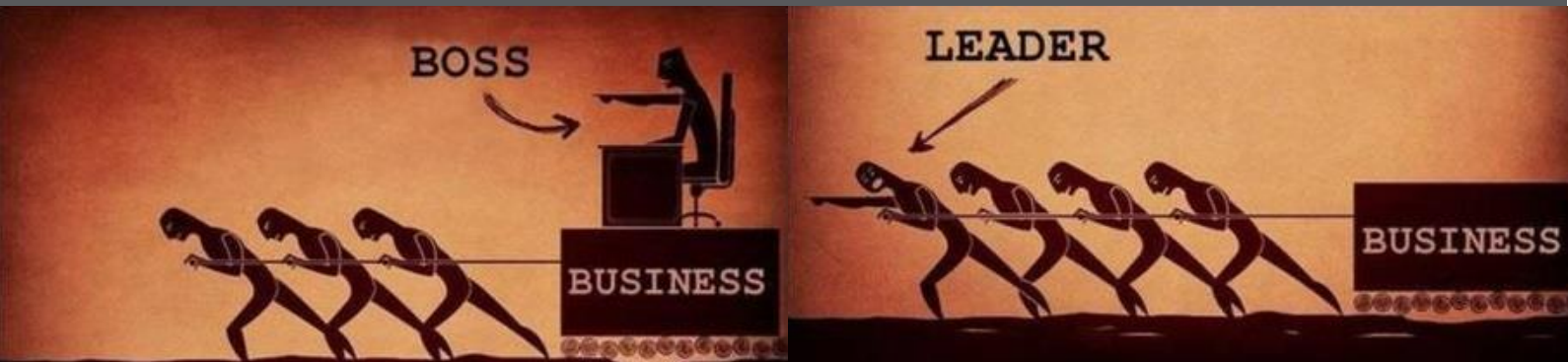


BSB42015

## Certificate IV in Leadership & Management

(Turf stream)

- Improve your team leadership, communication, planning and use of technology at work
- Develop your career in a practical, workshop based environment



- Workshop Assessments – less homework!
- Features keynote sessions from US PGA Tour (and Rio Olympic Course) Senior Agronomist Mark Johnson, General Managers and leading Superintendents
- Collaborate and network with other industry professionals
- Includes epar Professional Certification
- Reduced fee for epar Members and staff
- For Brisbane, Sydney & Melbourne Workshop dates visit [epar.com.au/certificate-iv-leadership/](http://epar.com.au/certificate-iv-leadership/)

# BSB42015 Certificate IV in Leadership and Management

## Introduction

epar is a Registered Training Organisation (RTO number 41407) registered with the Australian Skills Quality Authority. Epar is proud to offer the BSB42015 Certificate IV in Leadership and Management as onsite training at your facility. This program provides learners with skills and knowledge required to lead and manage a workplace. This includes effective communication, team building and development, implementing operational plans, risk management, WHS requirements and using technology in the workplace. If you work in or wish to pursue a career in leadership and management, this is the course for you.

This qualification reflects the role of workers in a range of management settings. Participants will learn to support and interact with their staff whilst effectively implementing sound workplace management strategies and operational plans.

## Who is responsible for your training?

epar is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates.

## Units of Competency

The BSB42015 Certificate IV in Leadership and Management comprises 12 units of competency. Epar have organised these units of competency into relevant clusters relating to shared skills and knowledge or shared work tasks. This results in an efficient delivery of training and assessment and a structure that is very logical for learners.

To be issued the qualification BSB42015 Certificate IV in Leadership and Management a learner must be assessed as competent in 12 units of competency. These units of competency are comprised of 8 core units and 4 elective units. epar has selected the elective units of competency within this course and have chosen these based on our consultation with employers about the skills in demand in the workplace.

