

All Courses Student Information Booklet



www.guidestartraining.com.au

PHONE: (03) – 93564646

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WELCOME!

Office Address

25 Victoria Crescent

St. Albans Vic 3021



EXCEL WITH US !
GET YOUR QUALIFICATION
NOW!

No Placement needed if you are in the industry
We come to you!
We support you!

INTRODUCTION:

Welcome to **Guidestar Training & Professional Services (GTPS)**!

You have come to the right Training Organisation and without a doubt will realise quality training, personalised support and a qualification that leads to employment.

We are a Victorian Registered Training Organisation (RTO) that prides itself in providing quality nationally recognised qualifications to all of our students.

We passionately train our students with one aim – to help **them excel**.

We have consulted with the industry experts and employers and are equipped to train you to get that much needed skill for your career.

We strive to make a lasting positive change in the sectors that we train in and there is only one way to do that, equip you with quality training.

Join the many others that have gone before you in training with us for a positive learning experience.

This Student Information Booklet contains valuable information as relates to GTPS operations your certificate III level qualifications. The policies and procedures that relate to your learning are also discussed albeit in brief. Detailed policies and procedures are available on our website www.guidestartraining.com.au or can be obtained by contacting us on **9356-4646** or **0414376163**

Please take time to read this booklet and seek clarifications where unclear. You may need to refer to it in the course of your time with us, so please keep it in a safe place.

The Staff at GTPS look forward to working with you during your journey here to realise your chosen qualification

Welcome once again!

Helen Dobson, Training Coordinator
Guidestar Training & Professional Services
PH: 93564646

LEGISLATION COMPLIANCE:

GTPS is guided by relevant legislations, standards and guidelines in all its operations as follows:

- AQTF Essential Standards,
- VRQA Guidelines for VET Providers
- Education and Training Reform Act 2006 (Victoria)
- Vocational Education Training Employment Act 2000 – Commonwealth
- Privacy Act 1988 (Commonwealth)
- Copyright Act 1968 (Commonwealth)
- Sex Discrimination Act 1984 (Victoria)
- Equal Opportunity Act 2010 (Victoria)
- Anti-Discrimination Act 1991 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Act 2006
- Charter of Human Rights and Responsibilities Act 2006
- Working With Children Act 2005
- Work Health and Safety Act 2011
- Student Identifiers Act 2014 (Commonwealth)

To access the detailed GTPS Compliance policy, kindly contact the office via the contacts provided in the website www.guidestartraining.com.au

HOW COMPLIANCE AFFECTS YOU:

As a student at GTPS, you are under obligation to operate under the legislations and guidelines that govern your learning in Victoria and Australia. GTPS has attempted to inform you directly or implicitly in this Student Information Booklet. Kindly pay attention as you read and ask where you are unsure

WHO WE ARE

GTPS is a Registered Training Organisation (TOID 22355). We offer nationally recognised qualifications as follows:

- CHC30212 Certificate III in aged care
- CHC30312 certificate III in Home and community care
- CHC40108 Certificate IV Aged Care
- CHC40212 Certificate IV in Home and Community Care
- CHC40312 Certificate IV in Disability

We also have **short courses** as follows:

- HLTIN301C Comply with infection control policies and procedures
- CHCCS305B Assist Clients with medication
- HLTHSE204D Follow safe manual Handling Practices
- First Aid Level II
- CPR Refresher
- 22099VIC Course in First Aid Management of Anaphylaxis
- 22024VIC Course in Emergency Management of Asthma in the Workplace

A **Nationally Recognised** qualification enables you to work anywhere in Australia once you have qualified.

At GTPS we pride ourselves in our quality, integrity and professionalism. We deliver our courses in multiple locations in Victoria as listed here below.

- St. Albans
- Werribee
- Noble Park
- Lalor
- Glenroy

Our **student support** is well renowned. It is one of our greatest strengths. We provide one on one level of support. This is because we recognise that we are all individuals that need individual attention especially when it comes to learning.

Our student support starts from the day a student contacts GTPS to the point they happily secure a job. We believe in results that positively change a student's life and therefore do our best to bring out the best in your learning with us.

