required.

SICK LEAVE ENTITLEMENTS

Full time employees are entitled to 5 days in year 1 and 8 days in year 2 paid sick leave per annum with a qualifying period of 3 months. Sick leave is cumulative. Employees must produce a medical certificate authorised by a registered medical practitioner for each day they are absent due to illness. The medical certificate must be attached to an application for leave form. Employees will not be paid sick leave unless they have a medical certificate, which covers the employee for the time taken.

SUPERANNUATION

All employees will be paid superannuation as required by legislation.

TERMINATION

Unless otherwise specified in an employee's contract of employment or prevailing award employees will be given one week's notice of termination.

TRAVEL AND ACCOMODATION

The company will not pay travel and accommodation expenses unless they are authorised by a Manager.

WORKERS COMPENSATION

You are entitled to workers compensation whilst at work and on your way to and from work by a direct or normal route. To qualify for compensation in the event of an accident, you must notify your Manager immediately. In the case of an accident occurring in transit to or from work, your Manager should be notified within 24 hours where possible.

WORKING ENVIRONMENT

The Australian Alpine Training Institute will provide a working environment that meets the statutory requirements of Sexual Harassment, Discrimination and Occupational Health and Safety. Please refer to these policies.

WORKING HOURS

Unless specified otherwise by award, agreement or contract the following working hours are applicable to the following positions.

Permanent Staff	Monday - Friday 8.30am - 5.30pm (1 hour for lunch)
Management	Monday - Friday 8.30am - 5.30pm (1 hour for lunch)
Casual Staff	As instructed by their Manager.

WORKING RELATIONSHIPS

If you are having difficulties working with co-workers, you should discuss this with your Manager. If a satisfactory conclusion has not been reached an appointment with the General Manager must be organised.

EMPLOYEE DISCIPLINE POLICY

Policy Statement

The Australian Alpine Training Institute will not tolerate unprofessional behavior or poor performance.

PROCEDURE FOR STAFF DISCIPLINE

Procedure Statement

If a Staff Member is to be disciplined the following steps must be taken.

1. Staff Member informed of allegations/unprofessional performance by immediate Manager.
2. Staff Member and the Manager meet and discuss the issues with a plan to resolve the issue(s).

Please note that either party may have independent witnesses present at the meeting.

During the meeting the issues may be resolved.

3. If issues not resolved, a first written warning may be given and an action plan of corrective measures put in to place with a follow up meeting scheduled to assess improved performance or behaviour.

During the second meeting the issues may be resolved.

4. If issues not resolved, a second written warning may be given and a further action plan executed. A follow up meeting is scheduled to monitor improved performance/behavior.

During the third meeting the issue(s) may be resolved.

5. If issues not resolved, a third and final written warning may be given with a view to terminate the employment of the Employee.
6. All disciplinary meetings must be documented and a copy of the meeting must be given to Human Resources. A copy must also be given to the Employee concerned.
7. The Supervisor and the Employee will sign a copy of the meeting minutes to acknowledge the agreed action to be taken.
8. If the Employee has a concern regarding the disciplinary proceeding they can contact Human Resources who will arbitrate between the Supervisor and the Employee to rectify the situation.
9. If the Employee has a concern regarding the result of the disciplinary proceedings they are entitled to contact the Industrial Relations Commission who may agree to arbitrate between the Employee and Employer.

EQUAL OPPORTUNITY POLICY

The Australian Alpine Training Institute is committed to preventing unlawful discrimination, sexual harassment, victimisation and vilification in its workplaces. It is also committed to preventing bullying.

Each of The Australian Alpine Training Institute's workplace participants is required to ensure that they do not unlawfully discriminate, harass, victimise, vilify or bully any other workplace participant.

For the purposes of this policy, a workplace participant is:

- All employees of The Australian Alpine Training Institute (including non-permanents);
- Contractors to The Australian Alpine Training Institute;
- Applicants for jobs with The Australian Alpine Training Institute; and
- People who work in the same workplace but for a different employer.

A failure to comply with this Equal Opportunity Policy may result in disciplinary action up to and including dismissal.

