



Nationally Recognised Training for the pool & spa Industry

RTO ID : 6235

SPASA3017A **Short Intensive Course** **Inspect Swimming Pool & Spa** **Safety Barriers**

This 2 day course deals specifically with pool fencing requirements.

What is Your Duty of Care?

What are the relevant Acts, Regulations and Australian Standards?

Pre-Inspection Checklists and Summary Sheets



This course is a **MUST** for the following businesses and individual operators:

Swimming Pool Retailers
Service Technicians
Builders and Swimming Pool Builders
Consultants
Real Estate Agents
Body Corporates
Hotel, Resorts and Caravan Park Operators

SPASA NSW
32/350 Liverpool Road, ASHFIELD NSW 2131
Tel: 61+2 9747 6644 Fax: 61+2 9744 7916

Additional Course Dates

Not interested in completing a full Certificate III Course?

You can simply undertake a “unit or units of competency” which relates to your business.

Credits will be awarded towards a “Statement of Attainment”.

Single Unit Costs			
Blended	-	Members \$150 each	Non-members \$200 each
Self Paced	-	Members \$100 each	Non-members \$150 each
SPASA3017A	-	Members \$350 each	Non-members \$450 each

SPASA3017A **Inspect Swimming Pool & Spa Safety Barriers**

A 2 day course dealing specifically with pool fencing requirements

30 /31 Jan	10/11 April	16/17 July	8/9 October
------------	-------------	------------	-------------

CPCCOHS100A - **Work Safely in the Construction Industry (General Induction for Construction Work in NSW)**

NOTE: Workcover requirement on all construction sites

Course Cost	
Members \$150 each	Non-members \$200 each

Course runs 8am - 2pm on the following dates

1 February	12 April	18 July	10 October
------------	----------	---------	------------

Participant Details

Participant's Name: _____ Male Female

Address: _____ P'Code: _____

Phone: (Home) _____ (Mob) _____ Date of Birth: ____/____/____

Email Address: _____

Emergency Contact: _____ Tel No. _____ Relationship: _____

Course Enrolment

Course Code & Title: _____

Course Start Date: _____

Note: Attach training calendar with your preferred training dates.

Employment Status

Of the following categories, which BEST describes your current employment status?

- | | |
|---|--|
| <input type="checkbox"/> Full time Employee | <input type="checkbox"/> Employed - unpaid family worker |
| <input type="checkbox"/> Part time Employee | <input type="checkbox"/> Unemployed - seeking full time work |
| <input type="checkbox"/> Self-employed (not employing others) | <input type="checkbox"/> Unemployed - seeking part time work |
| <input type="checkbox"/> Employer | <input type="checkbox"/> Not employed - not seeking employment |

Employer Details

Business Name: _____ ABN: _____

Address: _____

Contact Name: _____ Email Address: _____

Phone: _____ Fax: _____

Cultural Background

Are you of Aboriginal or Torres Strait Islander Origin? Yes No

Were you born in Australia? Yes No

If no what was your Country of Birth: _____

Do you speak a language OTHER THAN English at home? Yes No

If YES, which language do you usually speak? _____

How well do you speak English? Very Well Well Not Well Not at All

Do you require any language, literacy or numeracy assistance? Yes No

Education

What is your highest COMPLETED school level?

- Year 9 or lower Year 10 Year 11 Year 12

In which YEAR did you complete that school level? _____

Since leaving school, have you COMPLETED any of the following qualifications?

- Trade Certificate Advanced/Technician Certificate
 Other Certificate Associate Diploma
 Undergraduate Diploma Degree or Postgraduate Diploma

If YES, what was the name of the qualification(s)? _____

Disability

Do you consider yourself to have a permanent disability? Yes No

If YES, tick ANY applicable boxes:

- Visual/Sight/Seeing Intellectual
Hearing Chronic Illness
Physical Other

If you require assistance for a disability, please give details: _____

Recognition of Prior Learning

Are you seeking Recognition of Prior Learning? Yes No

The information you have provided will remain private and confidential.