The following units of competency are delivered in this course:

Workshops	Units
<b>Workshop 1</b>	BSBINN301 Promote innovation in a team environment (ELECT - GROUP A) BSBLDR401 Communicate effectively as a workplace leader (CORE) BSBCMM401 Make a presentation (ELECT - GROUP B)
<b>Workshop 2</b>	BSBLDR402 Lead effective workplace relationships (CORE) BSBLED401 Develop teams and individuals (ELECT - GROUP B) BSBWOR404 Develop Work Priorities (ELECT - GROUP A)
<b>Workshop 3</b>	BSBMGT402 Implement operational plan (CORE) BSBLDR403 Lead team effectiveness (CORE) BSBMGT407 Apply digital solutions to work processes (ELECT - GROUP B)
<b>Workshop 4</b>	BSBRISK401 Identify risk and apply risk management processes (ELECT - GROUP A) BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements (ELECT - GROUP A) BSBSUS401 Implement and monitor environmentally sustainable work practices (ELECT - GROUP B)

## National recognition

On successfully completing the training and assessment, the qualification BSB42015 Certificate IV in Leadership and Management (Release 2, 14<sup>th</sup> Jan 2016) will be issued. A transcript listing all units of competency will also be issued to accompany the qualification certificate. The qualification and units of competency are nationally recognised and provide individuals with a valuable qualification that can be applied throughout Australia and wider leadership and management roles. Epar will issue you all AQF certificates within 30 days of the final assessment being satisfactorily completed.

## Program outline

Training is delivered in a blended mode incorporating classroom based delivery over 3 x 2 Day Workshops and 1 x 1 day Workshop, self-paced learning and completing tasks in your current workplace. Learners will be required to complete a workbook to assess their knowledge and understanding and also respond to

assignments requiring them to complete research and prepared workbased assignment submissions. The program is designed to be delivered over 6 months.

Written learning activities will reinforce theoretical knowledge, and skills will be practiced in the workplace where learning will be placed into context. The modules are sequenced in a way that allows a logical progression. Participants will be provided with professionally presented reference material to assist them to develop their knowledge of the subject.

## Locations

Classroom training and practical skills training will be delivered at the following location:

**Melbourne, Brisbane and Sydney CBD (within 25kms) professional training venue (TBC).**

Further training sites will be announced in the future.

## Expected duration

The program is designed to be delivered over **6 months**. epar is able to support participants that need additional time and can assist those participants that require assistance with language, literacy and numeracy.

## Assessment requirements

The assessment is conducted using a combination of realistic workplace tasks, projects, knowledge tests, response to case studies and feedback from supervisors. The following provides a brief explanation of the assessment methods that are to be applied:

- **Demonstration / Role-Play.** The learner is required to demonstrate a range of skills whilst being observed by, or interacting with, the assessor. These activities will be clearly explained and always relate to duties relevant to the workplace. These activities allow the assessor to observe the learner apply their knowledge and skills during practical activity.
- **Written Report / Case Study / Workplace Journal.** The learner is required to produce a range of written records or reports based on real workplace scenarios or based on a case study that is provided by the assessor.
- **Projects.** The learner is required to undertake a range of projects in the context of his or her own workplace or on a case study that is provided by the assessor. A project will require the creation of various workplace documents (reports, memos, etc). Projects will often have a practical presentation component where the learner will be asked to present the outcomes of their project.

- **Workbook.** The learner is required to complete a workbook over the duration of his or her study. The workbook contains a combination of short and medium answer response questions. The learner may research their answers from the course training materials and notes as well as relevant workplace references.

## Workplace application

It is an entry requirement to commence this course that the applicant is employed on a fulltime or part-time basis. This is required to allow for the learner to complete assignments and practical assessment tasks in the context of their own workplace. epar will engage with employers at the commencement of the course to brief them on the course program and the support that will be needed from the workplace to support the learner. The workplace application will occur over the duration of the course which is six months.

## Entry requirements

There are no mandatory entry requirements for this qualification specified in the nationally endorsed training package.

Noting this, epar has developed this course to extend the leadership and management competence of persons who are currently employed in a supervisory role. The assessment model and timeframe assumes that the learner has an existing workplace to apply context and has some experience. Epar specifically cater to the Golf Recreation and Sports Turf industries.

epar also require learners to have well developed language, literacy and numeracy skills to read and comprehend learning materials and perform tasks related to preparing work plans, presentations, planning resources, effectively communicating and interpreting workplace policy and procedure.

**Please note.** epar will engage with persons expressing interest in enrolment to discuss their language, literacy and numeracy skills. epar can provide additional learning support to learners who require basic assistance. For learners who have more fundamental support needs, epar can refer these learners to a specialist language, literacy and numeracy development provider who can assist learners to improve their language, literacy and numeracy skills to enable them to suitably commence the course.

