

INSPIRITIVE

Catalysts of exceptional effectiveness

INDIVIDUAL | IN-DEPTH | INTEGRATIVE | INNOVATIVE | INSPIRING

Inspiritive Pty Ltd

Student Handbook

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Introduction

Congratulations on your decision to study with Inspiritive, a Registered Training Organisation (RTO 21178), as your training provider.

This information booklet is designed to give you information about the services provided by Inspiritive Pty Ltd and our approach to providing you with a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by Inspiritive Pty Ltd. That information is contained in the individual Course Brochures which are separate documents.

Inspiritive is committed to high standards in the provision of vocational education and training programs that provide its students with the opportunity to learn new skills, upgrade existing skills and obtain nationally recognised qualifications.

About Inspiritive Pty Ltd

Inspiritive Pty Ltd has been an RTO since 2002. We provide high-quality training in specialist areas to students in Australia. Inspiritive Pty Ltd uses up to date facilities, and has a team of qualified and expert Trainers.

Our Programs

NLP

Inspiritive offers a range of Nationally Recognised Training Qualifications and Units in Neuro-linguistic Programming and its applications at Graduate Certificate and Short Course levels. All the courses are delivered by face to face experiential training, with dedicated trainer support. From time to time, additional resources will become available online to provide additional support. This function is to encourage your learning by developing a positive learning environment in which you can complete the course/unit successfully within the agreed time frame. You can find the profile of your trainers on Inspiritive's website.

Family Dispute Resolution, Business, Maritime Radio Procedure

Inspiritive offers a range of Nationally Recognised Training specialist Qualifications and Units on behalf of the Mediation Institute. These programs are primarily offered online, with practical work experience where required. All enquiries should be addressed to the Mediation Institute at <https://www.mediationinstitute.edu.au/> .

Our Mission

Inspiritive Pty Ltd mission is to codify and transfer exceptional effectiveness that gives people the capability to transform their own and others' performance. In this context we deliver exceptional quality training and assessment that meets the needs of students and industry.

Our Process

Staff, Suppliers and Contractors. We endeavour to attract, engage and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.

Safety & Equity. We are committed to providing an environment which is safe, equitable and which promotes effective and productive training and assessment.

Integrity & Ethics. We conduct ourselves in accordance with standards of performance that demonstrate integrity as our priority.

Quality. We commit to delivering consistent, high quality services and utilise quality systems that support training and assessment excellence.

Student Focus. We enjoy providing training and assessment that is student focused and supports lifelong learning. We respect and encourage our students and do our best to provide them with high quality, engaging and practical training and assessment experiences. Industry Consultation. We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our Trainers and Assessors

Our Trainer Assessors are amongst the most experienced and knowledgeable people in their fields. They are qualified and experienced professionals who are highly motivated, resourceful and dedicated to equipping students with the skills and knowledge required to assist them in realising their ambitions.

Your trainers will work with you to establish a supportive learning environment to facilitate the highest achievable outcomes in terms of your competencies. They have current industry experience and qualifications in a range of disciplines. Their industry experience is continually up to date by participating in professional development activities, therefore giving our students the best experience.

At Inspiritive Pty Ltd we deliver a nationally accredited qualification via training face-to-face and online. When you study with Inspiritive Pty Ltd, your Trainer Assessors will be there to

assist you throughout your course. You can attend a classroom training environment and phone or email your Trainer Assessors for advice, which means you get the support you need when you need it.

Our Expectation of Students

Inspiritive Pty Ltd expects you:

To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.

To comply with the rules and regulations of Inspiritive Pty Ltd.

To be honest and respectful, which includes not committing plagiarism, falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.

To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning Units.

To monitor your own progress by ensuring that you are aware of session dates and that assessment deadlines are observed.

To utilise facilities and Inspiritive Pty Ltd publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.

To respect other students and Inspiritive Pty Ltd staff members and their right to privacy and confidentiality.

Student Safety

Inspiritive Pty Ltd is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

Know and observe details of emergency response and evacuation plans;

Do not undertake activities which may cause injury to self or others;

Be responsible for your own actions;

No smoking inside the training and assessment facilities or offices;

Report all potential hazards, accidents and near misses to the RTO staff;

No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;

Keep training and assessment areas neat and tidy at all times;

Seek assistance if you volunteer to lift items e.g. move furniture in a training area;

Observe hygiene standards particularly in eating and bathroom areas.

