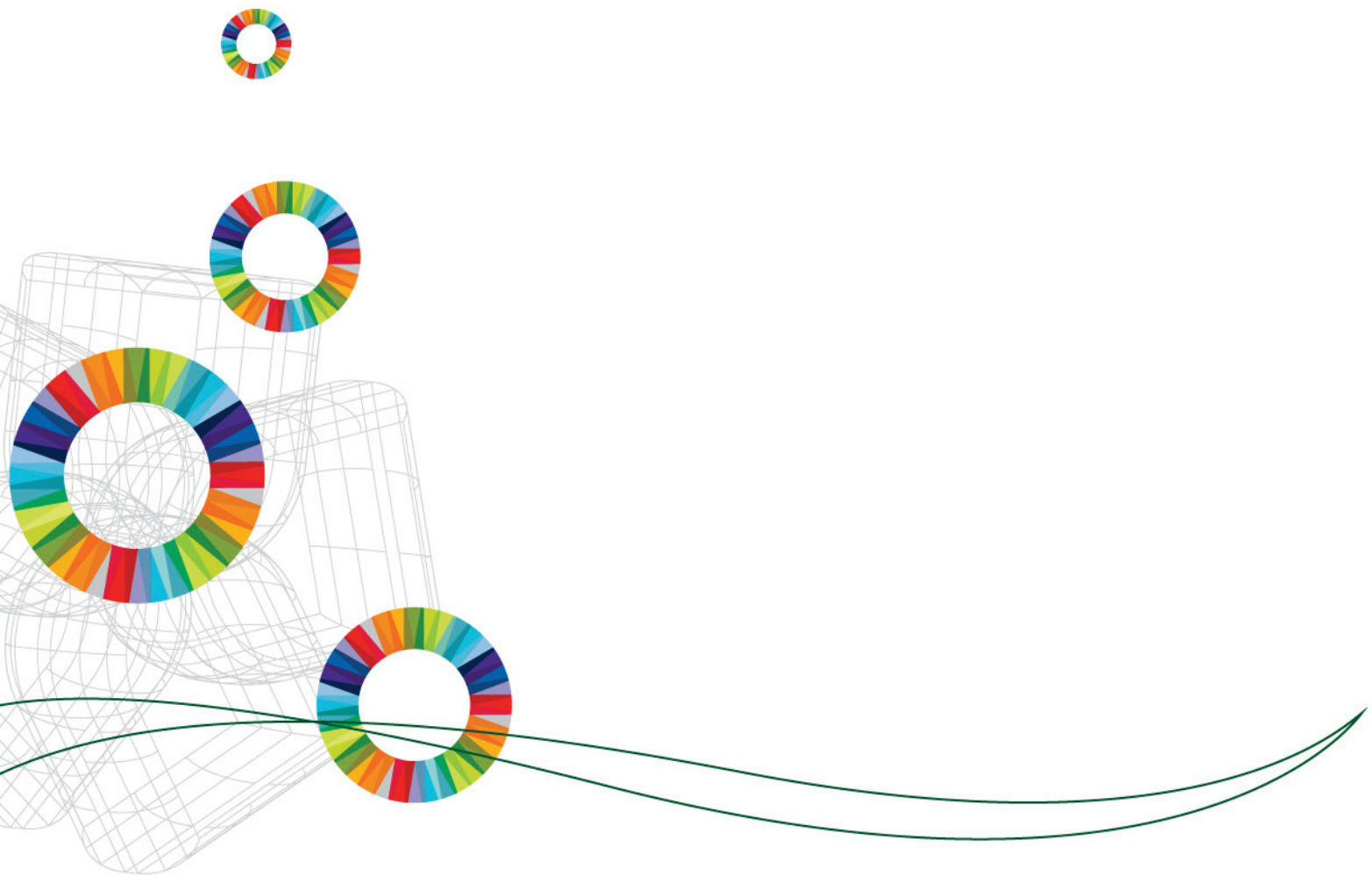


Participant Handbook

Vocational Education and
Training (VET) Programs



DEAKINPRIME
corporate education

Participant Handbook
Generic

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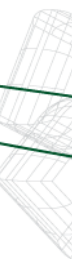
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Introduction

This handbook has been developed for participants enrolling into a DeakinPrime Vocational Education and Training (VET) Program and provides information on:

- DeakinPrime and Deakin University
- Administration Matters
- Key Contacts
- VET Qualifications and Units of Competency
- Assessment
- Deakin Policies
- Contact Details

Once you have enrolled in a DeakinPrime VET program you also become a participant of Deakin University. This brings with it rights and responsibilities of being a part of the University community. Please refer to the 'Deakin Policies' section in this handbook for relevant information and website links.