OUR PHILOSOPHY

GTPS is committed to providing comprehensive training programs that meet the industry needs and standards. This means that GTPS students not only stand a good chance to secure a job after completion of their qualification, but equally stand a solid chance to retain the secured job.

Our students stand out during interviews and many are approached during their work placement and get offered employment while still doing placement! We prepare our students for competitive edge in the job market thus making them job ready at the completion of their course with us.

OUR CORE VALUES:

- Integrity
- Quality
- Professionalism

WHY TRAIN WITH US?

- We provide quality training in our area of scope
- We provide a flexible learning environment that suits various cadres of students i.e. day, evening, weekend classes as well as blended mode of learning.
- We continuously improve on our services to meet market and industry demands
- We treat our students as individuals that need individual attention because they are not numbers!
- We provide unlimited learning support to our students
- We guarantee you a practical work placement opportunity and do not leave you to get it yourself.
- We are friendly and approachable
- Feedback from our placing organisation is that "our students are well trained"
- We are proud of our BRAND and walk alongside you to support you.

DELIVERY LOCATIONS & SERVICES

We operate in St. Albans, Lalor, Noble Park & Werribee

Public Transport:

All our training locations are situated near public transport. This is convenient for your attending classes be it during day time, weekend or evening. Please find specific buses transport information as this differs from suburb to suburb and from one delivery location to another

Emergency Exits:

Various locations will have different Emergency Exits and evacuation procedures. The Trainer will point them out to you during induction.

Toilets:

Available in all our locations including disabled toilets. We emphasise appropriate personal hygiene as you use these facilities for the comfort of everyone.

Training equipment:

We have well equipped training facilities with all the necessary equipment for effective and simulated learning purposes.

Kitchen facilities:

We have kitchen facilities in all our training locations. Please feel free to use such facilities as needed. We however request you to responsibly dispose of your rubbish and clean up after using any of the kitchen facilities. Help us keep the kitchen facilities clean!

Students' welfare Services:

If struggling with any issues such as language, personal situations that will affect your learning, GTPS is willing to refer you to services that can assist you address such issues. We refer for

- Numeracy and Literacy issues
- Cultural adjustment issues
- Counselling
- General Welfare

Smoking area:

Smokers can do so during breaks. Please ensure you do not smoke within the buildings. There are designated smoking areas in each of our training locations.

CONTACTING US

Your regular staff contact is as follows:

- Administration/ matters – Admin Officer
- Enrolment issues - Admin Officer
- Placement issues – Placement Officer
- All training issues – Training Coordinator
- Specific Course issues - Respective Trainer

General contacts:

- Phone: (03) 93564646
- Mobile: 0414376163.
- Email: contact@guidestartraining.com.au

Please note that our staff are ready to support your learning and will help you in any way possible

COURSES INDUCTION PROCESS:

On the first day of class, the trainer will go through a thorough induction program with all our new students. The Program is provided as a hand out in your student pack. The induction process entails a tour of our facility, including the pointing out of kitchen facilities, the classroom, the toilets, the students support room, the practicals room, the exits, the First Aid box location, the fire extinguisher location, assembly areas in case of a fire etc.

On induction day, there is also a run through of the policies that are in your student information booklet as well as available in the GTPS website.

You also receive a run through of the timetable and your training schedule. Most importantly you get a run through of what is expected of you in the assessment workbook and how you can maximise educational benefits from the students' resources

GENERAL INFORMATION GTPS CERTIFICATE III COURSES:

We have stream A and stream B classes for our certificate III courses. Each takes a different completion period but covers as explained here below

Certificate III Delivery Periods

Stream A

In Stream A, certificate III qualifications are delivered in 12 weeks (14 weeks with a break) full time mode or part time equivalent. Nominal hours are noted as 560 in Aged Care and 640 in HACC.

Stream B

In Stream B the certificate III qualifications are delivered in 26 weeks (28 with breaks) full time mode or in 2 semesters. Nominal hours are noted as 560 in Aged Care and 640 in HACC

For the dual certificate III in aged care and certificate III in home and community care the Nominal Hours are noted as 815.

