asc training and development

Learner Handbook

ASC Training & Development

Engage.
Learn.
Succeed.

Transforming people's lives by unlocking their full potential through learning.

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ASC Training & Development (ASC T&D) is a Registered Training Organisation (RTO. 2353), and a SafeWork SA Approved Provider (No. 6058387).

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Welcome

ACKNOWLEDGEMENT OF COUNTRY

ASC Training & Development acknowledges the Kaurna people as the Traditional Custodians of the Adelaide region, and the Traditional Custodians of the lands on which our team and learners live, work and learn.

We pay our respects to Elders past and present and recognise Aboriginal and Torres Strait Islander peoples' continuing connections to Country, culture and community. We value their enduring contributions to learning and the sharing of knowledge.

A message from Tony Stone, Managing Director ASC Training & Development

Congratulations on taking this significant step in your personal development. We understand that for many adult learners, being back in the 'classroom' is both exciting and challenging.

Our job is to make your experience with us engaging, rewarding and relevant.

We find the most common challenge for participants is finding the time to complete work activities outside of the scheduled workshops. Past learners often tell us there was more work than they expected. However, they also say that this helped prepare them for applying their learning back in the workplace.

As you read through the Learner Handbook, you will see we have a number of supports in place to assist you throughout your studies.

I would like to personally wish you all the best with your studies and thank you for choosing ASC Training & Development as your partner in learning.



Tony Stone
Managing Director
ASC Training & Development

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Introduction

1. ASC Training & Development

ASC Training & Development (ASC T&D) is a Registered Training Organisation (RTO No. 2353) located in Adelaide. We provide nationally recognised training (qualifications) and corporate training (general interest and upskilling). We share a passion for excellence in both customer service and training outcomes.

2. About this learner handbook

This handbook gives you all the information you need to tackle your study with confidence, including study tips for adult learners, what's required to achieve your VET qualification, and the use of generative AI (for example, ChatGPT and DALL-E). There's also an extensive FAQ section.

3. Vocational Education and Training (VET)

Vocational Education and Training centres on what you can do in the workplace as a result of completing a course of training. You may also get credit based on your workplace experience and previous learning (see RPL – 15.4 and 15.5).

VET qualifications are comprised of units of competency (subjects), which have been determined by the relevant industry body (e.g. hospitality, tourism, retail) and categorised into National Competency Standards for specific industry areas. These standards provide a framework for training and assessment and specify what capabilities an employee at a particular level within a particular industry should be reasonably expected to achieve.

In other words, the ability of an employee to do a job to the required level of performance in the workplace.



Training with ASC

4. Code of Practice

Our Code of Practice is available on request.

5. Course overview

Please refer to the Course Overview attachment in your email confirmation for specific details relating to your course or program.

6. Unique Student Identifier (USI)

All learners are required to provide ASC Training & Development with a valid Unique Student Identifier (USI) – an individual education number that stays with you for life.

If you have an existing USI but do not provide it at the time of registration, with your permission we may be able to access it via our student management system. When we do so, you will receive a notice that we have accessed the system to confirm your USI.

If you do not have an existing USI, you will need to go to the Unique Student Identifier website to create one. You need to provide that number to ASC T&D within 7 days of commencement of training.



Learner Information

7. ASC Training Online

Your learner platform is ASC Training Online. This is where you will find the resources (workbooks, slides and articles), assessment tasks, discussion forums and links for the Live Virtual Classroom (LVC) and where you will submit assessments. You will receive login details prior to commencement of your course and will be given an introduction to ASC Training Online during your course orientation.

Please note: ASC Training Online is our learning management system (LMS), which is separate to the ASC Training & Development website.

8. Course materials

You may be required to purchase a textbook for the qualification you are undertaking to assist with your learning. We will provide links of where to purchase from to ensure you access the correct resource at reasonable prices. Online workshops have the required resources uploaded and available approx. 1-2 days prior to the Live Virtual Classroom (workshop).