The workplace learning you undertake in your enrolled DeakinPrime VET Program will assist you to develop your skills on the job and to improve your overall work performance. In some instances this may be beneficial to the development of your career.

A summary of the employability skills developed through undertaking this qualification can be downloaded from <http://employabilityskills.training.com.au>

DeakinPrime and its representatives, as well as your employer, will provide you with the support you need to progress through your workplace learning.



Deakin University and DeakinPrime

Deakin University

Deakin University was established in 1974 and has over 60,000 enrolled participants throughout the world.

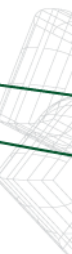
Deakin University, trading as DeakinPrime, is the Registered Training Organisation (RTO) providing you with the training and/or assessment.

DeakinPrime

DeakinPrime (formerly Deakin Australia) was established in 1993 to provide and promote education and development programs and services that are tailored to the needs of commercial organisations, government bodies, professional associations and industry groups.

DeakinPrime plays an important role in facilitating Deakin University's partnerships with organisations, and in raising its profile with industry. DeakinPrime has entered into agreements, embracing over 40,000 students annually, with a number of Australia's leading corporations.

Award courses promoted by DeakinPrime are awards of the University and are subject to all relevant legislation, policies, procedures, and to Faculty and Academic Board reporting and monitoring requirements.



Administration matters

Participant selection

Eligibility to enrol into selected DeakinPrime programs will be determined via a selection process conducted by your employer.

Enrolment

To undertake a program with DeakinPrime, each participant must complete an enrolment form.

Enrolment forms will be provided to you by your DeakinPrime Project Manager in either online or hardcopy format.

Please ensure your enrolment form has been correctly completed and that, where required, all declarations have been signed by the relevant parties.

Hardcopy enrolment forms must be returned to DeakinPrime as per the instructions detailed on the form.

Government funding—Skills for Victoria

The Victorian Training Guarantee is an entitlement to a government-subsidised place in recognised training that can be accessed at any time and will continue to be made available to eligible individuals as they train at successively higher levels. DeakinPrime is an approved provider for government funded training delivered in Victoria through an initiative called 'Securing Jobs for Your Future—Skills for Victoria'. Individuals must meet eligibility criteria around citizenship/residency, age (on some Certificate III and Certificate IV courses in 2010), the level of course applied for, and prior qualifications attained.

DeakinPrime will collect eligibility criteria during the enrolment process and establish whether or not you are eligible for funding under the Skills Victoria rules. If you are eligible, your employer (who is sponsoring you for this training) will claim for funding on your behalf. This funding will not pay for all the course fees, but will substantially contribute to covering the costs of the qualification for those eligible students.



Training plan

When enrolling into a full qualification you will receive a training plan with your enrolment form. The training plan contains detail such as the:

- units of competency
- delivery mode
- how to access the training
- assessment details
- commencement and completion dates
- nominal hours per unit of competency.

Nominal hours refer to the anticipated hours of engagement in learning or training deemed necessary in order to adequately cover the educational materials.

You and your workplace manager/supervisor are required to sign the training plan. A copy of the training plan must be returned to your DeakinPrime Project Manager retaining a copy for your own records.

Change of details

If you move or change your name, you need to notify DeakinPrime of the changes. It is crucial to keep your address details up-to-date so that materials and important mailings reach you, and your facilitator is able to contact you. This is done via a change of details form which you can access from your DeakinPrime Project Manager or the DeakinPrime website at <http://www.deakinprime.com/dp/students/>

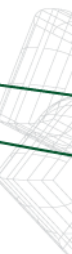
In the case of a name change, a certified copy of documentation (for example, Marriage Certificate or Registry of Births, Deaths and Marriages Change of Name Form) must be submitted with the change of details form.

Withdrawals

If you are wishing to withdraw from your enrolled program, a unit of competency or module you must notify your DeakinPrime Project Manager in writing.

Withdrawal is a serious consideration, and you are encouraged to discuss your choice with your supervisor/manager, facilitator and DeakinPrime Program Manager before taking this step.

Fees may be associated with withdrawing from a unit, module or program.