Certificate III Courses Hours Explained

Course hours include, Direct Hours, Indirect Hours and Work Based Hours

Direct contact hours refer to time spent off the job either in the classroom, practical skills room, and/or individual learning support.

Indirect course hours refers to time spent off the job reading, undertaking research, preparing and/or completing assessment activities; and undertaking additional practice of psychomotor skills.

Work based hours refers to placement on the job at an aged care facility, applying knowledge and skills, undertaking on the job assessment, learning from colleagues and managers, and immersion in the reality of the real work world of aged care.

Please refer to our Course Hour Distribution Matrix and Course timetable for further details on hours

Certificate III Placement Requirements:

Certificate III qualifications require a practical workplace experience of 150 hours which form part of the overall nominal hours. Please note that you will be required to provide a clear police check report before participating in any practical workplace experience

GTPS obtains work placement for all our students completing courses where practical work placement is a requirement.

This is done in consultation with the student and the placing Facility/ Organisation.

Students are encouraged to cooperate and treat placing Organisations/Facilities with due respect and as potential employers.

GENERAL INFORMATION CERTIFICATE IV COURSES

Broad Entry Requirements

- Must be at least 15 years and above;
- Must have successfully completed year 10 of secondary schooling or equivalent;
- Oral communication and effective interpersonal communication skills
- Learners are expected to complete Language, Numeracy and Literacy test during enrolment.
- Current Police Clearance Certificate check is usually required during practical placement.
- Fit and Proper person to work in the Community sector

See specific requirements under each course

Certificate IV's Courses Duration

Each Certificate IV Qualification is delivered in a minimum 26 weeks (28 weeks with a break) full time mode or part time equivalent.

Nominal hours are noted as 845 for Aged Care, 875 for Disability and 875 for HACC.

Certificate IV Dual Qualifications:

All dual qualifications are delivered in 30 weeks (32 weeks with a break. Nominal Hours are noted as follows:

Dual qualification Aged Care IV + HACC IV = 1,133 hours

Dual qualification Aged Care IV + Disability IV = 1,173 hours

Dual qualification Disability IV + HACC IV = 1,228 hours

Certificate IV Courses Hours Explained

Course hours include, Direct Hours, Indirect Hours and Work Based Hours

Direct contact hours refer to time spent off the job either in the classroom, practical skills room, and/or individual learning support.

Indirect course hours refers to time spent off the job reading, undertaking research, preparing and/or completing assessment activities; and undertaking additional practice of psychomotor skills.

Work based hours refers to placement on the job at an aged care facility, applying knowledge and skills, undertaking on the job assessment, learning from colleagues and managers, and immersion in the reality of the real work world of aged care, HACC and Disability.

Please refer to our Course Hour Distribution Matrix and Course timetable for further details of hours

Certificate IV Courses Placement Requirements:

Certificate IV qualifications require a work placement of 200 hours per individual course or 260 hours for Dual qualifications in the respective industry areas.

Please note that you will be required to provide a clear police check report before participating in any work placement.

For those completing a certificate IV in Disability or Certificate IV in Home and Community Care, a clear Working With Children check is also required before placement

Exception To Work Placement For All GTPS Qualifications:

If you are already working in the industry you will be exempt from the practical component of the qualification that you are undertaking. If you are in this category please speak to our Training Coordinator for further discussions

ASSESSMENT ARRANGEMENTS

All GTPS Qualifications:

Both formative and summative assessment methods are used to monitor learner progress and assess competence.

Formative assessment is used throughout the course to assess learner progress and the effectiveness of delivery. Formal and informal knowledge checks are built into all units.

GTPS ensures that the principles of assessment which are validity, reliability, flexibility and fairness are strictly adhered to by our Trainer/Assessors. Similarly our Trainers/Assessors uphold the rules of evidence; validity, sufficiency, currency and authenticity in all our training and assessments.