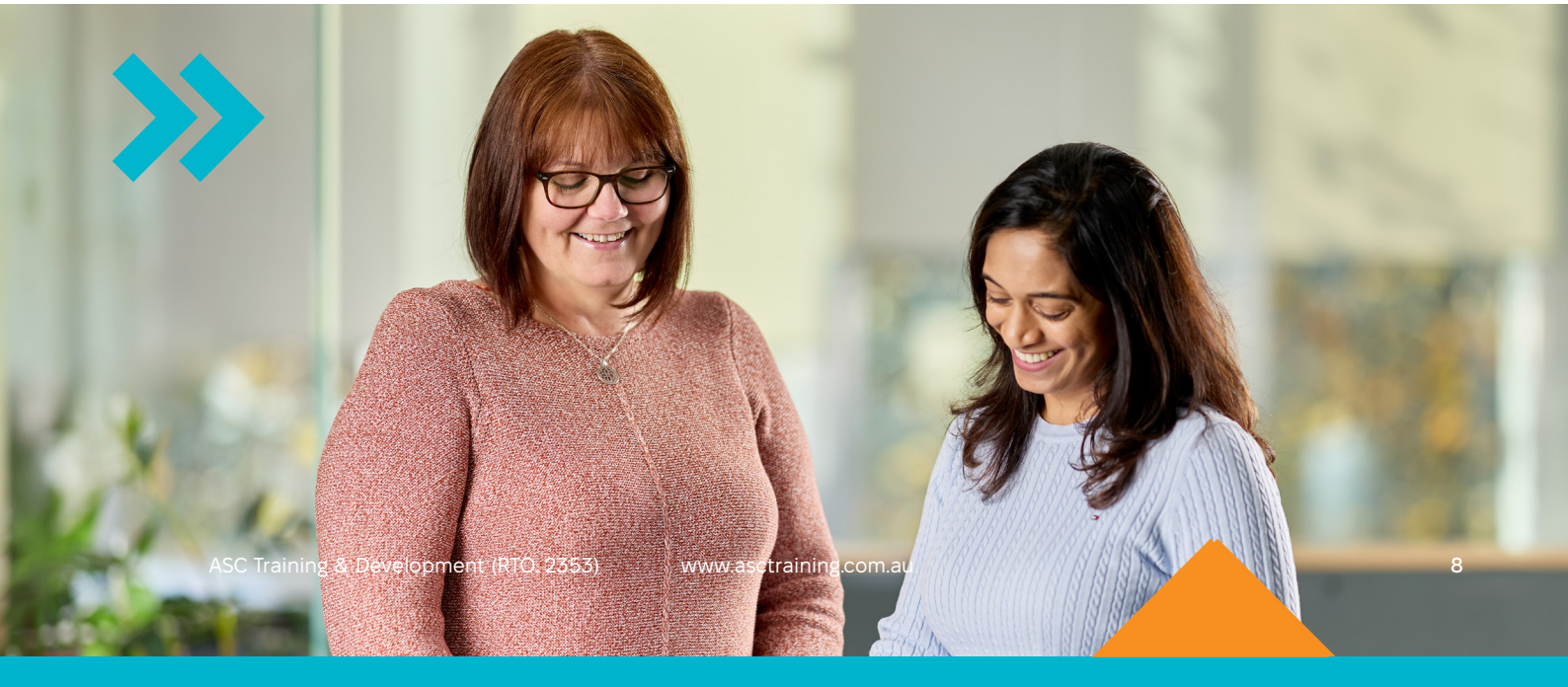
For face-to-face workshops, a resource folder may be provided in hard copy if necessary.

9. Requirements to achieve the qualification

To achieve your qualification, you must attend at least 80% of Live Virtual Classrooms. If you are unable to attend a scheduled LVC session, you may be provided with a recording.

Missed face-to-face workshops may incur additional fees if catch up sessions are required.

In any event, all assessment tasks for all units must be completed to the required standard.





10. Study tips

Your **training schedule** is your guide to what you are expected to complete and by when. We recommend that you use your phone or other device as a calendar to give yourself reminders of due dates.

We also recommend that you organise your **personal study arrangements** in line with your work and personal schedule. Procrastination is an easy trap to fall into. Don't assume that because there are no set times for personal study incorporated into your course schedule, that you can put off doing your assessments. It is easy to fall behind in work if motivation is not maintained. Scheduling dedicated times/goals to complete your learning and assessment tasks will ensure you stay on track.

Some learners who are used to face-to-face delivery may experience a feeling of isolation when completing studies online. Your trainer(s) will help you to **connect with others through the Live Virtual Classroom and course forums (online discussions)**. Use these to stay in touch and remember that your trainer and learner administration are only an email away.

It is possible that you may experience **technical issues**. Avoid frustration and stress by planning ahead. Allow plenty of time to log into the Live Virtual Classroom sessions, practice logging in and locating resources, and stay in touch with the learner admin for technical support.

We encourage you to **stay in touch** with your trainer(s). Seek their help if you need it and don't be shy about asking questions about any of the learning or assessment tasks.