Electrical Equipment

Electrical equipment that is not working should be reported to Inspiritive Pty Ltd staff.

Electrical work should only be performed by appropriately licensed or trained personnel.

Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire Safety

Inspiritive Pty Ltd will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.

All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.

It is the user's responsibility to understand fire drill procedures displayed around the premises.

Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First Aid

Provision for first aid facilities are available where training is delivered.

All accidents must be reported to staff.

The accident and any aid administered must be recorded by staff involved, in the injury register.

Lifting

Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Inspiritive Pty Ltd unless they do so voluntarily and take all responsibility for any injury caused.

Never attempt to lift anything that is beyond your capacity. Always bend the knees and keep the back straight when picking up items. If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & Study Areas

Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.

Place all rubbish in the bins provided.

Ensure that bench spaces are left clean and tidy.

Do not sit or climb on any desks or tables.

Equity

Inspiritive Pty Ltd is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Inspiritive Pty Ltd staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against any staff member who breaches this policy.

Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Inspiritive Pty Ltd staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Inspiritive Pty Ltd that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Inspiritive Pty Ltd, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Privacy

Inspiritive Pty Ltd takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here is the information you need to know:

Inspiritive Pty Ltd will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.

Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion

of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

Inspiritive Pty Ltd is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Inspiritive Pty Ltd will seek the written permission of the student for such disclosure. Inspiritive Pty Ltd will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.

You have the right to access information that Inspiritive Pty Ltd is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

If you have concerns about how Inspiritive Pty Ltd is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

Fees and Refunds

Inspiritive Pty Ltd is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

Fees Payable 2022

Fees are payable when a student has received a confirmation of enrolment and always in advance of each Unit. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from Inspiritive Pty Ltd.

Inspiritive Pty Ltd may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of Inspiritive Pty Ltd schedule of fees and charges.

The fees for each unit of the Graduate Certificate in NLP are due in full in advance of commencement of that unit.

Training formats

There are two choices of training formats;

1. Self Paced Online
2. Self-paced Online + Face-to-Face 'Practice and Assessment'

The tuition fee for the complete Graduate Certificate in Neuro-Linguistic Programming: **Self Paced Online** is \$6,500.00. And includes;

Blended delivery:

- Online, Self Paced learning
- Weekly tutorials delivered via Zoom
- Face-to-face practice & assessment weekends throughout the year (Brisbane & Sydney only currently)
- Book in up to 8 x one-to-one 'mentoring' sessions with Chris Collingwood (delivered via Zoom) throughout your enrolment

The tuition fee for the complete Graduate Certificate in Neuro-Linguistic Programming: **Self-paced Online + Face-to-Face 'Practice and Assessment'** is \$7,500.00. And includes;

Blended delivery:

- Online, Self Paced learning
- Weekly tutorials delivered via Zoom
- Face-to-face practice & assessment weekends throughout the year (Brisbane & Sydney only currently)
- Book in up to 8 x one-to-one 'mentoring' sessions with Chris Collingwood (delivered via Zoom) throughout your enrolment

This is a GST free supply.

Fees will be invoiced and may be paid by credit card, electronic transfer (preferred) or via Paypal. Account details are located at the bottom of each invoice.

In most cases if the course fee is more than \$1,500 students pay for their course in instalments of up to \$1,500 per month. If a business is paying for the course, we can accept larger monthly instalments or payment in full.

Fees are payable when a student has received a confirmation of enrolment and always in advance of each Unit. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from Inspiritive.

Inspiritive may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of Inspiritive's schedule of fees and charges.

Fees for Re-Assessment

Students of the Graduate Certificate in NLP may apply for assessment only, if they have attended or completed one or more units in the previous three years and wish to establish currency or complete an assessment in those units.

RPL applicants may apply for assessment only without attending training as part of the Recognition of Prior Learning process.

If the assessment indicates a need for further training in that unit, students may attend and complete the unit one time for the current fee minus the assessment fee. The assessment fee for one unit of 10970NAT Graduate Certificate in NLP is \$400.00 when the tuition fee is waived.