ASSESSMENTS INSTRUMENTS

All GTPS Qualifications

1. Short Questions and Activities (SQ)
2. Scenario questions (SC)
3. Case study Questions (CS)
4. Research Questions (RQ)
5. Students Journal (SJ)
6. Third-party Workplace Assessments with demonstration on the job (TWA)
7. Recognition of prior Learning (RPL).
8. Credit Transfer (CT)

See specific Units for details on what instruments will be used

Assessment Terminologies commonly used:

You will be graded as follows:

GRADE	DESCRIPTION
C	Competent
S	Satisfactory
NYS	Not Yet Satisfactory
NYC	Not Yet Competent
RPL	Recognition of prior learning
CT	Credit Transfer

ASSESSMENTS PRESENTATIONS

All GTPS Qualifications

You are expected to do your work and submit it in your **OWN** handwriting except where it has been specified otherwise. Students are encouraged to keep copies of all submitted work

Where submission has to be done away from the delivery venues, students are to **REGISTER POST** their work for easy tracking.

RECOGNITION OF PRIOR LEARNING:

Recognition of Prior Learning (RPL) is available to all students applying for all GTPS qualifications. Recognition of prior learning is the recognition of your current skills and knowledge acquired through prior learning from other training, work or life experience. RPL assessment helps you get qualification you deserve without having to duplicate learning. Ask our friendly staff about our RPL process. You can do this via email or phone contact as follows:

- **(03) 93564646 or 0414376163**
- **E: contact@guidestartraining.com.au**

CREDIT TRANSFER/NATIONAL RECOGNITION

GTPS recognises AQF Qualifications and Statements of Attainment (SOA) issued by other RTO's.

If you have any certificates and/or SOA's from other RTO's kindly ask to see GTPS Training Coordinator for possible credit transfers or National Recognition. You can do this via email or phone contact as follows:

- (03) 93564646 or 0414376163
- Email contact@guidestartraining.com.au

HOW TO APPLY FOR ALL OUR COURSES:

Apply directly to GTPS. Contact details:

Tel: (03) 93564646, **Mobile:** 0414376163

Email: contact@guidestartraining.com.au

Website (www.guidestartraining.com.au)

WHAT TO EXPECT OF US

Students have a right to expect that:

- ✓ You will learn in an environment that promotes justice, equity and enables pursuit of excellence
- ✓ You will be treated with respect and be listened to
- ✓ You will be supported through their learning
- ✓ Course content will be delivered by competent trainers
- ✓ As much information about the course is provided to the students prior to and during their learning.
- ✓ You will not be engaged in any one day for more than 8 hours or past 10:00 pm
- ✓ You can raise any issues you deem to be unfair, inconsistent to what has been promoted or anything associated with your learning. See our complaints policy
- ✓ You will be assessed as per the laid outlined assessment methods you have been informed about before the commencement of any course.
- ✓ If a class is cancelled, all effort will be made to send the cancellation message to all affected students in time
- ✓ That we keep to our core values of quality, integrity and professionalism

WHAT WE EXPECT OF YOU

Code Of Conduct

This Code of Conduct policy is informed by federal and state legislation. You need to be aware that breaches of the code of conduct may also be a breach of legislation. You have an obligation to comply with set state and federal legislations. We have outlined these obligations as follows:

- ✓ Treat other students and Staff at GTPS with consideration and respect
- ✓ Behave in a manner that allows other students to enjoy their learning
- ✓ Not to turn up in class under the influence of drugs and/or alcohol
- ✓ Not to consume drugs and/or alcohol within the GTPS training premises
- ✓ Be punctual in class and stay through to the end. Late arrivals and early departures disrupt learning for others and may result

with you being deemed as having not attended class

- ✓ If not coming to class notify the GTPS office via a phone call or email or send a message (SMS)
- ✓ Contact GTPS Trainer for alternative arrangements in relation to missed out classes.
- ✓ Put mobile phones to vibrate or silent while in class
- ✓ No taping or recording of classes is allowed
- ✓ No photo taking of trainers power points or other students work
- ✓ No photo taking of trainer or others students without their verbal or written consent. Please note photo taking without consent is a breach of someone's privacy and they can take legal action against you.
- ✓ No negative/abusive remarks in class about other students, trainers or industry such as may be deemed disrespectful to the aforementioned or deemed as having a negative impact.
- ✓ No use of discriminative, rude, obscene, bullying, harassing, inappropriate language or actions
- ✓ Observe Evacuation Procedures and make note of all emergency exists
- ✓ No acting in an unsafe manner toward self and others e.g. verbal and physical aggression or possession of weapons
- ✓ Report any potential hazards, near misses, accidents & incidents
- ✓ No lifting and if you volunteer to assist with furniture arrangement for example, seek to do it with required assistance
- ✓ Do not attend to electrical equipment – reserved only for licensed personnel
- ✓ Complete assessments as laid out for the specific qualifications, monitor progress and observe assignments deadlines
- ✓ Ensure that all the information provided to the Trainer and GTPS for our records is accurate
- ✓ Notify GTPS manager of any contact changes (email, phone, address etc.) for this to be amended in their records