Key contacts

Who to go to for information

There are a number of key contacts you can call upon for support during your study. Some examples of these key contacts include:

DeakinPrime facilitator/assessor

Their role is to guide and support you through your study of a particular unit of competency or module. The facilitator is available for you to contact for assistance with your unit or module of study. The facilitator will make contact with you throughout the duration of the unit or module to discuss your progress and provide constructive help with your study as well as mark your assessments.

DeakinPrime Project Manager/Coordinator

Their role is to support you through your enrolled program. They can assist you with matters such as advice on enrolment, recognition of prior learning, mutual recognition, changer of details, withdrawal, special consideration (extensions), certificates and/or statements of attainment, information regarding your student record, policy and procedure, etc.

Your employer

Many organisations have material and/or resources that can assist you with your study.

Don't forget that there may be other people in your organisation who are also studying, or have studied in the past. Other participants can be a valuable resource, not just in relation to issues relating to your unit or module of study, but also in comparing study plans or telling you about what materials are available from your employer.

Employees' eligibility to enrol into selected DeakinPrime programs will be determined via a selection process conducted by the employer. In some instances, organisations play a role in selecting the units of competency that make up the enrolling qualification. The employer is responsible for providing an environment to support the learning and ensuring access to the support network.



Workplace manager or supervisor

Generally, their role is to provide you with the appropriate coaching, mentoring and feedback to assist you develop your knowledge and skills required for assessment and completion of each unit of competency. In addition, they should provide you with relevant opportunities for the transfer of learning in the workplace on an ongoing basis. Your manager/supervisor should also be able to assist you with selection requirements and internal administration matters.

Contact details

DeakinPrime
Level 6, 601 Bourke Street
Melbourne Victoria 3000
Phone: 03 9918 9000
Fax: 03 9918 9001
Email: VETSystems@deakinprime.com

DeakinPrime website

The DeakinPrime website provides further information on the qualifications offered by DeakinPrime, recognition of prior learning, VET study material and traineeships.

In addition, it provides access to relevant administrative forms, useful links and frequently asked questions.

You can access the DeakinPrime website at <http://www.deakinprime.com/dp/students/>

VET Qualifications and Units of Competency

Nationally recognised qualifications

Qualifications offered by DeakinPrime are based on an integrated set of nationally endorsed competency standards that have been developed to meet the training needs of industry. These qualifications have been endorsed by the Department of Education, Employment and Workplace Relations (DEEWR) and are nationally recognised.

A single competency standard is referred to as a unit of competency.

Unit of competency

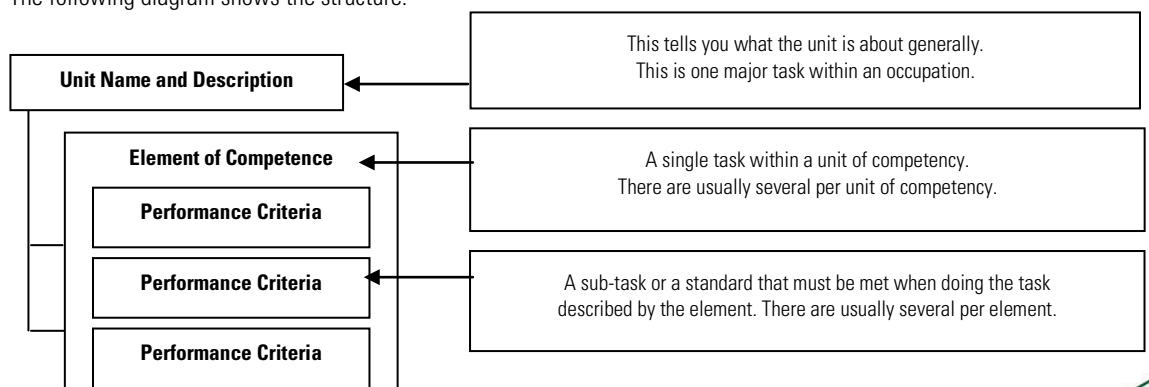
A unit of competency is the description of a task you might perform at work. Some simple examples of unit titles will give you an idea, for instance:

- BSBWOR501A Manage personal work priorities and professional development
- BSBFIM501A Manage budgets and financial plans
- FNSICCUS402B Maintain customer relationships

Structure

All units of competency have a common structure. Each unit of competency is divided into elements of competence and each element is divided into performance criteria. These give the fine detail about the unit by spelling out exactly what you need to do to show you are competent. There are also sections called range statement and evidence guide that provide trainers and assessors with extra advice on how to train for, and assess whether a person is competent.