## Recognition of Prior Learning

Applicants can apply for recognition of their existing skills and knowledge that are relevant to the units of competency within the program. These skills and knowledge may have been obtained through workplace training or experience and may reduce the number of units required to be completed during the program. Learners are encouraged to notify Epar of their interest or intention to apply for RPL prior to their enrolment. We will provide you a pre-training review questionnaire that gathers information about your prior experience. This information is then used to determine the best pathway for you to achieve competency.

## Learner Information

Detailed learner information is available within our Learner Handbook which is supplied with the enrolment package. This booklet contains important information about a learner's rights and obligations such as their right to privacy, a safe training environment and the right to complain or appeal an assessment decision. It is important that persons applying for enrolment have had an opportunity to review this information first. Please contact us and we can send this information to you immediately.

## Dress and Equipment Requirements

Learners are required to present to classes in neat, casual attire suitable for participation in practical activities.

In order to fully participate in the course, learners will need access to the following resources:

- A PC/tablet running Windows 2000 or later operating system
- Audio capability may be required
- Broadband Internet Connection
- A quiet room/location
- A suitable chair and desk positioned (e.g. Ergonomically)
- Access for suitable time to complete learning and assessments
- Internet explorer/Chrome/Firefox or similar web browser
- Adobe reader may be required, free from [www.adobe.com](http://www.adobe.com)
- Workplace policy and procedure

## Cost

This course is available on a fee for service arrangement. The current cost can be found in our Fee Schedule.

**Contact us and get the ball rolling!** Ph: 1300 471 175 or (02) 4917 3166

Email: [info@epar.com.au](mailto:info@epar.com.au)      [epar.com.au](http://epar.com.au)



# Learner Handbook

V2.0

February 2017

RTO 41407

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## Introduction

This information booklet is designed to provide you with information about the services provided by epar and our approach to providing you 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 epar. This information is contained in the Course Brochure which is supplied separately.

## About epar

epar is a Registered Training Organisation (41407) providing high-quality training to learners in Australia. epar has modern, up to date facilities and a team of qualified and dedicated Trainers. You can find out more about epar at the following websites:

[www.epar.com.au](http://www.epar.com.au)

epar is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

## Our Services

epar provides training and assessment services in support of the following nationally endorsed training products:

- BSB42015 Certificate IV in Leadership and Management

## Our mission

epar mission is to deliver quality training assessment that meets the needs of learners and industry.

## Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** 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.

## Finding Us

We are located at:

Suite 2/118 Belford Street

BROADMEADOW NSW 2292

## Parking

Whilst you are attending our site by vehicle, you will need to park in the side streets that are adjacent to our premises. Please note that this is paid parking and is monitored by Parking Inspectors.

## Public Transport

Bus Stations are a short walk from the epar. Services through this bus route occur approximately every 15 minutes.

## Lunch Options

If you are looking to buy lunch whilst you are at our premises we have a large number of eateries nearby. We are located very centrally and are surrounded by take away shops, cafes and restaurants, plenty to choose from.

## Our Trainers

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At epar we deliver a nationally accredited qualification via training face-to-face and in the workplace. When you study with epar, your Trainer Assessor will be always there to assist you throughout your course. You can either attend a classroom training environment, or receive job visits and even phone or email your Trainer Assessor for

advice which means you get the support you need when you need it.

epar trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that learners will enjoy.

## Our expectation of you

epar 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 epar.
- To be honest and respectful, which includes not 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 modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and epar publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and epar staff members and their right to privacy and confidentiality.

## Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student

Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time.

### **Your safety**

epar 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 at 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 epar items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

### **Electrical equipment**

- Electrical equipment that is not working should be reported to epar Australia staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

### **Fire safety**

- epar will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners 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

- Learners, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by epar unless they do so voluntarily and taking 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.

### Your equity

epar is committed to ensuring that the training and assessment environment is free

from discrimination and harassment. All epar 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. Learners should expect fair and friendly behaviour from epar staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of epar 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 learner wishes to report an instance of discrimination or harassment to an agency external to epar, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

### Your privacy

epar takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12<sup>th</sup> March 2014).

Here's what you need to know:

- epar 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 you 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.
- epar 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 learner 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 epar will seek the written permission of the learner for such disclosure. epar 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 epar 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 epar 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 payable**

Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be paid two weeks prior to commencing training or within 10 days of receiving an invoice from epar. epar may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of epar schedule of fees and charges.

### **Learner cancellation**

Learners who cancel their enrolment part way through a training program must notify epar in writing via email or letter at the soonest opportunity. Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Learners 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**

Learners 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 epar schedule of fees and charges.