It is the responsibility of all The Australian Alpine Training Institute management and staff to treat all workplace participants and equipment with courtesy and respect and to behave in accordance with this policy.

The Australian Alpine Training Institute supports the concept of equal opportunity in employment and is committed to a program, which will ensure compliance with the relevant legislation.

The Australian Alpine Training Institute believes all workplace participants should be treated with respect and fairness and that everyone will be afforded justice. The Australian Alpine Training Institute values and respects the diversity of its workforce. The Company believes that diversity creates a competitive advantage and enhances employee participation.

POLICY OBJECTIVES

The objectives of the Equal Opportunity Policy are to:

- Ensure a work environment free from discrimination, harassment, victimisation and vilification for all workplace participants;
- Ensure that bullying does not occur;
- Provide a procedure for dealing with complaints of discrimination, harassment, victimisation, vilification or bullying if they occur;
- Provide information to all workplace participants in relation to their rights and responsibilities concerning discrimination, harassment, victimisation and vilification in the workplace; and
- Ensure that employment is based on the principle of merit and that employees are not treated less favourably on the basis of an irrelevant characteristic during the course of employment.

WHAT SITUATIONS ARE COVERED BY THIS POLICY?

This policy aims to prevent discrimination, harassment, victimisation and vilification in the workplace. This can occur:

- During recruitment;
- In the course of employment at any location;
- In the termination of employment; and
- At work related functions (e.g. Christmas party);

Further, when using labour hire or temporary staff The Australian Alpine Training Institute will request that the agencies being used apply non-discriminatory screening and interviewing processes to ensure selection is from a diverse pool of candidates. This ensures The Australian Alpine Training Institute employs the best person for the position.

WHAT IS UNLAWFUL DISCRIMINATION?

Discrimination happens when one person is treated less favourably than other people because of that person's race, sex, physical disability or other characteristics. It is a breach of this Policy to discriminate against a workplace participant because of a characteristic as follows:

- Sex
- Pregnancy or potential pregnancy
- Race, nationality or ethnic origin
- Marital status
- Family responsibilities and status as a parent or carer
- Disability
- Age
- Sexuality/sexual orientation
- Transgender or gender identity
- Trade union activity
- Religion opinion
- Political opinion
- Medical record
- Irrelevant criminal record
- Physical features
- Breast feeding in the work place
- Lawful sexual activity
- Association with a person who has such characteristics

This prohibits discrimination in all areas related to employment, including:

- Recruitment
- Terms and conditions of employment;

- Access to promotion, transfer or training or other employment benefits;
- Unfavourable treatment;
- Termination
- Commission agents;
- Contract workers; and
- Casual and part-time workers.

The Australian Alpine Training Institute aims to provide equal opportunity for all workplace participants and to comply with all anti-discrimination laws.

Discrimination by one workplace participant against another will not be tolerated. A workplace participant who discriminates against another may be subject to disciplinary action up to and including dismissal.

Discrimination can occur either directly or indirectly.

Direct discrimination is any action, which specifically excludes a person, or a group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it because a personal characteristic, irrelevant to the situation, is applied as a barrier. That is, a person, (or group of people) is treated less favourably because they possess a characteristic listed as a reason for discrimination, e.g. age, sex, race, disability or marital status.

Indirect discrimination occurs when an action, policy or practice appears to treat people equally, but actually disadvantages a person or group of people, and those people are disadvantaged because of their sex or their race or one of the other prohibited grounds of discrimination.

Indirect discrimination occurs where there is a requirement, rule, policy, practice or procedure that is the same for everyone but has an unequal effect on particular groups. This type of requirement is likely to be indirect discrimination unless the requirement is reasonable in all the circumstances.

WHAT IS SEXUAL HARASSMENT?