Notes

I have read and accepted the terms and conditions of the fees and refund policy as described in the Participant Handbook.

I give permission for SPASA to review and report my training progress with representatives from, VETAB and my employer. I understand that I can authorise others to receive this information only by completing a Participant Records Access Form.

I acknowledge that I have read the above and understand the information provided. I confirm that this information is true and correct.

Signature: _____ Date: _____



TRAINING COURSE

2012

Payment Authorisation Form

RTO ID: 6235

Invoice Details Please fill this in if an invoice has not been raised				
Company Name				
Student's Name/s				
Postal Address				
Suburb		State		Post Code
Please fill this in if the invoice is going to a company				
Purchase Order Number (if required)				
Company Contact Name (Accounts)				
Company Contact Email (Accounts)				
Company Phone		Company Fax		
Preferred Payment Option				
Direct Deposit <input type="checkbox"/>	A/C Name: SPASA NSW BSB: 032 062 A/C: 2019 55 Bank: WESTPAC Note: Please quote the invoice number or your Surname, this will help us allocate your payment correctly.		Bank or Personal Cheque <input type="checkbox"/>	Money Order Made payable to SPASA NSW.
			Credit Card (Mastercard & Visa Only) <input type="checkbox"/>	Complete the form below.
Credit Card Authorisation Form				
Cardholders Name				
I authorise SPASA NSW to debit from my card the amount of \$				
Card Number				
Expiry Date	Type of card		Visa <input type="checkbox"/>	Mastercard <input type="checkbox"/>
Verification Number (this is the last 3 digits on the back of card)				
Signature				
Invoice Number (If known)				
Number:				

Now do one of the following.		
Post to: Attention: Training Department Swimming Pool & Spa Association of NSW or PO BOX 154 ASHFIELD NSW 1800	Scan and Email to: info@spasa.org.au make sure you place the word TRAINING in the subject line	Fax to: 02 9744 7916 Attn: Training Department

THIS PAGE LEFT BLANK INTENTIONALLY



Participant Handbook

Swimming Pool & Spa Association of NSW Limited

350 Liverpool Road

ASHFIELD NSW 2131

Phone: (02) 9747 6644

Fax: (02) 9744 7916

Email: info@spasa.org.au

Web: www.spasa.org.au

Table of Contents

Introduction.....	3
The Australian Quality Training Framework (AQTF Standards).....	3
Client Appeals and Complaints	3
Legislative Requirements.....	4
Occupational Health and Safety Policy	4
Harassment and Discrimination Policy	5
Privacy.....	6
Vocational Education and Training Requirements and Policies.....	7
Apprenticeships and Traineeships	7
Working with Children.....	7
Fees and Refund Policy.....	7
Participant Training Records Policy.....	8
Recognition of other Qualifications.....	9
Access and Equity.....	9
Client Selection	9
Enrolment	9
Induction.....	9
Language, Literacy and Numeracy (LLN) Assistance.....	10
Participant Support, Welfare and Guidance	10
Flexible Delivery and Assessment Procedures.....	11
Discipline.....	11
Recognition of Prior Learning Policy (RPL).....	11
Credit Transfer Policy	11
Assessment Standards	12
Assessment Methods.....	13
Acknowledgement Declaration.....	14

Introduction

Welcome to the Swimming Pool & Spa Association of NSW Limited (SPASA).

SPASA is a Registered Training Organisation with the following scope of registration:

CPCCOHS1001A Work Safely in the Construction Industry
91519NSW Certificate III in Swimming Pool Building and Installation
91520NSW Certificate III in Swimming Pool Repairs, Servicing and Interior Finishes
CPC40808 Certificate IV in Swimming Pool and Spa Building

SPASA management team and trainer/assessors have a wide range of experience working within the pool and spa industry.

This Participant Handbook ensures that you are guided through SPASA policies and procedures, which have been implemented to ensure that your learning experience is beneficial and professional.