Student Cancellation

Students who cancel their enrolment part way through a training program must notify Inspiritive Pty Ltd in writing via email or letter at the earliest opportunity. Students who cancel their enrollment after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Replacement of text & training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to Inspiritive Pty Ltd schedule of fees and charges.

Refunds

Inspiritive will refund the course fees paid by a student for upcoming Units if the course they are enrolled in is cancelled.

Inspiritive will refund the course fees paid by a student if the commencement date of their

program is postponed for more than four (4) weeks from the advertised date at the time of enrolment unless alternative arrangements acceptable to the student are made.

Inspiritive reserves the right to charge a non-refundable deposit of \$250.00 to confirm acceptance of a place on any unit of study or short course or other program of five days or less. The deposit will count towards the fees payable for the course or program.

Students who give notice to cancel their enrolment more than 21 days prior to the commencement of a program or Unit will be entitled to a full refund of fees paid (excluding any non-refundable deposit).

Students who give notice to cancel their enrolment more than seven days and less than 22 days prior to the commencement of a program or unit will be entitled to a refund of fifty percent (50%) of fees paid (excluding any non-refundable deposit).

Students who give notice to cancel their enrolment less than eight days prior to the commencement of a program or Unit will not be entitled to a refund of fees paid. The amount retained by Inspiritive Pty Ltd is required to cover the costs of admin staff and resources which will have been applied.

Students who cancel their enrolment after a training program or unit has commenced will not be entitled to a refund of fees.

Payment method

Inspiritive Pty Ltd accepts payment for fees using:

Electronic Funds Transfer (account details available on request)

Credit Card - Amex, Visa, MasterCard

Paypal (account details available on request)

Cheque (made payable to Inspiritive Pty Ltd)

Payment in cash.

Account details are located at the bottom of each invoice.

Enrolment Process

Pre-enrolment Procedures

If you are interested in enrolling in the Graduate Certificate in Neuro-Linguistic Programming course it is recommended that you have a pre-enrolment meeting with one of the training team. This discussion will cover your pre-requisite qualifications, language, literacy and numeracy concerns (if relevant) and career goals prior to acceptance of your enrolment.

Student Orientation Sessions

If your application to enrol has been successful you will receive a tax invoice for your first payment for the program and an email inviting you to login to the inspiritive.online learning management system. Chris Collingwood is available to assist you with logging in and you will also be offered a Zoom video session in which you will be guided through navigating the inspiritive.online learning platform.

Language, Literacy and Numeracy (LLN)

It is recommended that students at postgraduate level have sound English language, literacy, communication and interpersonal skills. Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and creating or comprehending written work instructions.

Students needing language, literacy and numeracy (LLN) support should indicate this on application. Where only a low level of support is needed, the Managing Director may arrange for the student to receive extra-curricula assistance from the trainer or another staff member. Otherwise, the student is advised to obtain LLN support from a specialist organisation such as TAFE and enrol in the program at a later time. Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant declines LLN support, enrolment may not be offered.

To support this approach Inspiritive Pty Ltd will:

Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;

Support students during their study with training and assessment materials and strategies that are suitable to the level of the qualification and workplace skills being delivered;

Provide clear information to students about the details of the language, literacy and numeracy assistance available. Inspiritive Pty Ltd generally recommends the LLN training courses provided by TAFE. These institutes have specialist teachers to support the student's development.

Refer students to external language, literacy and numeracy support services that are beyond the support available within Inspiritive Pty Ltd and where this level of support is assessed as necessary; and

Negotiate an extension of time to complete the training programs if necessary.

Substitutions

Requests for substitutions are to be made in writing and can be made at any time up to 2 working days before the program commencement date. The substitute must meet all entry criteria to enrol in the program in question.

Transfers

Requests for transfers to alternate programs can be arranged if Inspiritive Pty Ltd is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where Inspiritive Pty Ltd has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

Our Guarantee to Clients

If for any reason Inspiritive Pty Ltd is unable to fulfil its service agreement with a student, Inspiritive Pty Ltd must issue a full refund for any services not provided, subject to a notice period not exceeding 28 days. The basis for determining “services not provided” is the units of competency enrolled but not yet commenced and which could have been completed and subsequently issued a statement of attainment at the time the service is terminated.

