

scala

INSTITUTE

The Student Handbook
An introduction to your traineeship

Welcome to the Course!

Thank you for selecting The Scala Institute to further your professional and educational training pursuits! The Scala Institute is a specialist service and sales educational provider of vocational education and training in Australia. Our team have personally trained over 2000+ clients, at 320 independent locations across Australia.

Your decision to complete Nationally Recognised Training with the Scala Institute is an important step in developing your cognitive process in learning of new skills & knowledge. We aim to provide a quality, engaging and fun learning experience, which meets the needs of all clients.

To assist you with your journey we have developed this client Information and orientation Guide. Please read it carefully. Should you require further information please contact any member of our team who will happily assist you.

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 Scala Institute a rewarding experience. We look forward to your productive feedback to ensure that our products and services meet your expectations.

We wish you a very rewarding training experience with The Scala Institute.

Regards,

The Team at The Scala Institute

About The Scala Institute

The Scala Institute is one of Tasmania's fastest growing training companies with its head office located in Hobart. The Scala Institute comprises a professional network of trainers and consultants dedicated to providing you with innovative practical solutions to meet your training needs.

Government Accredited Training Programs are the major area of our operations. They address Industry and Regional skills shortages through the training and personal development of unskilled, semi-skilled and long term unemployed Australians. Programs are planned and executed in conjunction with both Industry and Government initiatives to achieve the highest possible outcomes in terms of client skills and employment opportunities. The Scala 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 Scala 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 Clients 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 client competence. The trainee must be made aware of how assessments will be completed. Client resources explain briefly what is going to be assessed. The trainer will use the performance criteria from the training package and activities to ensure assessment is firmly related to the unit of study. There are four key principles of assessment that we use. It should be **valid**, **reliable**, **fair** and **flexible**.

Assessment is:

- **Valid** when it assesses what it claims to assess
- **Reliable** when it consistent in all situations and with all learners
- **Fair** when it places all learners on equal terms
- **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 client/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 client and the requirements of the course.

These include:

- 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 Scala 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, Clients will receive a course outline, which provides information on:

- Course or program enrolment form
- Estimated 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 Scala 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. The Code of Practice is provided within the Workplace pack. You may visit our website or ask your trainer for a copy if you would like one directly.

Enrolment

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

Educational Standards

The Scala Institute's 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 Scala 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 personal 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 occupational training requirements as stated within course curriculum and/or training packages
- Current and relevant industry experience

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 Scala 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 client 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 Clients are requested to complete a written or online evaluation on completion of the training. These evaluations are used only by The Scala Institute to monitor your feedback about the training and to identify opportunities for improvement. Your participation in this activity is very important and highly valued by our team at The Scala Institute. Your atomicity is maintained throughout the confidential feedback activity.

Attendance of structured 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 absences 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 20% of booked sessions without providing acceptable proof of absence. Acceptable proof of absence would include: 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 a session you must contact your employer and training consultant and try to give at least 48 hours notice.

Change in Situation

Clients must advise The Scala Institute of any changes to their personal details via their online student portal. Clients are issued with online access to The Scala Institute's Student Management System within 30 days of commencing the course/qualification.

Completion of Learning Requirements

Clients 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 (if applicable).

Keeping a Copy of Your Work

Please retain a copy of all work that you submit to The Scala 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 Scala Institute are assessed under the Principles of Competency Based Training. This means that all courses are built from Units of Competency. Clients 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 Training Consultant will assess your competency (ability) 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. Clients will be notified of results in each assessment and have access to their assessment records through the Training Consultant or online student portal. Qualifications are issued from these 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 Scala 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:

- Enrolment form
- Recognition of Prior Learning (if applicable)
- Training Plan - which outlines the course duration, content and a sample timetable
- Training Log - when your training will take place
- Preliminary Assessment Form - where applicable
- Traineeship contract signed by client, employer and a representative from an Australian Apprenticeship Centre. (Supplied and managed by an Australian Apprenticeship Centre)

In some instances, these forms only require signatures.

If you are intending on applying for RPL(s), speak to your training consultant 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 training consultant 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 Scala Institute.

Client / Trainee Responsibilities

Training Participation

- To make every possible effort to complete the qualification within the traineeship time frame. The 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 The Scala Institute.
- To complete tasks or workbooks given to you by The Scala Institute Consultant, which are part of your program

General Matters

- Notify your employer and The Scala Institute if you are having any difficulties completing the tasks or workbooks.
- Notify The Scala 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 Scala Institute and the Australian 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 Scala Institute if there are any matters affecting your ability to complete the qualification due to work related barriers.
- To notify The Scala Institute and the Australian Apprenticeship Centre if you cease employment with them.
- Progressing through the course

It is an integral part of The Scala Institute's 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. If you manage to do this, you will continue to progress through the course as you are assessed as competent in the required units of competency.

Completion of Course and Traineeship

On successful completion of your course you will be issued with a Qualifications Certificate and Statement of Attainment. 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 Scala Institute for assistance in transferring your traineeship.