The Australian Quality Training Framework (AQTF Standards)

Nationally recognised qualifications can only be delivered by a Registered Training Organisation (RTO). To gain and maintain RTO accreditation, SPASA must comply with the Australian Quality Training Framework (AQTF) Standards and Conditions of Registration.

SPASA will be audited upon initial application, with a monitoring audit typically scheduled for twelve months after initial registration. ASQA (Australian Skills Quality Authority) will then audit SPASA for any further applications to vary our scope of registration throughout the five year registration period. SPASA will be required to apply for re-registration at the end of this five year period and will be audited again by ASQA.

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

Client Appeals and Complaints

SPASA will deal with any complaints and appeals in an effective and timely manner, aiming to resolve all complaints/appeals within four weeks of receipt.

In the first instance, complaints and appeals are to be lodged with the appropriate trainer/assessor or staff member. In the event that resolution is not reached, the complaint/appeal can be referred to an independent person or panel, mutually agreeable to all parties.

Those who wish to lodge a complaint or appeal must complete a Complaint Form or Appeal Form, which are available from SPASA management.

The trainer/assessor or SPASA management must investigate each complaint/appeal fully before reaching a resolution. Throughout the investigation process, the client must be given every reasonable opportunity to provide information about the complaint/appeal. The resolution must be provided to the client in writing on SPASA Complaints Outcome Form or Appeals Outcome Form.

All appeals and complaints are reviewed at our monthly management meetings and, if appropriate, will result in a continuous improvements activity.

If the Participant is still not satisfied with the resolution of the complaint or appeal, the "National Complaints Code" directs them to seek further assistance from VETAB, whose details are listed below.

ASQA
Level 10, 255 Elizabeth Street
Sydney NSW 2000
Ph: 1300 701 801

Alternatively the participant can contact the National Complaints Hotline on 1800 000 674. A copy of the National Complaints Code is available from the SPASA office.

Legislative Requirements

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

This legislation is continually being updated and SPASA management is responsible for ensuring all staff are made aware of any changes to current legislation.

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

Current legislation that effects our operations includes but is not limited to the legislation listed below:

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

State Based Legislation

- Vocational Education and Training Act 2005
- Apprenticeship and Traineeship Act 2001 NSW
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Occupational Health and Safety Act 2000 (as amended 2002)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.
- Occupational Health and Safety Regulation 2001

Occupational Health and Safety Policy

The NSW Work Health and Safety Act 2011 describes SPASA's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,

- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

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

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Harassment and Discrimination Policy

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

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

Staff, contractors and participants should be aware of the following definitions:

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

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

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

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

'Personnel' - refers to all employees of SPASA.

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

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

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

Specific principles

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

Privacy

SPASA takes the privacy of our participants very seriously and will comply with all legislative requirements, including the Privacy Act and National Privacy Principles (2001).

In some cases as required by law and as required by the AQTF, SPASA will need to make your information available to others. In all other cases, SPASA ensures that written permission of the participant is gained before providing information to a third party.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality - We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
4. Data Security - We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness - We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and up date information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, SPASA will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information - We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Vocational Education and Training Requirements and Policies

These are described in more detail in the VET Act (Vocational Education and Training Act 2005), but basically confirm the right of ASQA to audit SPASA, apply penalties for non compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO.

Apprenticeships and Traineeships

SPASA does NOT deliver traineeships, however should our scope of registration change we will comply with the Skilling Australia's Workforce Bill 2005 and Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005 and the Apprenticeship and Traineeship Act 2001 NSW.

Working with Children

SPASA does not accept participants under the age of 18 into our training programs.

Fees and Refund Policy

Participants who have secured and paid for a position to undertake a SPASA course/s and wish to cancel or subsequently decide to withdraw from the course must notify SPASA in writing.

All applications for refund of fees will be considered individually and on their merits.

Any refunds approved by SPASA will be paid to the Participant within 4 weeks after receipt of a written claim from the Participant.