- ✓ Not use oppressive or misleading practices, falsify or wrongly withhold information.
- ✓ Respect and observe copyright requirements of electronic resources available to them for learning purposes e.g. CD's.
- ✓ Not plagiarise. See more information in our Plagiarism policy
- ✓ Be responsible for own personal belongings and DO NOT BRING valuables to class for example money and expensive jewellery
- ✓ Notify of any condition(s) that might affect your learning e.g. health issues that need attention that may have been missed out during the enrolment process.

also the limit of 2 qualifications at the same level in in your lifetime.

- *Provide proof of age document such as Birth certificate

3. LIVING IN VICTORIA REQUIREMENT

I live in Victoria (A must for eligibility)

- Provide proof of address e.g. Driver's license, utility bill etc.

If you are unsure about the government funded eligibility criteria, please speak to our friendly staff on 03 93564646 or 0414376163 or email us contact@guidestartraining.com.au

Please note

For specific information about any of the courses offered by GPTS, please visit our website www.guidestartraining.com.au and click on the course of interest

GOVERNMENT FUNDING:

The Victorian Training Guarantee (VTG) is making vocational education and training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold. Government funding is available for all GTPS qualifications subject to meeting the eligibility criteria below

Self-Check - Eligibility For Government Funding

You should be able to tick criteria 1-3 to qualify.

1. CITIZENSHIP/PERMANENT RESIDENT

I'm an Australian/New Zealand citizen or a permanent resident (holder of a permanent visa)

- If you are in any other category, please speak to the Guidestar staff for assessment
- Provide proof of citizenship/residency original document to Guidestar staff for a copy for your file

2. UPSKILLING REQUIREMENT

I'm over 20 years of age at time of enrolment

- To be eligible you should not be holding a qualification at the certificate level you wish to enroll in or higher e.g. cannot enroll for certificate III in aged care if you already have another certificate III

OR

I'm under 20 years of age as of 1st January this year

- *The upskilling criterion does not apply to you but you must observe the 2 qualifications limit per year per student and

POLICIES & YOU

COMPLAINTS AND APPEALS

GTPS has an efficient and effective complaints and appeals management process in place to allow you to express any concerns you may have that relates to the nationally recognised training programs offered by GTPS.

This procedure also outlines the process by which GTPS will continuously improve the quality of services based on information gained from complaints and appeals made by its students.

Appeals against student assessment outcomes

You can appeal against an outcome/result shown on their assessment(s) in writing to the Training Coordinator of GTPS outlining units/courses and results being appealed against. **For details please see our website guidestartraining.com.au**

FEES & REFUND

Non Refundable Registration fee for all students:

Both Government-funded and Self-Funded Students enrolling at GTPS are required to pay a non-refundable registration fee of \$ 50 upon which they get issued with a Student Pack.

Withdrawal, Course Cancellations, Fee Transfers and Refunds

- If GTPS cancels any course all tuition fees paid will be refunded 100% unless you wish to transfer the fee to another of GTPS courses. No registration fee will be applicable for such transfer. You will consent in writing for the transfer of the fee to occur
- If you have paid in advance for a Short Course (below \$ 200) and cannot attend, you have an option of receiving a full refund or transfer the fee paid to the next available course
- If you intend to withdraw from any Qualification, you MUST put the request in writing and sign the GTPS Withdrawal Request Form.
- Withdrawal prior to a Qualification commencement will be acknowledged and any tuition fees paid will be refundable a 100% less the \$ 50 Registration fee.
- Once training for any qualification has commenced and you decide to withdraw,

all fees owed to GTPS at the time of withdrawal MUST be paid in full within a 14 days period and no payment plan will apply. Calculation formula to determine the fee amount owing at time of withdrawal will be: **Course Tuition Fee (e.g. \$ 2000) divided by Course Duration (e.g. 24 weeks) = \$ 83 per every week of training covered at time of withdrawal**

- Full tuition fees is payable to GTPS if after you have been granted extended study duration for any qualification, you then decide to withdraw.