### **Refunds**

Learners, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

Learners who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by epar is required to cover the costs of staff and resources which will have already been committed based on the learners initial intention to undertake the training.

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

Where a learner has purchased a text or training workbooks and subsequently cancels, epar will not refund monies for the text.

### **Payment method**

epar accepts payment for fees using:

- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to epar)
- Addition of Training fees to an epar Member's Annual Membership Invoice.

### **Substitutions**

Requests for substitutions are to be made in writing and can be made at any time up to 5 working days before the program commencement date.

### **Transfers**

Requests for transfers to alternate programs can be arranged if epar 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 epar 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).

### **Statutory cooling off period**

The Standards for Registered Training Organisations require epar to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as

door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that epar do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the above refund policy.

### **Our Guarantee to Clients**

If epar cancels or ceases to provide training, epar must issue a full refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A learner enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the learner at that time had completed 4 of the 10 units. The learner's enrolment would be finalised and the learner would receive a Statement of Attainment for the 4 completed units. The learner would also receive a refund of \$900.00 which represents that value of the training not delivered.

### **Changes to terms and conditions**

epar reserves the right to amend the conditions of the learner's enrolment at any time. If amendments are made that effect the learner's enrolment the learner will be informed 7 days prior to changes taking effect.

### **Access to your records**

You are entitled to have access to your records. These records include your:

- learner file,
- learning and assessment record,
- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by epar, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

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

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from epar. To obtain this you must complete the Learner Records Request Form and return this to the Office Manager. The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the



original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A learner may also nominate another person to collect the certificate, however these persons must be notified to epar beforehand and the person must provide photo ID to validate their identity.

### Continuous improvement

epar is committed to the continuous improvement of our training and assessment services, learner 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 learners 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 learner. The Continuous Improvement Report template is available on request. Learners are encouraged to provide feedback to epar 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 learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to epar 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 epar assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Workplace Journal, Supervisor Feedback and Workplace Observation.

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

- **Written Knowledge Assessment:** The learner 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 short answer response activities and may include other questioning methods including multiple-choice.
- **Research Tasks:** The learner 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 learner will largely be specific to their workplace.
- **Case Study Response:** The learner is required to provide a written response to a situation presented in a case study scenario. This will usually require the learner to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Workplace Journal:** The learner is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks

which are predesigned for the learner to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.

- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the learner's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.
- **Workplace Observation:** The learner will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the learner performing tasks relevant to the units of competency being assessed. The learner will be briefed on these observation activities in events and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

### Re-assessment

Learners 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 learners 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 epar to provide three opportunities for additional training and re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities 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.

Learners requiring additional learning support are to be brought to the attention of epar management so the progress of the learner can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be determined through mutual agreement.

### Issuing Qualifications and Statements of Attainment

epar will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to epar have been paid.

### Language, literacy & numeracy 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 comprehending written work instructions.

To support this approach epar will:

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

- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to learners about the details of the language, literacy and numeracy assistance available. epar generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support the learner's development.
- Refer learners to external language, literacy and numeracy support services that are beyond the support available within epar and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

### **Making complaints & appeals**

epar is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address:

- [www.epar.com.au](http://www.epar.com.au)

Once you have completed the required form you are requested to submit this to the Office Manager either in hard copy or electronically via the following contact details:

- Suite 2 / 118 Belford Street BROADMEADOW NSW 2292
- [info@epar.com.au](mailto:info@epar.com.au)

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number:

- 1300 471 175

### **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 epar 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 learners and/or employers.

### **What is an appeal?**

An appeal is an application by a learner 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 epar within **28 days** of the learner 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**

epar applies the following principles to its complaints and appeals handling:

- Written records of all complaints / appeals are to be kept by epar including all details of lodgement, response and resolution. epar will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint / appeal is to commence within seven (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 person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within fourteen (14) days of the lodgement of the complaint / appeal.
- Complaints / appeals must be resolved to a final outcome within sixty (60) days of the complaint / appeal being initially received. Where epar the epar Managing Director considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the MD must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, epar will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of epar and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of four (4) weekly intervals.
- epar shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints / appeals are to be handled in the strictest of confidence. No epar representative will disclose information to any person without the permission of epar Managing Director. A decision to release information to third parties can only to be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their

complaint heard by a person that is without bias and may not be affected by the decision. Finally the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

### **Review by an independent person**

epar provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. In these circumstances the epar Managing Director will advise of an appropriate party independent of epar to review the complaint (and its subsequent handling) and provide advice to epar in regards to the recommended outcomes.