Sexual Harassment is defined as any uninvited, unwelcome behaviour of a sexual nature involving written, visual or physical affront against another person. Sexual harassment may include:

- Requests for sexual favours;
- Leering, unwanted physical contact, wolf-whistles, obscene gestures or noises;
- Persistent requests for a social "date";
- Sending or displaying to other workplace participants pornographic

- pictures or jokes by email;
- Comments or questions about a person's sex life;
- Offensive posters, pictures or graffiti;
- Sexual jokes, sexually suggestive telephone calls;

Sexual harassment within the Company will not be tolerated and any workplace participant who sexually harasses another will be subject to disciplinary act including dismissal.

WHAT IS VICTIMISATION?

Victimisation is the term used to describe any paybacks, retribution or intimidation associated with a discrimination or harassment complaint. Victimisation refers not only to intimidation of complainants or potential complaints, but also to the alleged harasser or discriminator, witnesses, supporters and those resolving or investigating any complaints.

The Australian Alpine Training Institute will take all reasonable steps to ensure victimisation does not occur. Workplace participants found guilty of victimisation will be subject to disciplinary action up to and including dismissal.

WHAT IS VILIFICATION?

Vilification is a public act which incites, encourages or urges others to hate, have serious contempt for, or severely ridicule, a person, or group of people because they are (or thought to be) members of a particular group. Acceptable forms of lawful free speech will not include any form of vilification.

Any workplace participant that vilifies another workplace participant will be subject to disciplinary action up to and including dismissal.

BULLYING

Workplace participants are expected to treat each other with dignity and respect. The Australian Alpine Training Institute values individual differences and expects that all workplace participants will work together.

Bullying is inappropriate behaviour aimed to demean and humiliate workplace participants, either as individuals or as a group. Examples of bullying behaviour include:

- Manipulation;
- Intimidation;

- Belittling remarks;
- Persistent criticisms, nit picking or fault finding;
- Verbal and/or physical abuse;
- Isolation from colleagues;
- Withholding information; or
- Setting unrealistic targets.

Although bullying may not be specifically in breach of anti-discrimination laws, a workplace participant who bullies a fellow workplace participant may be subject to disciplinary action up to and including dismissal.

WHY IS THE Australian Alpine Training Institute INVOLVED?

Anti-discrimination laws and vilification laws place obligations on The Australian Alpine Training Institute to ensure that it prevents:

- Discrimination
- Harassment
- Victimisation; and
- Vilification

Primarily, the person who discriminates, harasses, victimises or vilifies is liable for their actions. However, The Australian Alpine Training Institute may be held vicariously liable for the actions of its employees unless it has taken "all reasonable steps" to prevent the discrimination, harassment, victimisation or vilification.

RELEVANT LEGISLATION

The Australian Alpine Training Institute and its workplace participants are subject in Victoria, to the following pieces of legislation applying to harassment, discrimination and equal opportunity in the workplace.

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Equal Opportunity for Women in the Workplace Act 1999
- Equal Opportunity Act 1995 (Vic)
- Anti- Discrimination Act 1997
- Spent Criminal Records Act 1991 (NSW)
- Workplace Relations Act
- Industrial Relations Act 1996 (NSW)

WHAT IS THE "COMPLAINT HANDLING SYSTEM"?

The Complaint Handling Policy sets out the procedure to be followed if a workplace participant wants to make a formal or informal complaint of discrimination, harassment, victimization, vilification or bullying. The following procedure will be followed:

- All complaints should be made to the Training Manager. The workplace participant is encouraged to resolve the difficulty with the staff member in question.
- If a resolution cannot be reached the next step is to lodge a Notice of Complaint in writing with the General Manager who will contact the workplace participant within 24 hours.
- Where complaints cannot be resolved internally, The Australian Alpine Training Institute will advise the workplace participant of the appropriate legal body where they can seek further assistance.

The Australian Alpine Training Institute will carry out the complaint handling process as quickly as possible given the individual circumstances of the complaint.

WHAT IS THE Australian Alpine Training Institute'S POLICY ON CONFIDENTIALITY IN ITS COMPLAINT HANDLING SYSTEM?

A conflict often arises when people want to make complaints but do not want the people about whom they are complaining to know. On the other hand, it is difficult for an employer to take action against an alleged discriminator/harasser unless it can put full details of the complaint to them.