11. Learner wellbeing support

If you are experiencing any mental health or wellbeing concerns, please seek out appropriate support or see our Client Services Officers for direction. Appropriate support can be obtained from the following sources:

- Your GP
- A psychologist
- Your family and friends
- **Lifeline: 13 1114**
  Available 24 hours/ 7 days - Australia's largest crisis support line. Anyone in Australia can speak to a trained Crisis Supporter over the phone, any time of the day or night.
- **Mental Health Triage: 1314 65**
  Operates 24 hours a day, 7 days a week. This service is the main point of access into mental health services and can provide advice and information in a mental health emergency or crisis. It is staffed by mental health clinicians and will assess and refer to acute response teams where appropriate.
- **Beyond Blue Find a Professional:** www.beyondblue.org.au/get-support/find-a-professional
  Provides a database of mental health specialists who can assist you.

Policies & Procedures

12. Referencing and plagiarism

Referencing is how you acknowledge the information sources you have used in your work. You are expected to use referencing in your assessment tasks for all knowledge acquired from external sources. You will need to note who, when, what and where. Accurate referencing shows that you are acting with academic integrity.

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. For example, copying another participant's work or using an author's ideas without proper acknowledgment and citation.

Generative AI (such as ChatGPT, Midjourney or DALL-E) can produce impressive responses but may include errors or inaccuracies. If you use Generative AI as a knowledge source, you must incorporate some of your own examples and acknowledge the use of the tool(s) as you would any other reference. You cannot claim AI-generated outputs as your own work. Submitting or presenting work that has involved significant assistance from a third party, including generative AI tools, constitutes plagiarism.

13. Privacy Notice

Under the Data Provision Requirements 2020, ASC T&D is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). The ASC T&D Privacy Notice is made available to you at enrolment and your acknowledgement is required before your registration is accepted.

ASC T&D will only respond to requests on course progress from your employer if you are completing your training through a corporate training arrangement (e.g. paid for by your employer), traineeship or similar arrangement.

ASC T&D is committed to protecting the personal information collected about our participants. For more information about policies relating to privacy, please review our privacy policy on our website and the VET Data Privacy Notice on the Department of Employment and Workplace Relations website.

14. Bullying & Harassment

ASC Training & Development is committed to providing a safe, respectful and inclusive learning environment free from bullying, harassment, vilification and victimisation. We have zero tolerance for behaviour that intimidates, marginalises, humiliates, or threatens others. All learners are expected to treat fellow students, staff, and contractors with dignity and respect at all times. Any concerns or complaints will be managed confidentially, promptly and fairly in accordance with our Bullying and Harassment Policy.

FAQs

15. FAQs

15.1 Do you offer government funding and incentives?

Our staff keep abreast of funding opportunities, both at state and federal level. Contact us to find out about the most current opportunities to access funding for individuals and organisations.

15.2 Can I make part payments?

For individuals, we offer monthly, interest free direct debit payments from your nominated bank account for the duration of the program. You simply need to enter your details and link the bank account you'd like the part payments deducted from. Part payments will be deducted on the dates agreed with ASC T&D.

Please note: We do not store any bank account details. An award will only be issued once all assessments are successfully completed and full payment has been received.

15.3 Can you invoice my employer?

Yes, we can send an invoice to your employer. We just need you to enter their details when you register online.

15.4 What is Recognition of Prior Learning (RPL)?

RPL recognises skills, knowledge and experience gained from other courses, work experience and life experiences, and checks it against the learning outcomes and assessment criteria contained in the course.

15.5 Can I apply for RPL?

If you believe you have relevant prior skills and knowledge, which covers your current learning, please contact us on info@asctraining.com.au. You will need to provide documentary evidence as proof of RPL.

15.6 Can I apply for a credit transfer?

If you have completed one or more units at another institution or by completing another ASC T&D course, ASC T&D will grant credit for that unit. Please note that a confirmation email will be sent to the issuing Registered Training Organisation (RTO) to confirm satisfactory completion. Credit transfer is charged at $50 per unit.

15.7 What is the difference between RPL and credit transfers?

The key difference between credit transfer and RPL is that with RPL it is the learner who is being assessed (their prior knowledge and experience), whereas with credit transfer it is the course or subject that is being assessed (nationally recognised training).

15.8 What if I have specific learning needs?

We understand people do not learn in the same way, and for some there may be factors that present additional challenges to learning. These may include:

- Physical impairment (wheelchair mobility; back, hand and shoulder injuries that make writing/ sitting difficult)
- Hearing impairment
- Learning difficulties such as dyslexia, learning retention, reading, writing or numeracy skills
- Visual impairment
- Language (English as a second language)

Over the past 25 years of providing training and development services we have worked successfully with learners who have required additional assistance, including support in each of the areas mentioned above.