Access to your records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training Unit. Whilst these records will be retained by Inspiritive Pty Ltd, you are welcome to have access anytime by asking your trainer and it will be organised immediately.

You can access hard copy records and reports from our student management system, but only relating to you personally. You can request this access using the Student Records Request Form or asking your trainer. Access to requested records during a work day will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Inspiritive Pty Ltd reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office or request a soft copy via email.

Continuous improvement

Inspiritive Pty Ltd is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting Improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has

been identified by a staff member or student. The Continuous Improvement Report template is available on Google Drive and on request. Students are encouraged to provide feedback to Inspiritive Pty Ltd so we can improve our services in the future.

Learner Satisfaction Survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Inspiritive Pty Ltd for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Assessment

At Inspiritive Pty Ltd assessment is conducted using a combination of Written Knowledge Assessment, Multiple choice questions, Observation of Practical Tasks, A Journal of Practical Tasks with Third Party Sign off, Research Tasks and Case Studies.

The following provides a brief explanation of the primary assessment methods:

Written Knowledge Assessment:

The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be medium answer (400-500 words each) response activities and may include other questioning methods including multiple-choice.

Multiple choice questions.

The student is required to select a correct response from four possible responses for a range of questions relating to required knowledge of the units of competency.

Observation of Practical Tasks:

The student will be observed performing specific tasks and activities in a simulated environment. The assessor will attend and observe the student performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities and events and is required to make arrangements to undertake these activities when the assessor is in attendance at a simulated environment.

Journal of Practical Tasks with Third Party Sign off:

The student is required to undertake the practical tasks itemised in the journal in a working context with different third party subjects. Each third party subject signs the journal to indicate completion of the task. The student is required to perform each task at least twice over a period of not less than three weeks.

Research Tasks:

The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.

Case Study Response:

The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.

Re-Assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Inspiritive Pty Ltd to provide one opportunity for additional training and re-assessment at no further cost to the student. Students who require additional training and reassessment after they have exhausted their opportunity will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Students requiring additional learning support are to be brought to the attention of Inspiritive Pty Ltd management so the progress of the student can be monitored closely and additional support services can be applied before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined (ended) through mutual agreement.

Complaints & Appeals

Inspiritive Pty Ltd is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

What is a Complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Inspiritive Pty Ltd in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an Appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Inspiritive Pty Ltd within 28 days of the student being informed of the assessment decision or finding.

Early Resolution of Complaints & Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and Appeals Handling

Inspiritive Pty Ltd applies the following principles to its complaints and appeals handling:

A written record of all complaints and appeals is to be kept by Inspiritive Pty Ltd including all details of lodgement, response and resolution.

A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at minimal or no cost.

Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.

The handling of a complaint or appeal is to commence within 7 working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.

The complainant is to be provided a written statement of the outcome, including details of the reasons for the outcome. A written response must be provided to the complainant within fourteen (14) days of the lodgement of the complaint.

Complaints must be resolved to a final outcome within sixty (60) days of the complaint being initially received. Where Inspiritive Pty Ltd Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO will inform the complainant in writing, including reasons why more than 60 calendar days are required. Inspiritive Pty Ltd shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.

Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.

Complaints and appeals are to be handled in the strictest of confidence. No Inspiritive Pty Ltd representative is to disclose information to any person without the permission of

Inspiritive Pty Ltd Chief Executive Officer. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur.

Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

Review by External Agency

Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by Inspiritive Pty Ltd, they are to have the opportunity for a body that is independent of Inspiritive Pty Ltd to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Inspiritive Pty Ltd may refer their grievance to the following external agencies:

Unresolved Complaints may be referred to the Australian Skills Quality Authority using the ASQA Online Complaint Form. Students are to be advised that ASQA will require the student to have exhausted all avenues through Inspiritive Pty Ltd internal complaints handling procedure before taking this option.

Unresolved Appeals in relation to consumer related issues may be referred to the Office of Fair Trading.

Recognition of your Existing Skills & Knowledge (RPL)

In accordance with the requirements of the Standards for NVR Registered Training Organisations, Inspiritive Pty Ltd provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is Recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a Unit of Competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and for industry. It should be noted that recognition is just another form of assessment.

Recognition Guidelines

The following guidelines are to be followed when an application for recognition is received:

Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.