The Australian Alpine Training Institute wants to prevent any discrimination, harassment, victimisation, vilification or bullying occurring and to stop any discriminatory, harassing, victimising, vilifying or bullying conduct. It also wants to give workplace participants an opportunity to discuss any issues impartially and confidentially, otherwise workplace participants may not feel free to seek assistance or obtain information.

The Australian Alpine Training Institute also has legal obligations outside anti-discrimination laws to ensure a safe workplace and a safe system of work.

In trying to balance these competing considerations, The Australian Alpine Training Institute will so far as is possible respect a wish for confidentiality. For example, The Australian Alpine Training Institute may not take specific action against the alleged discriminator/harasser because the substance of the

allegations cannot be established and procedural fairness cannot be afforded. In these types of situations, The Australian Alpine Training Institute would only be able to take general preventative action and monitor the situation.

However, there will be times when this may not be possible and due to the nature of the complaint The Australian Alpine Training Institute may be required to act on the information provided

EMPLOYMENT COMPLAINT CONCERN POLICY

Policy Statement

Our Organisation would like all employees to work in an environment that is conducive to positive working relations between all staff members.

Definition of Complaint, Concern

A complaint or concern is any condition of employment that the employee feels is unjust or unfair. All grievances should be brought to the attention of management for resolution.

PROCEDURE FOR MANAGING COMPLAINT, CONCERNS

1. All complaints and concerns by employees must be stated in writing to the employee's immediate Manager.
2. The Manager must act on the complaints and concerns within 48 hours of it being lodged.

If the supervisor does not have authority to act directly, they must seek authority from Human Resources to settle the grievance.

3. Human Resources will respond to the employee in writing, regarding the grievance decision, so that the matter can be resolved.

All information forwarded, regarding a grievance, will be dealt with in strict confidence.

Under the federal "Workplace Relations Act 1996", an employee lodging a complaint/grievance will not be penalised. Any person found to be making false allegations would be dealt with according to the company disciplinary policy.

Obligation to recognise the AQF qualifications and statements of attainment issued by other Registered Training Organisations

Qualifications or a Statement of Attainment issued under the Australian Qualifications Framework from any state or territory by another Australian Alpine Training Institute, The Australian Alpine Training Institute will automatically give exemptions for those units of competency. Credit transfer will be provided. See Code of Practice and application for RPL Form Gx for more details. Therefore it is our obligation to give credits where appropriate data is supplied, photocopies are not accepted.

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". The Training Consultant will assess (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 being assessed on these activities, the trainee 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 Training Consultant.

Qualifications are issued from results.

Who is Eligible for Traineeships?

Existing Employee:

- ❖ Employed for more than 3 months full-time or
- ❖ Employed for more than 12 months part-time (work minimum of 15 hours per week)
- ❖ Must be an Australian citizen or permanent resident
- ❖ Not hold a qualification of Certificate 3 or higher tertiary qualification

- *A (New Apprenticeship Centre) NAC Representative will assess the eligibility of each employee*

Who can be a Trainee?

Employees who have been employed for **more than three months full time** or **twelve months part time**. The Commonwealth Government may pay an Incentive payment. The funding received may be used for other training needs.

What is a Traineeship?

A traineeship combines working and learning. Trainees carry out their normal duties, but while they work, they also complete an accredited qualification. The trainee gets regular visits by our Trainer (every month) to ensure they are learning all the skills required in the workplace environment. These skills are called Units of Competency. They have been devised by industry and collected into what is called a Training Package. Identified Units of Competency collected together, make up nationally accredited qualifications.

Qualified Trainers

Our training is delivered by a team of highly qualified facilitators, each of whom has a plethora of relative experience in the area of facilitation, and with formal qualifications to train and assess in the workplace.

Certificate III.

Certificate III targets competencies related to teamwork and management. This qualification is suited to existing employees in more established roles.

Certificate IV

Certificate IV is appropriate for existing employees in a team leader role. This qualification covers intermediate to advanced units and gives the student a full knowledge of competency required.