Where the epar appoints or engages an appropriate independent person to review a complaint / appeal, the epar will meet the full cost to facilitate the independent review. Where the person making a complaint or seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the epar may seek the person making a complaint or seeking an appeal to contribute to the cost of engaging this person and undertaking the review.

Following an independent review, advice received from the independent person is to be accepted by epar as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

### **Unresolved Complaints and Appeals**

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by epar, they have the opportunity for a body that is external to epar to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Learners who are not satisfied with the process applied by epar may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.

### **Recognition of your existing skills & knowledge**

In accordance with the requirements of the Standards for Registered Training Organisations, epar provides the opportunity for learners 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 industry. Most importantly, 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 learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competence or a qualification which are not included in epar scope of registration.
- Whilst learners 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 learner down a more efficient path to competence.
- Learners 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 learnt 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. epar 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.

## What is national recognition?

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for 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 learner 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 epar.

These documents will provide the detail of what units of competence you have been previously issued. 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 learner is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for national recognition for units of competence or qualification which are not included in epar scope of registration.

- Whilst learners 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 learner down a more efficient path to competence.
- The learner does not incur any fees for national recognition and epar 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

epar is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that epar has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with epar.

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

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

## Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience learners, volunteers and employers who perform work.

The WHS Act also provides 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 12<sup>th</sup> 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 within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;

- how the entity collects and holds personal information;
- the purposes for which the entity 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.

### **Disability Discrimination Act 1992**

#### Sect 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**

Objects The objects of this Act are:

- 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 objects of this Act are:

- 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.

#### **Copyright Act 1968**

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

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright 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 a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% 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.

### **Fair Work Act 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

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

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

### **National Vocational Education and Training Regulator Act 2011**

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it 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
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

RTO Number: 41407

## Student Enrolment Form

### Applicant Details:

Family Name:		Title:	
First Given Name:			
Second Given Name:			
Preferred Name:			
Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female	Birth Date:	
Home Number:		Mobile Number:	
Home address:			
Email Address			
Postal address:			

### Course details:

Course being applied for:	BSB42015 Certificate IV in Leadership and Management
Preferred location of training:	<input type="checkbox"/> SYDNEY METRO <input type="checkbox"/> MELBOURNE METRO <input type="checkbox"/> BRISBANE METRO
Date ready to start:	1 July 2017

### Emergency contact details:

Full name:			
Daytime Number:		Mobile Number:	
Night time Number:		Relationship:	

RTO Number: 41407

**Personal details:**

<b>In which country were you born?</b>	<input type="checkbox"/> Australia	<input type="checkbox"/> Other (Please specify):
<b>Do you speak a language other than English at home?</b> (If more than one language is spoken at home, indicate the one that is spoken most often)	<input type="checkbox"/> No, English only	<input type="checkbox"/> Yes (please specify):
<b>How well do you speak English?</b> (tick)	<input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not well <input type="checkbox"/> Not at all	
<b>Are you of Aboriginal or Torres Strait Islander origin? (tick one)</b>		
<input type="checkbox"/> No <input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander <input type="checkbox"/> Yes, Both Aboriginal & Torres Strait Islander		
<b>Do you identify yourself as having a disability?</b> (Please tick)		
<input type="checkbox"/> No <input type="checkbox"/> Yes, Hearing/Deaf <input type="checkbox"/> Yes, Intellectual <input type="checkbox"/> Yes, Vision <input type="checkbox"/> Yes, Learning <input type="checkbox"/> Yes, Physical <input type="checkbox"/> Yes, Medical <input type="checkbox"/> Other		
<b>Please specify:</b>		
<b>What is your highest COMPLETED school level? (Tick ONE box only.)</b>		
<input type="checkbox"/> Year 12 or equivalent <input type="checkbox"/> Year 11 or equivalent <input type="checkbox"/> Year 10 or equivalent		<input type="checkbox"/> Year 9 or equivalent <input type="checkbox"/> Year 8 or below <input type="checkbox"/> Never attended school
<b>In which YEAR did you complete school?</b>	_____	
<b>Are you still attending secondary school?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	