Students may not apply for recognition for units of competence or a qualification which are not included in Inspiritive Pty Ltd scope of registration.

Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.

Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.

Assessment via recognition is to apply the principles of assessment and the rules of evidence.

Recognition may only be awarded for whole Units of Competence.

Forms of Evidence for Recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learned through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

Work records;

Records of workplace training;

Assessments of current skills;

Assessments of current knowledge;

Third party reports from current and previous supervisors or managers;

Evidence of relevant unpaid or volunteer experience;

Examples of work products;

Observation by an assessor in the workplace;

Performance appraisal; or

Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Inspiritive Pty Ltd reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

National Recognition

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a Unit of Competency/Module based on successful completion of the unit which has been previously awarded.

Evidence Requirements

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to Inspiritive Pty Ltd. These documents will provide the detail of what units of competence you have been issued previously. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as true copies of the original.

National Recognition Guidelines

The following guidelines are to be followed in relation to national recognition:

Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.

Students may not apply to Inspiritive Pty Ltd for national recognition for units of competence or qualification which are not included in Inspiritive Pty Ltd scope of registration.

Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.

The student does not incur any fees for national recognition and Inspiritive Pty Ltd does not receive any funding when national recognition is granted.

National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

Legislative and Regulatory Responsibilities

Inspiritive Pty Ltd is required to operate in accordance with the law. This means we are required to comply with the dictates of the legislative and regulatory conditions that govern our activities. The following section is a list of Acts to which Inspiritive Pty Ltd has compliance responsibilities. They also represent obligations to you as a student whilst training with Inspiritive Pty Ltd.

During your day-to-day work and when participating in training, you need to be aware of the relevant legislation that may impact your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at www.australia.gov.au/state-legislation (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Copyright Act 1968

Copyright is an example of intellectual property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of the original form in which an idea or information has been expressed by the creator, expressed in the Act as a "Work".

Copyright is intangible. It comprises a collection of exclusive economic rights to do specific acts with an original work or other copyrighted subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether or not a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

National Vocational Education and Training Regulator Act 2011

This legislation provides the framework to enable the regulation of Registered Training Organisations in Australia. The legislation covers the establishment of the National VET Regulator, ASQA, which is the registration authority for most RTOs. A core component of this legislation defines the condition for the registration of an RTO which include:

Compliance with the VET Quality Framework

Satisfying Fit and Proper Person Requirements

Satisfying the Financial Viability Risk Assessment Requirements

Notifying National VET Regulator of important changes

Co-operating with National VET Regulator

Compliance with directions given by the National VET Regulator

Work Health and Safety Act 2011

The intention of this Act is to provide a consistent framework nationally, to secure the health and safety of workers and workplaces across Australia. The WHS Act protects workers and other persons against harm and hazards to their health. The aim is to improve safety and welfare by regulating and documenting the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing consistent national work health and safety laws. This legislation covers employees, contractors, sub-contractors, outworkers, casual workers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also legislates protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section of this handbook relating to privacy protection. It gives you information about:

The class of personal information that Inspiritive collects and holds;

How Inspiritive collects and holds personal information;

The purposes for which Inspiritive collects, holds, uses and discloses personal information;
How an individual may access personal information about the individual that is held by the entity and seek the correction of such information;

How an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and

Whether the entity is likely to disclose personal information to overseas recipients.

Fair Work Act 2009

The intention of this Act is to provide a balanced framework to create cooperative and productive workplace relations that foster national economic prosperity and social inclusion for all Australians and other working people by:

Providing workplace relations laws that are fair to working people, flexible for businesses, promote productivity and support economic growth for Australia's future economic prosperity and accommodate Australia's international labour obligations;

The legislation ensures a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions for the workforce, through the National Employment Standards, modern awards and national minimum wage orders;

It upholds the principles of fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, thereby protecting all parties against unfair treatment and discrimination. The Act requires workplaces to have accessible and effective procedures to resolve grievances and disputes and to apply effective compliance mechanisms.

Disability Discrimination Act 1992

Section 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The intention of this Act is:

To give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and

To eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and

To eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and

To eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and

To promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The intention of this Act is:

To eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and

To ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and

To allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and

To promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and

To respond to demographic change by removing barriers to older people participating in society, particularly in the workforce; and changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

Promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and

Make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.