Training in the Workplace

Once the Training Agreement has been completed, it is lodged with a state government body, which assesses the eligibility of the trainee and assigns them a Registration Number (Delta Number). Training can now begin. The Skynet trainer will visit the trainee and informally conduct a training needs analysis. An individual training plan is then established and a manual and work book provided. At each visit the trainer will assess new skills which have been learned, provide training in areas where it is required, and set some tasks to be completed before the next visit.

Assessment

Assessment is based on the completion of integrated assessment tasks. The trainer asks the trainee to conduct a particular task and then observes them,

looking for evidence. The trainee is demonstrating required competencies, i.e. are they observing Occupational Health & Safety practices, are they completing paper work correctly, are they communicating appropriately with others and working as part of a team.

Traineeship Policy

As the employer, the objective is to have qualified and experienced staff able to deliver the optimum standard of work. *Training is an investment in your people, and provides benefits for all parties.*

Why have Traineeship policies?

A Training policy provides significant benefits to your company as well as for each individual staff member. Training allows your business to keep up with your competitors and helps build a completely effective and skilled workforce.

Eligibility for government funding, employees must:

- Not hold a Certificate 3 or higher tertiary qualification
- Complete the training. Payment of the Incentives is linked to the trainee's progress, for example, if the trainee does not complete the training the employer would not receive the Completion Payment
- Must work for a minimum of 15 hours per week on average over one month
- Be an Australian citizen or permanent resident

Why do clients pay an enrolment fee?

All Registered Training Organisations are required an enrolment fee which covers administration and resource costs. The Australian Alpine Training Institute charge \$300 for new and for existing staff.

The Sign-up process

The following documents will be completed by the New Apprenticeship Centre (NAC):

- ✓ Training Agreement
- ✓ Training Program Outline

Once the training agreement has been completed, it is lodged with state Government bodies, which assess the eligibility of the trainee, and assigns a registration number. Unless the trainee has already completed a qualification at an equivalent or higher level, they are eligible for incentives.

Training resources

Each trainee is provided with resources which will be supplied by the trainer. If you have any of your own training material and would like this incorporated into

the traineeship, this can be discussed with your Business Development consultant.

Training in the workplace

At the first session, our trainer will guide the trainee through the training material and requirements of the traineeship. The content of the material will be explained in detail so that the trainee gains a clear understanding of the content and other resources. The units of competencies will also be outlined.

The trainer will informally conduct a training needs analysis. From this a training plan will be developed and a training timetable devised to suite the employer.

The Australian Alpine Training Institutes trainers have practical experience in the workplace and are aware of time restraints in businesses operations. As part of the traineeship, the trainee must be released from regular duties to attend training sessions (at the workplace, once a month-for 1 hour) our trainer will ensure as little disruption as possible.

Structured Training Withdrawal

Trainees are to be released from their routine duties for a minimum of 3 hours per week, this structured withdrawal time is allocated to complete work related projects etc. and practice skills being taught, which will ensure that the student will become competent and retain underpinned knowledge.

Recognition of Prior Learning (RPL)

All students will be given the opportunity to apply for Recognition of Prior Learning (RPL).

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.

Access and Equity

The Australian Alpine Training Institutes commitment to the principles of access and equity in vocational education and training gives practical expression to the Australian National Training Authority goal of improving the knowledge, skills and quality of life for Australians, having regard to the particular needs, of target groups.

In keeping with this commitment The Australian Alpine Training Institute will strive to ensure that its training and assessment programs are relevant fair and inclusive. The Australian Alpine Training Institute will achieve this by promoting traineeships to the community in a manner that includes and reflects the diverse client population, to ensure that all prospective students are well informed on the options that are available to meet their individual training needs.

The Australian Alpine Training Institute will implement fair educational programs and geographic resource allocation practices to maximize the participation of target groups. The Australian Alpine Training Institute will provide culturally inclusive literacy and numeracy training that meets individual, community and industry needs.

The Australian Alpine Training Institute is firmly committed to providing equal employment opportunities and educational outcomes for all staff all students. We recognise that these achievements are dependent on the elimination of sexual harassment from the working and learning environment.