Payments

- All GTPS **Short Courses** Fee of less than \$ 200, must be paid prior to the Short Course commencement or on the day of the course.
- All Self-Funded Students completing any GTPS qualification will be required to pay \$ 500 prior to course commencement and thereafter enter into a payment plan for the fee balance.

Statement of Fees for the Current Year

Please note the delivery method for all GTPS courses is face to face and/or blended option. Blended option refers to a combination of class and independent learning.

Course or unit Description	Self-Funded Students	**Estimated Government Contribution per Qualification	Government Funded Students	
			Concessions	Non-Concessions
Enrolment or Registration fee	\$50	N/A	\$ 50	\$50
CHC30212 Certificate III in Aged Care	\$1,500	\$ 3,800	\$ 50	\$ 250
CHC30312 Certificate III in home and community Care	\$1,500	\$ 3,450	\$ 50	\$ 250
Dual CHC30212 Aged Care & CHC30312 HACC	\$1,700	\$ 5,000	\$ 80	\$ 400
CHC40312 Certificate IV in Disability	\$ 2,500	\$ 4,300	\$ 60	\$ 300
CHC40108 Certificate IV	\$ 2,500	\$ 5,190	\$ 60	\$ 300

Aged Care				
CHC40212 Certificate IV in Home and Community Care	\$ 2,500	\$ 4,300	\$ 60	\$ 300
Any two Cert IV's combined	\$ 3,000	Will depend on additional units for the second qualification	\$ 80	\$ 400

**** All Government Funded Estimates assume no RPL and/or Credit Transfer is applicable to the student**

SHORT COURSES

SHORT COURSE	Fee
First Aid Short Course	\$ 127
CPR Refresher	\$ 50
Manual Handling Certificate of participation	\$ 50
HLTHSE204D Follow safe manual Handling Practices	\$ 100
22099VIC Course in First Aid Management of Anaphylaxis	\$ 60
22024VIC Course in Emergency Management of Asthma in the Workplace	\$ 50
CHCCS305B Assist Clients with medication (pre-requisite HLTAP301A)	\$ 200
HLTIN301C Comply with infection control policies and procedures	\$ 120

OTHER CHARGES TABULATED

Description	Fee
RPL for any Certificate III unit of competency	\$100
RPL for any Certificate IV unit of competency	\$150
1 st and 2 nd re-assessment of a unit of competency initially assessed as "NYS"	\$ 0
3 rd and consecutive re-assessments of a unit of competency assessed as "NYS"	\$ 50
Lamination of each certificate or other personal documents (Per pocket)	\$ 2
T-Shirts for Placement (Reimbursement to RTO)	\$ 20
Replacement of Lost or damaged certificate(non-RTO's fault)	\$ 50
Separate SOA for a Unit of Competency in a Qualification	\$ 50
Personal documents Photocopy	\$ 0.20
Registered Mail postage charges	\$ 10

For a detailed Fees and Refund Policy, please visit our policies section in the website www.guidestartraining.com.au

LANGUAGE & LITERACY (LLN)

You are required to complete an LLN assessment prior to your enrolling for any qualification. This assessment enables GTPS to know if your level of language, literacy and numeracy is reasonable to enable you complete the qualification for which you are applying to undertake.

For details please see full policy under Policies in the website [guidestartraining.com.au](http://www.guidestartraining.com.au)

PLAGIARISM AND CHEATING

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own.

Plagiarism is a serious act and may result in your exclusion from a unit or a whole course.