Refunds will be made if SPASA defaults when: the course does not start on the agreed starting date; or ceases to be provided before it is completed; or the course is not provided in full to the Participant.

Refunds

Providing that written notification of cancellation or withdrawal has been received and has been approved by SPASA, refunds of the Course Fee will be made as follows:

1. 80% of the Course fee will be refunded if notification of withdrawal is received not less than 30 days before course commencement.
2. 70% of the Course fee will be refunded if notification of withdrawal is received between 30 and 14 days before course commencement.
3. 60% of the Course fee will be refunded if notification of withdrawal is received less than 14 days before course commencement; or where the Participant does not give formal written notice of withdrawal.
4. No refund will be provided if a Participant withdraws from the course after its commencement.

Refunds – Special Circumstances

Where financial hardship is established or where a Participant suffers a significant health problem, or other extenuating circumstances beyond the Participant's control preventing the Participant from taking up or continuing the course, a refund may be made at the discretion of SPASA. Documentary evidence is required to support an application for a refund relating to Special Circumstances.

Any questions relating to the Refund Policy can be directed to your trainer or SPASA's CEO.

Participant Training Records Policy

SPASA is committed to maintaining and safeguarding the accuracy, integrity, confidentiality and currency of our company records. All hard copy records including individual Participant records will be stored in a locked secure office area.

Our electronic records are stored in our computer system with our training records stored in our Computer database. The computer system is password protected and security is maintained by appropriate software programs.

The CEO will undertake a quarterly validation of the training records of approximately 10% of registered participants against the computer database.

The CEO is responsible for conducting a regular back up of our computer systems to an external storage device.

Our software and hardcopy systems will retain participant records, including results for a period of no less than 30 years.

In the event that we cease to operate as an RTO, we will liaise with VETAB regarding the transfer of records in an appropriate format and detail as agreed at the time of ceasing RTO operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven years.

SPASA will ensure that any confidential information acquired is safeguarded.

Authorised by – CEO Issue Date – 7 th December, 2011	SPASA RTO ID: 6235	Doc Name - Participant Handbook Version 1.3 Page 8 of 14
--	--------------------	--

Access to individual participant training records will be limited to those required by the AQTF and SPASA, or those required by law.

Participants can access their own training records by contacting the SPASA management. Participants can also authorise details of their training records to be provided to others by completion of a Participant Records Access Form, which is available from the SPASA management.

Participants can use this process to seek a replacement Statement of Attainment should they lose their original certificate. Please note that there is an administration fee of \$55.00 inc GST for replacement certificates.

Recognition of other Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by SPASA.

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

Access and Equity

SPASA is committed to ensuring that training opportunities are available to all people on an equal and fair basis.

All participants have equal access to training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Any issues or questions regarding access and equity can be directed to the SPASA management.

Client Selection

There are age and English language pre-requisites to enrolling in our training programs.

Specific details of these pre-requisites are contained in individual course information documentation and are also available from your trainer/assessor.

If you have any questions please do not hesitate to discuss the course with your trainer or SPASA management.

Enrolment

Enrolment will consist of you or your employer contacting SPASA management. You will be provided with course information on the program so that you can make an informed decision on whether the training program is right for your needs.

Once you have decided on a training program, your trainer/assessor or SPASA management will arrange enrolment with you, which will include, completion of enrolment documentation and induction into the program.

Induction

During the enrolment process an induction will be provided at the beginning of the training session. This induction will cover:

- Introduction to the SPASA training staff
- Confirmation of the course to be delivered
- The training and assessment procedures, including method, format and purpose of assessment
- Qualifications to be issued

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the participant.

Language, Literacy and Numeracy (LLN) Assistance

Standard SPASA course material contains written documentation and limited numerical calculations.

SPASA recognises that not all participants are able to read, write and perform calculation to the same standards. SPASA will endeavour to help participants where we can to accommodate anyone with difficulties with language, literacy or numeracy.

In the event that a participant's needs exceed the SPASA skills and capabilities, the participant will be referred to an external support provider.