The Australian Alpine Training Institute recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and students are not subject to sexual harassment

Introduction

Enhancing the skills of the workplace improves industry's ability to compete internationally. Enterprises face ever-increasing demands for an effective and efficient workplace, with an emphasis on continuous improvement, higher productivity and a client focus. For this to succeed the industry needs a highly skilled and flexible work force.

National competency standards provide a benchmark for enterprises when selecting and developing staff. Competency standards enable organisations to accurately identify the skills required for a particular position and to guarantee that potential staff meet the standards required by business.

A quality training system is central to ensuring the industry has the skills and flexibility to adapt to change and improve the quality of goods and services. A quality training system has three important elements: national competency standards, competency-based training and a national assessment system for quality assurance all of which are contained in the all Training Packages.

Training Package Overview

Training packages are a key feature of vocational education and training in Australia. They are part of the National Training Framework that aims to make training and regulatory arrangements simple, flexible and relevant to the needs of the industry.

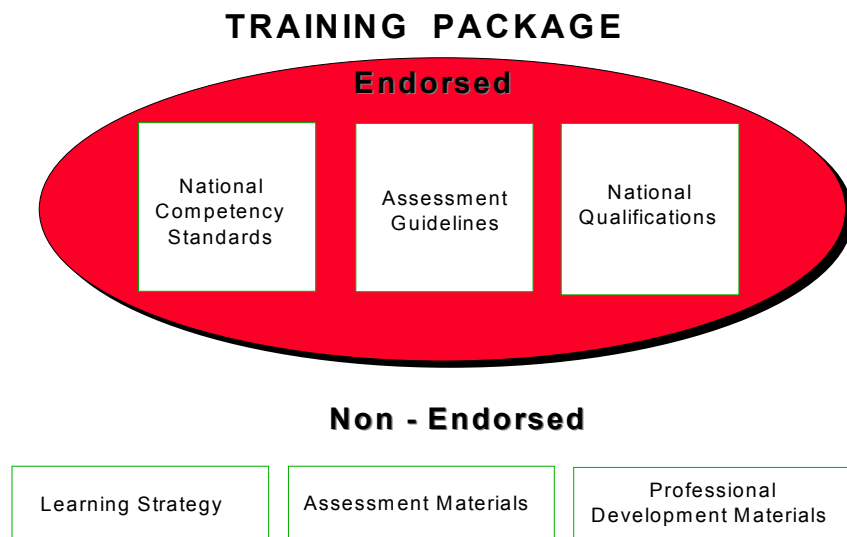
Training Packages are a government initiative to make training more flexible, relevant and affordable for industry. The Training Package concept is designed to provide industry and those servicing industry with greater flexibility in gaining competency to the standard required by industry.

Training Package features

Most Training Packages contain the following:

- indicate which groups of competencies meet a qualification level
- allow enterprises and training providers to develop customised training programs to suit particular needs
- allow for individual assessment against the competency standards
- provide guidance on all aspects of assessment
- enable existing and future courses to be aligned to the Training Package and to incorporate the assessment guidelines and learning resources
- contain learning resources, trainer professional development material and assessment material

The following diagram details the components of the Training Package that make up the final product.



What makes up the Training Package?

Endorsed Components

National Competency Standards

National competency standards form a vital role within the Training Package, as they identify industry standards for the skills, knowledge and attributes required to perform a job. The Training Package provides employers with the benefit of having an industry benchmark for training and assessment that can provide

useful guidance for workplace appraisal, training and development. Employees will also benefit by being able to access national qualifications through a variety of pathways.

National Qualifications

Through collaborative development methods, the Training Package allows industry to agree that when a number of aligned and packaged core and elective competencies are achieved, (either on or off the job) a qualification may be awarded and accepted by industry. The Training Package will have a range of associated qualifications depending on what level of training and mix of competencies an individual undertakes. This will allow individuals wishing to enter the Information Technology industry to identify various career pathways. Employers will have a greater understanding of which competencies are involved in gaining particular qualifications.