The following diagram shows the structure:



Assessment

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. The purpose of assessment is therefore to confirm whether or not an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed competency standards.

How is the unit of competency assessed?

Assessment can take place in various modes. Some examples of assessment include online test, workplace improvement project (including evidence collection), observation and recognition of prior learning.

If you are enrolled in a full qualification the mode of assessment is detailed in your training plan.

When to undertake assessment

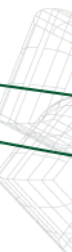
An assessment start and end date will be communicated to you by DeakinPrime. This detail may also be documented in your enrolment form. The assessor's contact details will be supplied to you shortly after the commencement of the module, and you are encouraged to have regular communication with your assessor to ensure you are meeting the required criteria.

Assessment submission

It is important that you ensure your assessment is completed on or before the due date and submitted to the DeakinPrime facilitator/assessor, who will assess you as being 'Competent' or 'Not Yet Competent'.

No assessment submission

If a participant fails to submit an assessment by the set assessment due date and has not submitted an application for special consideration, no later 3 days after the assessment due date, then the participant will automatically receive a grading of Not Competent (NC) and will be required to re-enrol if they wish to re-attempt (fees apply).



Assessment resubmission

Participants deemed Not Yet Competent on their first assessment submission are provided with one more opportunity to resubmit their work for reassessment.

Resubmissions must be completed within two weeks of being notified of this result.

Resubmissions can only be graded COT (Competent) or Not Competent (NC).

Participants deemed NC are required to re-enrol into the unit of competency if they wish to reattempt (fees apply).

Extensions

If you require an extension of time please contact your DeakinPrime facilitator/assessor prior to the due date to discuss your options.

Special consideration

Special consideration is only given in serious and exceptional circumstances that are beyond the participant's control and these circumstances prevent the participant from performing at their best for a particular piece of assessment.

Applications must be accompanied by a letter of support from the applicant's direct manager or supervisor. Applications without this supporting documentation will not be considered. Additional supporting documentation can be supplied such as a medical certificate, statutory declaration, etc.

Request for Special Consideration (extension beyond the study period)

Special Consideration is a separate process from applying for an extension of time to submit an assignment. It is intended to assist a student who, due to circumstances beyond their control, has been disadvantaged in their studies in comparison to other students.

The reasons for application **must** be classified under one of the following categories:

Medical: To cover medical conditions of a serious nature—for example, hospitalisation, serious injury or chronic illness. *Note: Temporary minor ailments such as headaches, colds and minor gastric upsets are not serious medical conditions and are unlikely to be accepted.*

Compassionate: For example, death of close family member, family breakdown.



Hardship/trauma: For example, sudden loss or gain of employment, severe disruption to domestic arrangements, victim of crime. *Note: Misreading the timetable, exam anxiety or returning home will not be accepted as grounds for consideration.*

Students must provide evidence to support the reasons for their application; therefore all applications for Special Consideration must be accompanied by appropriate documentation from a recognised authority. Applications without supporting documentation will not be considered. Applications for Special Consideration must be made no later than three days after the due date of the assessment task. They are referred to the relevant unit chair or nominee for determination and the outcome is notified within 10 working days of the application or before publication of final results for the unit.

You can access an application form from you DeakinPrime Project Manager or via the DeakinPrime website at <http://www.deakinprime.com/dp/students/>

You must submit your completed application to your DeakinPrime Project Manager for consideration.

Recognition of Prior Learning (RPL)

DeakinPrime offers all participants the opportunity to apply for RPL.

RPL is a form of assessment that acknowledges skills and knowledge gained through:

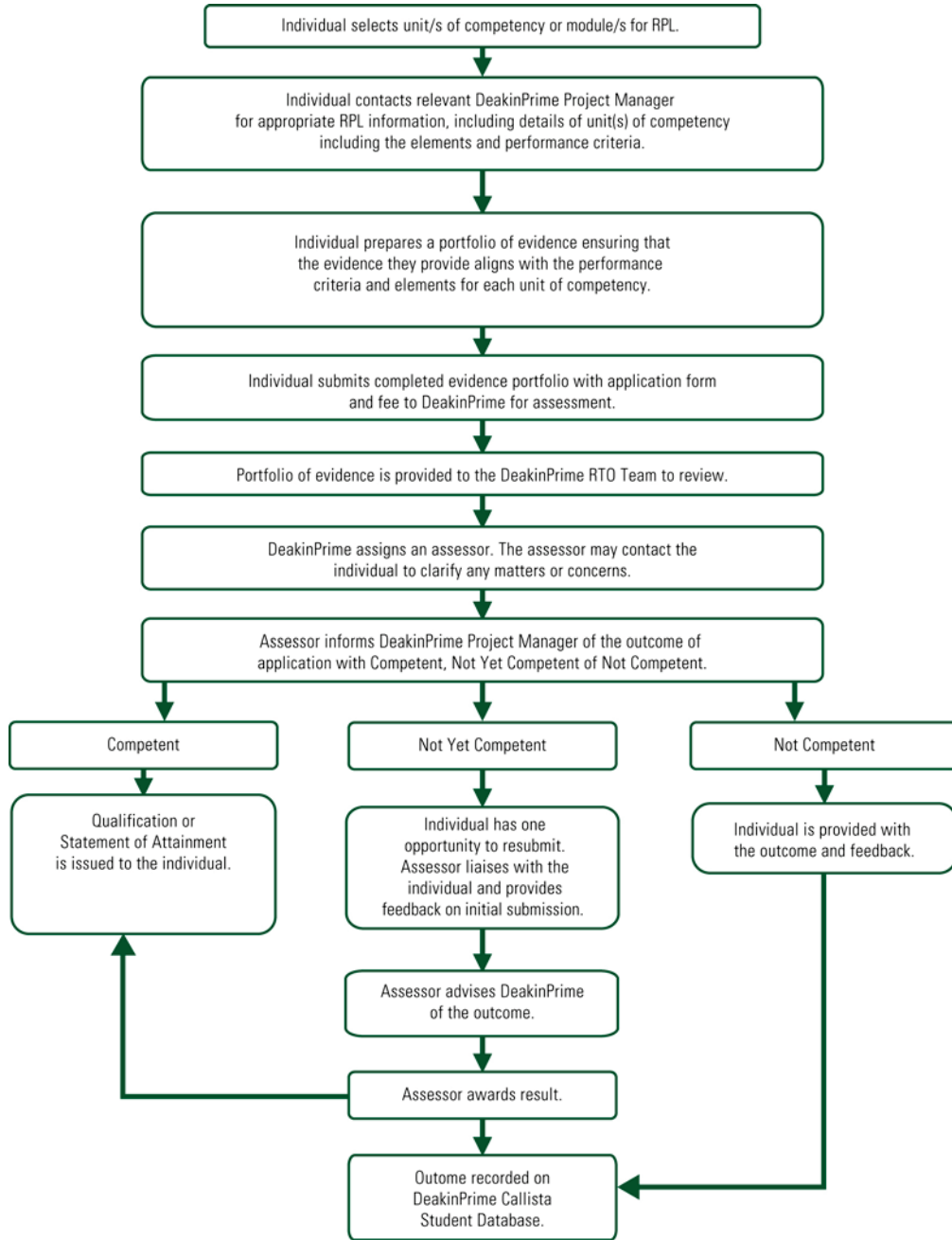
- formal training conducted by industry or education
- work experience
- life experience.

Throughout our working and social lives we acquire and develop many skills. The concept of RPL acknowledges an individual's experience gained through past and present employment, training and education. The main principle of RPL focuses on the outcomes rather than how, when or where the learning occurred. RPL recognises existing skills, knowledge and experience, improving the effectiveness of the training process.

If you require further information about the RPL process please contact your DeakinPrime Project Manager or alternatively you can read the RPL Information Guide provided on the DeakinPrime website at <http://www.deakinprime.com/dp/students/>

If you wish to apply for RPL please contact your DeakinPrime Project Manager.

The RPL process involves the steps listed in the following diagram.



Mutual recognition/credit transfer

DeakinPrime recognises the qualifications and the statements of attainment relevant to competencies in the program issued by other Registered Training Organisations.

Credit transfer is given based on documentary evidence of statements of attainment or qualifications that directly relate to the qualification.

For further information on mutual recognition or to apply please contact your DeakinPrime Project Manager.

Statement of attainment and certification

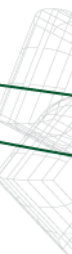
A certificate will be issued to you by Deakin University on successful completion of your enrolled qualification.

On withdrawal from a program or leaving your place of employment Deakin will issue you a statement of attainment in recognition of the units of competency you have successfully attained.

Evaluation

On occasions throughout your program DeakinPrime may ask you to participate in program evaluation. Evaluation is an integral part of the programs offered by DeakinPrime. Improvement of our products and services is a major focus of the evaluation, and feedback from participants is an essential component of the improvement process.