15.9 How do I know if this course is at the right level for me?

If you **are** accessing funding, we may ask you to complete a short online quiz that assesses your reading and numeracy level. This tool is called the Snapshot Reading and Numeracy Indicator (SRNI).

You won't need to complete the quiz if one of the following applies:

- You've completed a Certificate IV level or higher qualification aligned to the qualification you intend to enrol AND you are currently working in this industry.
- You are not working in an industry aligned with the qualification you intend to enrol in BUT you have completed a Certificate IV level or higher qualification within the last 5 years.

If your SRNI results indicate further assessment we will ask you to complete another quiz to further assess your reading/writing or numeracy capabilities. This tool is called the Core Skills Profile for Adults (CSPA).

If you are **not** accessing funding and have previously completed a Certificate IV level or higher qualification (regardless of how long ago you completed it and regardless of the industry it relates to) you won't need to complete a quiz prior to enrolling. If you haven't previously completed a Certificate IV level or higher qualification, you will be required to complete a short quiz so we can assess your reading and numeracy level.

15.10 How do I know if I have the digital literacy skills to complete the course?

You will be required to access a PC and/or laptop with a microphone, speaker and/or headphones. You will need to navigate various websites including ASC Online (our Learning Management System), Zoom, PDFs and/or Word documents. If you are unsure about accessing and using any of these, please undertake the self-assessment via this link: www.thinkspace.csu.edu.au/digitalcitizenshipguideetl523/digital-literacy-self-assessment-tool/.

Please contact us if you feel you will need extra assistance in this area.

15.11 How much work do I need to do outside of the scheduled training sessions?

There are follow up assessment tasks that need to be completed outside of the workshops. Depending on your experience and learning style, we recommend 20-35 hours of personal study time for each unit (that is, in addition to the workshops).

Scheduling regular blocks of personal study time can help you complete the course within the scheduled time.

15.12 What if I miss a session?

You are required to attend sessions – either face-to-face, online via the Live Virtual Classroom, and/or self-paced study – in line with your course schedule. Please let us know of any circumstances that impact your ability to meet your course schedule timelines.

Online workshops (Live Virtual Classrooms) are recorded so if you miss an online workshop, you have access to the recording.

If you miss a face-to-face workshop, we conduct 60-90 minute catch up sessions where we work through assessment tasks to ensure you understand assessment requirements.

We understand there will be circumstances where attendance at a workshop may be difficult, however the expectation is that you attend at least 80% of the scheduled workshops.

15.13 What if I fall behind with my assessment tasks?

We expect that you will follow the suggested guidelines for hours of study and will submit your assessment tasks by the completion dates in your course schedule. If technical difficulties or unforeseen circumstances impact your ability to submit your assessments on time, contact info@asctraining.com.au to discuss an extension.

We are committed to supporting you to complete the training and assessment within your enrolment period. Our admin team will be in regular contact with you. If you haven't attended three (3) training sessions or have three (3) outstanding assessments, we'll attempt to contact you by both email and phone to offer support.

Support includes:

- implementation of a study plan
- guidance and reference with assessment tasks
- information concerning the rescheduling of assessment events (if applicable)
- counselling around the appropriateness and suitability of courses undertaken.

All learners will be assessed on a case-by-case basis, but generally, if every effort has been made to contact you (at least 3 attempts) and there has been no change to your progress after implementation of the intervention strategy, or you don't agree to additional support, or you have not contacted ASC T&D, we will initiate a withdrawal.

15.14 How and when do I submit assessment tasks?

Assessment tasks are submitted via your ASC Training Online login. The due date can be found on the assessment tasks cover sheet.

Please note: Assessment tasks are generally due no later than four (4) weeks after each workshop; however, this may vary for different courses/units.

Assessment is competency based. You will be assessed as 'Competent', 'Partially Complete' or 'Not Yet Competent' for each unit of competency. You will be invited to resubmit work until competency can be demonstrated.

15.15 What if I'm unable to upload my assessment tasks?

Some completed assessment tasks, such as videos, may be too large to upload to ASC Training Online. If your submission is too large to upload, you can upload it to any cloud storage service (e.g. Google Drive, Dropbox, One Drive) and send the access link to submissions@asctraining.com.au. Alternatively, you can upload it to a video sharing site like YouTube as an unlisted video (so that it isn't findable to the public) and send the link through to the submissions email.

15.16 How long does it take to receive feedback on my assessment submissions?

Your assessor will endeavour to respond with feedback within four (4) weeks of assessment submission. In some instances (quieter periods) this may be sooner. Please contact info@asctraining.com.au if you have not received feedback for an assessment submission within four (4) weeks.