All assignments are to include a 'Student Declaration' that is signed by you to certify that no part of the assignment has been copied from another person's work (except where documents or work is listed/ referenced, and that no part of the assignment has been written for you by another person.

For details please see full policy under Policies in the website [guidestartraining.com.au](http://www.guidestartraining.com.au)

UNIQUE STUDENT IDENTIFIER (USI)

From **1 January 2015**, every NEW and EXISTING Vocational Education and Training (VET) student undertaking nationally recognised training must have a Unique Student Identifier (USI).

What is a USI?

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

Benefits of USI:

Once you create your USI you will be able to:

- Give your USI to each training organization you study with
- View and update your details in your USI account
- View and download your training records and results (transcript) from early 2016 onwards
- Manage who can view your transcript

Please note that your USI account will not have your records and results (transcript) for the first year and will available in 2016.

How to get a USI:

It's free and easy. To create your USI please visit the link below and follow the steps.

<http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>

You can provide consent to GTPS to create the USI for you.

CEASING TO LEARN & WITHDRAWAL

You may withdraw from a course or unit of competency by giving notice in writing to the GTPS Training Coordinator.

You will be given recognition for any completed units of competency at the time of withdrawal. A **statement of attainment** will be issued for any completed units at the time of withdrawal.

Please note that this would have to include placement hours being taken into consideration if applicable to the training in question. See our Fee and Refund policy to determine what refunds you may be eligible for.

ISSUANCE OF CERTIFICATES & STATEMENT OF ATTAINMENT (SOA)

If you successfully complete all the required units of competency for a given qualification you will be issued with a Nationally Recognised Certificate recognised under the Australian Qualifications Framework (AQF)

If you do not complete the full requirements of a course, GTPS will, at no additional cost issue a formal Statement of Attainment provided you have paid in full for the tuition related to the said units of competency.

GTPS endeavours to issue certificates as soon as possible after you have submitted all the required evidence. Where this is not possible, GTPS has the following guideline:

From the date you submit final written work and other evidence, it shall take a minimum of:

- ✓ 10 working days for a qualification certificate to be issued
- ✓ 5 working days for the short courses statement of attainment to be issued e.g. First Aid

GTPS ensures that you will be informed at all times during this period

For details on the process followed, please contact our office on 03-93564646 or email contact@guidestartraining.com.au

MISSING AN ASSESSMENT DEADLINE

1. You should notify the Trainer concerned in writing (email, SMS, phone) explaining why you cannot meet the set deadline.
2. You will mutually agree with the Trainer a suitable extension date for the assessment to be handed in.
3. The new date shall be communicated to the Operations Manager by the Trainer.
4. Where you may need extra support to complete assessments, the same shall be discussed and where possible availed – see our student support policy.
5. Failure to honour the extension may result in the student being recorded as Not Yet Competent (NYC) and re-assessment regulations may apply.

STUDENT SAFETY

- GTPS does not schedule classes outside of 0800hrs to 2200hrs.
- GTPS does not allow students to attend scheduled classes for more than eight hours in any one day
- GTPS AH contact number is 0414376163
- Emergency numbers to call is Triple 0 or the local police station if the number is known

When travelling to and from the GTPS premises it is important to ensure your own safety at all times.

The following are some tips to follow to ensure your safety:

Student Safety Tips

- Do not openly carry valuables, including iPads, mobile phones, laptops, etc
- Try to find routes that are well lit and busy
- Avoid confrontation – it is better and safer to walk away if you are being provoked
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help
- At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side streets
- Have your keys ready well before you reach the door of your car or house
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops.

Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home

- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area
- Check the time of the last train, bus or tram home to avoid being stranded at night
- Avoid walking alone after getting off public transport at night

STUDENTS LEARNING SUPPORT:

Learning Support:

- ✓ If you are struggling with literacy and numeracy (LLN) issues GTPS provides where possible, mentoring and appropriate referrals to organisations like AMES, Learn Local and other charitable organisations who provide help with the English language.
- ✓ Bilingual support/trainer where possible
- ✓ Provision of Student Support room – dedicated uninterrupted study area
- ✓ Computers in study room and access to internet for assessments
- ✓ Learner resources in alternative formats (electronic and hard copy)
- ✓ There is no additional fee to this service
- ✓ One on one support in cultural adjustment and academic concerns
- ✓ Written and verbal feedback on assessments by trainer
- ✓ Provide work placement, monitoring and assessment support while on placement

Other Support

- ✓ External Referral for counselling on issues not related to learning e.g. grief or domestic violence counselling
- ✓ Training & Career Pathways information
- ✓ Personal Development Opportunities
- ✓ Resume Writing and interview skills assistance

CONFIDENTIALITY & PRIVACY POLICY

At GTPS, we respect your privacy.