Assessment Guidelines

Within the Training Packages, competency standards endeavour to advance quality and consistency in current and future work practices. The standards form the basis for thorough, consistent and valid assessment. The assessment guidelines provide overall guidance on the relationship of competency standards to the conditions for assessment to occur. The assessment guidelines also articulate what qualifications and training is required of trainers and assessors.

The above three components of the Training Package are developed with extensive industry consultation to ensure the final product meets the quality expected by the industry. Subject matter experts have been called upon to provide technical detail during the development and subsequent validation of the competency standards.

Non-endorsed Components Learning Strategies

The Learning Strategy component of a Training Package provides information on how training programs may be organised in workplaces and training institutions. The Learning Strategy complements the endorsed components of a Training Package by providing additional support for Registered Training Organisations seeking to put together specific training programs to assist trainees attain the required competencies. The learning strategies may include curricula, good practice examples for implementing workplace training and training within the production (work) process. The training resources may include self study guides, distance learning materials, assessment resources and guidance for workplace mentors.

Assessment Materials

Assessment materials are evidence gathering tools. They are designed to provide assessors with information for making judgements on whether competency has been attained. These resources can take a number of forms including: observation schedules, simulation activities, practical projects, demonstrations, individual projects, written or oral tests and / or portfolios. Some assessment materials incorporate a number of evidence gathering tools. Assessment materials are based on the endorsed assessment guidelines.

Professional Development Materials

Professional Development materials are integral to the development and effective implementation of related training programs. These may include information and resources for trainers on how to develop training programs for the industry or enterprise for use, how to use the endorsed and non-endorsed Training Package components, train the trainer, and train the assessor courses

The Employee's job description is as follows:

POSITION DESCRIPTION

Position Title: **Administration Officer (AO)**

Location: **Australia**

Prepared By: **Training Director (TD)**

Approved By: **Chief Executive Officer (CEO)**

Remuneration Level: **C1**

POSITION SUMMARY

Our Company is a leading registered training provider; we are based in Melbourne and supply Training services to many Blue Chip clients throughout Melbourne and Country areas.

The AO is responsible for detecting and resolving routine problems, following established procedures and practices.

To have strong communication skills and interpersonal skills and perform a variety of tasks including scheduling meetings, screen communications (telephone and email), finalise presentations, briefings proposals and maintain files for organisation. The position reports to the Training Director.

MAJOR AREAS OF RESPONSIBILITY

Must be proficient in Microsoft Office products and the *student manager* system. Have the ability to organise complex activities and quickly learn company policies and procedures.

Effectively managing ACT client based software

Affectively organise information for fast, accurate retrieval.

Must be professional and articulate in communicating with executives inside and outside the company.

Have the ability to organise, prioritise and structure tasks and information. Have the ability and willingness to work and make decisions in a team environment.

DAY to DAY TASKS

- ✓ *Maintain organisation of the office.*
- ✓ *Answer telephones.*
- ✓ *Receive and send emails.*
- ✓ *Fax and photocopy materials.*
- ✓ *Maintain files.*
- ✓ *Data entry of all course participants into our student manager program.*
- ✓ *Track course participant's assessments.*
- ✓ *Track outstanding fees.*
- ✓ *Document The Australian Alpine Training Institute literature.*
- ✓ *Print and photocopy The Australian Alpine Training Institute literature.*
- ✓ *Prepare government claim documentation.*
- ✓ *Prepare and send qualifications to course participants.*
- ✓ *Responsible for the ongoing administration of all programs*
- ✓ *Backup of all files on a day to day basis*

MAJOR CHALLENGES

- Coping with a changing environment
- Working within set parameters set by "Standard Operating Procedures"
- Conforming to Standards
- Being multi-functional to a pre-defined level
- Ability to think outside the box

WORKING RELATIONSHIPS

Contact Procedures

Purpose

Training Director (TD)	Escalations of trainee/client issues, HR issues, Productivity , Continual Feedback, Product information, Personal or Work related issues if desired, Quality checks. This is not exhaustive.
Other Staff	Lateral service when required,
Clients (Trainees/Mentors)	The AO may have phone conversations and email contact with these clients