If you are assessed as 'Partially Complete' or 'Not Yet Competent' you will be provided with additional feedback to assist you in achieving the required performance standard on reassessment.

15.17 What if I don't agree with the assessment decision or another aspect of the training?

If you believe your assessment has not been given fair and reasonable consideration and wish to contest our decision, you are invited in the first instance to contact our CEO, Sharon Ayris on (08) 8410 2627. If the matter cannot be resolved, you will be forwarded an Appeals Form.

If you are not satisfied with any other aspect of the services ASC T&D offer you are invited, in the first instance, to contact our Grievance Contact Officer on (08) 8410 2627.

If attempts to resolve the problem through discussion and negotiation do not rectify the issue, you may request an independent mediator to review and mediate in the dispute. All meetings and conversations relating to a particular grievance will be held in the strictest confidence.

15.18 Can I apply for an extension?

You have three (3) months after your final day of training to submit all assessment tasks.

You can apply for an extension on compassionate grounds at no cost for up to six (6) months at a time, subject to provision of evidence and approval.

All other extensions will incur a fee (please refer to our website for current fees). All extensions are subject to approval and may be declined if our courses are full or no longer being offered. If your paid extension is approved, you may also be placed into a learner support group to encourage completion sooner.

15.19 Why is there an extension fee?

When you enrol with ASC T&D you are given a place in one of our courses with a commitment from us to support you through the agreed enrolment period. The extension fee allows us to continue to provide a quality service to you.

15.20 Can I defer or withdraw from my studies?

We understand that there are times when learners are not able to continue with studies due to illness or other life circumstances. Please notify us in writing if you wish to withdraw or defer from a course. Contact info@asctraining.com.au to discuss your needs.

15.21 Will I get a refund if I withdraw?

If you have fair and reasonable grounds to terminate your training with ASC T&D (e.g. health or changing work situation) costs will be applied to all services delivered up to the time of withdrawal. Please note that ASC T&D may require a Statutory Declaration to support your claim. Please visit the Terms and Conditions page on our website for more information.

15.22 How do I access my student records?

You can access your records (assessment outcomes and feedback) from ASC Training Online.

15.23 Who do I contact if I need help?

Queries concerning your course, enrolment or learning needs can be made by contacting info@asctraining.com.au or by phone on (08) 8410 2627.

Queries to your trainer/assessor will be responded to within 48 hours and queries to the administration team within 24 hours. Please note that our offices are closed during the Christmas and New Year period. There will be no trainer or administration support available during this time.

15.24 What support can I get through the Success and Wellbeing Services (SWS) program?

Success and Wellbeing Services (SWS) provide free, confidential support to help learners manage complex challenges that might affect their training. This can include wellbeing coaching, personal support, and referrals to additional services if needed.

SWS is available to learners who:

- are **either:**
  - enrolled in a government-funded course through Skills SA, **or**
  - undertaking fee-for-service training in classes combined with subsidised students, **and**
- have complex support needs that require case management beyond the usual supports an RTO provides, **and**
- are experiencing difficulties that impact their ability to continue or complete their training.

To learn more about SWS and whether you may be eligible, visit the Skills SA Success and Wellbeing website.

If you have any questions about accessing SWS support, please contact our **Learning & Compliance Consultant, Karen Lappin**, at karen@asctraining.com.au.

15.25 What additional Support Services are available to me?

In addition to ASC T&D providing you with initial support, the following services are also available to you if you are accessing government funded training:

- Success and Wellbeing Services
- Disability Australian Apprentice Wage Support (DAAWS) scheme
- Disability Employment Service Providers: www.jobaccess.gov.au
- Australian Dyslexia Association
- Reading Writing Hotline

For more information about these services, please visit their websites or contact us directly.

15.26 What happens if I have a medical emergency during a training session?

If, during a face-to-face training session, you have a medical emergency and are unresponsive we'll call for an ambulance and seek someone to assist with First Aid. If you are responsive and it's deemed necessary or you ask, we'll call an ambulance. If your injury/condition is not life threatening, we'll arrange for taxi transportation to a hospital or medical centre. We'll also notify the emergency contact person nominated on your registration form.

If you have a medical emergency during a Live Virtual Classroom (LVC), the facilitator will message you in the chat window to see if you are okay; they may also try to contact you by phone. If you don't respond, we'll contact the emergency person nominated on your registration form. We'll continue to try and reach you and may contact emergency services if deemed necessary.

Notes

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For more information contact us at info@asctraining.com.au or visit www.asctraining.com.au or call us on (08) 8410 2627 to speak to one of our team.

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