We are committed to protecting your privacy in anyway by responsible handling of your information.

Collected information:

We use your collected information for the purpose disclosed at the time of collection, or otherwise as set out in the Australian Privacy Principles (APPs) effected since 12 March 2014, replacing the

National Privacy Principles and Information Privacy Principles.

Disclosure:

GTPS ensures that information collected from you is maintained in a private and confidential manner at all times and that such information is not divulged or communicated (directly or indirectly) to another person other than to the person to whom the information directly relates, to the regulatory authority or an authorised officer or as authorised, permitted or required to be given by or under any act or law, and where possible with the written consent of the person who provided the information

STUDENT RECORDS, RETENTION & ACCESS

GTPS is required to collect and store certain information about you for the purpose of tracking and administration of course progress, participation, outcomes and statistical reporting. While collecting this data, GTPS is governed by the Privacy Act 1988 (Cth) and relevant Funding Contract and registration conditions.

It is your responsibility to ensure that:

- ✓ All the information provided to GTPS is accurate
- ✓ That you notify of any changes in your personal contacts

You may gain access to your records upon request in writing. Please note that a cost of 0.20 cts photocopy charges per page will apply for documents needed.

For lost or misplaced certificates or SOA's that is not GTPS fault, a reprint fee of \$ 50 will be payable by you to GTPS

The reprinted document will also be clearly marked "reprint" as a replacement of the original.

For details contact GTPS on 93564646 or 0414376163 or visit

www.guidestartraining.com.au

FIT AND PROPER TO STUDY & WORK IN THE SECTOR POLICY

GTPS aim is that once you enrol for a qualification that you are able to receive necessary support in your learning. Support is as unique and individual as you are.

The information you provide during enrolment is carefully considered to ensure that any implicit or explicit support you require during your learning is noted and provided by GTPS.

Each course has defined competency skills that are obtained through theory and practical work experiences in the related industry. During theory and/or practical sessions, you will get exposed to real life circumstances/scenarios in preparation to your future career as qualified individual.

To ably go through the theory and practical learning of a qualification, your health among other factors plays a vital role. Health status may directly impact on the individual's ability/suitability to complete a qualification and/or work in the community sector.

GTPS therefore seeks your cooperation of the in providing useful contacts that will come in handy in your support during your learning. At the onset of your learning, GTPS may request you for a letter from relevant Professionals (GP, Psychologist, Psychiatrist, Counsellor etc) who will work closely with GTPS and yourself for the entire duration of their learning.

Please note a doctor's or professionals letter/statement does not preclude GTPS from undertaking disciplinary action against you in the event you endangers the health and safety of GTPS staff, other students or staff and clients of placement facilities.

OHS/WHS POLICY

Guidelines for OHS/WHS at GTPS:

- Report any potential hazards
- No cords should be left lying around in the office and training areas
- Care must be taken in the Kitchen when dealing with hot water urn
- If any areas in and round the office are wet, a caution sign is put for all to see
- Much of OHS/WHS is common sense, so please reason before undertaking any risky/unsafe activities
- Report the replenishing of the First Aid supplies located in the kitchen if deemed as diminishing
- Wipe all spills near the kitchen area
- Desks and chairs should be in their best condition
- No manual handling of heavy items e.g. bulks of photocopying paper. Staff should seek help to move such heavy items
- Proper lighting should be maintained in the office and classroom
- Operating the air conditioner in days of warm weather
- Operating the heating system on extreme cold weather days
- Assessment findings for external training facilities get actioned as appropriate by the management

For a detailed policy, please visit policies section at www.guidestartraining.com.au