Distance Learning

The Scala Institute does not provide distance learning at this stage.

The Scala Institute Policies

Anti Discrimination Policy

The Scala Institute's client recruitment policy shall provide for its' Clients equal opportunity regardless of sex, race, colour, national origin, age, religion and physical or mental handicap. The Scala Institute shall not show favouritism in any area to any client. The Scala Institute complies with the Charter for Equity in Education and Training. A copy of this charter is within the *Code of Practice* available online or from our The Scala Institute team.

Access & Equity

The Scala Institute has a *Code of Practice* that includes an access and equity policy. This document is available on request or online. It is the responsibility of all The Scala Institute's staff to ensure the requirements of the access and equity policies are met at all times.

Assessment Appeals Policy

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

Client Concerns, Complaints and Appeals Policy

The Scala Institute **will act on each substantiated complaint**. Trainees should advise their training consultant of any concerns that they may have regarding their progress though out their Traineeship or Training Program. The Scala Institute has a process in place for managing Trainee grievance. Please see the *Code of Practice* available online or the The Scala Institute team. If you feel there is a conflict of interest, you may contact the Training Manager of The Scala Institute by calling us at any time.

Refund of Fees

The AQTF 2010 Essential Standards for Initial and Continuing Registration requires that RTOs protect fees paid in advance and have a fair and reasonable refund policy. Our full Refund of Fees Policy can be found within the *Code of Practice* available online or a The Scala Institute team member.

Privacy Policy

The Scala Institute will ensure that it respects the privacy of Clients, prospective Clients and employers by implementing the National Privacy Principles. Our full Privacy Policy can be found within the *Code of Practice* available online or a The Scala Institute team member.

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 summarised, 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.

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 clients work will be the same. In this instance and only this instance the use of combined clients work is allowed.

Personal Presentation

Clients are required to wear workplace uniforms or appropriate industry attire as directed for any scheduled training session.

Client Behaviour

Consumption, or being under the influence, of alcohol or illicit substances during training hours or abusing a trainer or other work colleagues 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 sessions and reviewing work at home.
- Prioritise your study with your work and personal life; you may have to give something up to be able to meet your study commitments.
- Revise your work prior to the next training session.
- Do take regular breaks during study sessions.
- Study at the time of day that best suits you.
- Give yourself a reward (snack, cup of tea or coffee) when you have completed the study task for the session.
- Visualise 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 brains main foods is oxygen

Induction

All Clients 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 Scala Institute staff. Inductions may be completed as a 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

Language and Literacy

Clients requiring any assistance or support with language, literacy or numeracy should speak confidentially with their Trainer. Where consistent with course requirements clients 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 Scala 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 clients 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. Clients 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: <http://www.lnp.dest.gov.au> Where consistent with course requirements clients 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 Scala Institute is committed to providing a safe and healthy environment for all clients. We aim to achieve the highest degree of Occupational Health and Safety and Security by adhering to Government Legislation and taking personal interest in the well being of our staff and visitors.

- Clients 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.
- Clients are required to wear workplace uniforms 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”

Who is responsible for Occupational Health and Safety?

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

Clients

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

Quality system

The Scala Institute has been approved as a registered training organisation. The organisation has demonstrated compliance with set National Policies, Practices, Guidelines and Protocols related to operation as a training organisation. The Scala 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 Scala Institute’s registration and accreditation contact your trainer.

Qualifications

All Clients participating in training with The Scala Institute, shall be issued with either a

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

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

Competent

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

Withdrawn

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

Exemption

The client has been granted exemption from studying the unit due to previous study or an approved Recognition of Prior Learning process. The Scala 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 client has been assessed and has not yet demonstrated competency in all the learning outcomes for an individual unit.

Full AQTF Certificate

A Full AQTF Certificate is issued when the Trainee has completed all requirements for a qualification as listed in the syllabus document. The certificate does not list the modules or units of competency completed. These are listed on the Transcript of Academic Record, which is issued at 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:

- The trainee does not complete the full requirements for the qualification, or
- 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 is forwarded to the client's home address, four (4) to six (6) weeks after the program is completed.

Please ensure that you complete a Change of client 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 *may* incur a fee of \$20.00.

Statement of Attendance/Completion

This is a Statement of Attendance where clients may have attended (part) of a program but not achieved competency.

Re-issuing Qualifications

If your Certificate or equivalent document is misplaced or damaged, contact your Training Consultant to order a replacement. Please note that you *may* incur a fee of \$20.00.

Recognition of Qualifications from other RTO's

Clients 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 Clients 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. Clients wishing to apply for RPL should speak to their Training Consultant 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 training consultant 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 Scala 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:

- Review of Evidence including relevant Formal Qualifications.
- Interviews
- Confirmation of Testimonials
- Validated Workplace Logbooks
- Skills/Challenge testing
- Written/Oral reviews

scala INSTITUTE

Contact Details

M: GPO Box 1012, Hobart, TAS 7001

P: 1300 SCALA (1300 072 252)

E: Enquiries@Scala.edu.au

W: www.Scala.edu.au