If you have feedback for us, you do not need to wait for formal evaluation. Please feel free to provide feedback at any time during your program to your DeakinPrime Project Manager.



Deakin Policies

Statements agreed to on enrolment

As an enrolled participant of Deakin University you have agreed to comply with the regulations of Deakin University. These can be accessed from your DeakinPrime Project Manager or the Deakin University System website – <http://theguide.deakin.edu.au>

Privacy policy

Deakin University deals with your personal information in accordance with our privacy policy which is available on Deakin University's system website listed above.

Note: Personal information does not include access to any test bank assessment you may have completed. These test bank questions are the intellectual property of DeakinPrime.

Welfare and guidance

If you are experiencing any problem, personal or educational, precluding you from achieving your potential in this course, please contact your DeakinPrime Project Manager for assistance. Confidentiality is assured.

Language, literacy and numeracy

If it is identified that you have difficulties pertaining to language, literacy or numeracy the appropriate assistance will then be provided.

Please contact your Project Manager if you require assistance in this area.



Access and equity

In addition to the ethical and educational intent of the Equal Opportunity Policy of the University, all University policy and procedures comply with legal provisions of relevant legislation including:

- Racial Discrimination Act 1975 (Cth),
- Sex Discrimination Act 1984 (Cth),
- Human Rights and Equal Opportunity Act 1984 (Cth),
- Equal Employment Opportunity for Women in the Workplace Act 1999 (Cth),
- Disability Discrimination Act 1992 (Cth),
- Work Place Relations Act 1996 (Cth), and
- Equal Opportunity Act 1995 (Vic).

DeakinPrime has a clear access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times. We encourage students with disabilities to apply for our programs and will endeavour to make reasonable adjustments to the program delivery and assessment to meet any special needs.

If you are any unresolved issues regarding any of the above please contact Deakin's Access & Equity Officer via your DeakinPrime Project Manager.

Disciplinary procedure

As an enrolled participant of Deakin University you have agreed to comply with Regulation 04.01(01) Student Discipline. This regulation can be viewed via the Deakin University website at <http://theguide.deakin.edu.au>

Appeals and complaints

DeakinPrime is committed to an appeals and complaints process that provides confidentiality, equity and objectivity. If you have an appeal for reassessment, or a general complaint about the program, you should contact your DeakinPrime Project Manager. Each application received by the DeakinPrime contact will be forwarded to an independent mediator for consideration. If appropriate a panel may be appointed to assist with the application.

The applicant will be notified in writing of the action taken within ten working days of submission of the complaint. The applicant will be provided with an opportunity to meet with the mediator or panel, if required. Following consideration of the application the applicant will be provided with a written statement of the outcome, including reasons for the decision.

Plagiarism and collusion

Plagiarism is the copying of another person's ideas or expressions without appropriate acknowledgement and presenting these ideas or forms of expression as your own. It includes not only written works such as books or journals, but data or images that may be presented in tables, diagrams, designs, plans, photographs, film, music, formulae, web sites and computer programs.

Plagiarism also includes the use of (or passing off) the work of another author as your own.

Both DeakinPrime and Deakin University regard plagiarism as an extremely serious academic offence. The penalties associated with plagiarism are severe and extend from cancelling all marks for the specific assessment item or for the entire unit through to exclusion from your course. These are detailed in Part 2 of Regulation 4.1(1) Student Discipline and can be accessed at <http://theguide.deakin.edu.au>

Therefore, whenever you are including a reference to another person's research or ideas (whether by direct quotation or by paraphrasing) you must appropriately cite the source of that reference. If you are ever in doubt about the most appropriate form of referencing, you should consult your facilitator.

Students should also be aware that there are laws in place to protect the ideas and expressions (that is, the intellectual property) of individuals and or groups and their right to be attributed as the authors of their work. These are known as 'copyright' and 'moral rights' and are included in the Copyright Act. Plagiarism offences may also be breaches of the Copyright Act and students may be subject to penalties independent of the University's regulations and procedures.

Unauthorised collaboration is a related form of cheating. Unauthorised collaboration (including collusion) involves working with others with the intention of deceiving assessors about who actually completed the work. If there has been any collaboration in preparing individual assessment items, this must be disclosed. In the case of group project work, facilitators provide guidelines on what level of collaboration is appropriate and how the work of each participant in the project is to be presented. If you have any doubt about what constitutes authorised and unauthorised collaboration you should consult your facilitator.