Participant Support, Welfare and Guidance

SPASA will assist all participants in their efforts to complete our training programs. In the event that a participant is experiencing any difficulties with their studies, SPASA will recommend that the participant should see their trainer or a member of the SPASA management.

SPASA's trainer or manager will ensure that the full resources of SPASA are made available to the participant to ensure that the participant achieves the required level of competency.

Should the participant be experiencing a personal difficulty, SPASA will make every attempt to accommodate their needs within our limited capacity. SPASA has a compassionate and understanding approach to the difficulties of our participants. The participant can be directed to contact the SPASA management.

If the participant's needs exceed our capacity, SPASA will refer them onto an appropriate external agency.

You can seek support immediate by contacting:

Police/Fire/Ambulance

Ring 000

Telephone Interpreting Services

13 14 50

Alcohol and Drug Information Service 1800 177 833

(24 hour counselling and information)

Lifeline: 131 114

Literacy and Numeracy Support

National:

Australian Council of Adult Literacy phone 03 9469 2950 email acal@pacific.net.au

New South Wales:

NSW Adult Literacy and Numeracy Council Phone 1300 655 506

Web: www.literacyline.edu.au

Quitline 24 hour smoking cessation information and counselling 13 18 48

Flexible Delivery and Assessment Procedures

SPASA recognises that not all participants learn in the same manner, and that with an amount of reasonable adjustment, participants who may not learn best with traditional learning and assessment methods will still achieve good results.

SPASA will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

SPASA undertakes to assist participants achieve the required competency standards where it is within our ability.

Where SPASA cannot assist a participant, a referral will be provided to an external agency that can assist.

Any further questions can be referred to your trainer or SPASA management.

Discipline

SPASA attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer/assessor is unhappy or dissatisfied with the behaviour or performance of a participant, the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that the SPASA trainers and staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of the SPASA disciplinary standards will be discussed with the trainer and SPASA CEO and the appropriate action will be taken.

Recognition of Prior Learning Policy (RPL)

SPASA recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid irrespective of how they were acquired.

Participants who believe they have skills and knowledge that would be covered in the training programs offered by SPASA should apply at time of enrolment to have their skills and knowledge assessed and, where appropriate, have the training program reduced.

Participants can make an application for Recognition of Prior Learning upon enrolment and at any time during the training program.

An RPL application kit will be provided to the participant by their trainer/assessor. An RPL application kit is also available from the SPASA office.

RPL applications will be assessed at the following rates:

	Member	Non-member
Non refundable review fee	\$100.00	\$140.00
1-8 Units of competency (Cert III only)	\$300.00	\$420.00
9-16 Units of competency (Cert III only)	\$300.00	\$420.00
Complete Cert III	\$700.00	\$980.00
Cert IV per Unit of Competency	\$200.00	\$300.00

Credit Transfer Policy

Credit transfer is available to all participants enrolling in any SPASA training program.

Credit transfer is granted when a client can demonstrate that their previous course of study (within or without the AQF framework) is equivalent to the learning outcomes, competency outcomes or standards within a qualification.

Assessment Standards

All assessments conducted by SPASA will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package, including trainer/assessor qualification requirements.
- All assessments will lead to the issuing of a statement of attainment or a qualification under the AQF where a person is assessed as competent against the nationally recognised units of competency in the applicable training package.
- All of our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through validation and moderation of the assessment materials conducted prior to first use and in annual review.

Assessment Criteria

All assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances. Information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment, if applicable.

Assessment Methods

Assessments and assessment methods will ensure that:

- focus is on the application of the skill and knowledge as required, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job role environment skills (managing your job and its interaction with others around you)

SPASA ensures that participants are assessed in sufficient detail to ensure that assessors can determine that participants have attained competency.

SPASA management is available to discuss and provide professional advice as to the outcomes of the assessment process and guidance on future options to participants.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal, as per the appeal process.

Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this Participant Handbook, which outlines the conditions my rights and responsibilities as a participant of SPASA.

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date