RTO Number: 41407

<p><b>Have you successfully completed any of the following qualifications?</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> Yes - Bachelor Degree or Higher Degree</li> <li><input type="checkbox"/> Yes - Advanced Diploma or Associate Degree</li> <li><input type="checkbox"/> Yes - Diploma (or Associate Diploma)</li> <li><input type="checkbox"/> Yes - Certificate IV (or Advanced Certificate/Technician)</li> <li><input type="checkbox"/> Yes - Certificate III (or Trade Certificate)</li> <li><input type="checkbox"/> Yes - Certificate II</li> <li><input type="checkbox"/> Yes - Certificate I</li> <li><input type="checkbox"/> Yes - Certificates other than the above</li> </ul>
<p><b>Of the following categories, which best describes your current employment status?</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Full-time employee</li> <li><input type="checkbox"/> Part-time employee</li> <li><input type="checkbox"/> Self-employed - not employing others</li> <li><input type="checkbox"/> Employer</li> <li><input type="checkbox"/> Employed - unpaid worker in a family business</li> <li><input type="checkbox"/> Unemployed - seeking full-time work</li> <li><input type="checkbox"/> Unemployed - seeking part-time work</li> <li><input type="checkbox"/> Not employed - not seeking employment</li> </ul>
<p><b>Of the following categories, which best describes your main reason for undertaking this course / traineeship / apprenticeship? (Tick ONE box only.)</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> To get a job</li> <li><input type="checkbox"/> To develop my existing business</li> <li><input type="checkbox"/> To start my own business</li> <li><input type="checkbox"/> To try for a different career</li> <li><input type="checkbox"/> To get a better job or promotion</li> <li><input type="checkbox"/> It was a requirement of my job</li> <li><input type="checkbox"/> I wanted extra skills for my job</li> <li><input type="checkbox"/> To get into another course of study</li> <li><input type="checkbox"/> For personal interest or self-development</li> <li><input type="checkbox"/> Other reasons</li> </ul>

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**Your Personal Statement:**

<b>Why are you choosing this course?</b>	
<b>Do you have a specific career aim or job in mind for the future?</b>	
<b>Do you consider that you have adequate literacy and numeracy skills to undertake the course:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure
<b>Are you seeking credit for previous training or recognition of prior learning:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure
<b>Are there any individual needs you have that we should be aware of so we take these into account when planning your training:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure
If yes, please provide us a little more information:	

**Unique Student Identifier**

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time.

If you have a USI please enter it below, **if not please create one and enter it below before you submit your enrolment.**

<b>Please write your USI clearly in this space:</b>	
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RTO Number: 41407

**Employer details (if applicable)**

<b>Trading Name:</b>		<b>Contact Name:</b>	
<b>PAYMENT OPTION (Please tick one)</b>	<input type="checkbox"/> Add Student Fee to annual epar Membership Invoice	<input type="checkbox"/> Invoice and Payment in full before 30 June 2017	<input type="checkbox"/> 1st Payment due at Enrolment confirmation 2nd Payment due on at the end of Workshop 4
<b>Supervisor Name</b>		<b>Supervisor Sign</b>	
<b>Contact Number:</b>		<b>Fax number:</b>	
<b>Work Address:</b>			
<b>Date ready to start:</b>	1 July 2017		

**Enrolling student**

By signing this form, I certify that the information provided is true and correct. I further certify that:

- I have reviewed the Student Handbook supplied to me and have been informed about my rights and obligations.
- In signing this form I consent to epar sharing information regarding my training with relevant government departments for statistical purposes.
- I have reviewed the Schedule of Fees and Payments and have been informed of the refund policy. I have reviewed the relevant course brochure and have been informed of the training and assessment services to be provided and the units of competency to be completed.
- The information I have provided in this form is true and correct.

Full name: \_\_\_\_\_

Student Sign: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**epar representative**

By signing this form, I certify that I will make every effort to deliver on the services outlined to students and provide every possible opportunity to students to complete their planned qualification.

Full name: \_\_\_\_\_

Sign: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

## Schedule of Fees and Charges

epar is a Registered Training Organisation (RTO Code: 41407) and operates in accordance with applicable legislation and the Standards for Registered Training Organisations 2015. Epar charge fees for services provided to students undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services.

### When and how do I pay?

Fees are payable when you receive your confirmation of enrolment and invoice for the enrolment fee. Depending on the payment option selected, fees must be paid in full within 10 days of receiving this notification from epar. We may cancel an enrolment or discontinue training if fees are not paid as required. Payment methods include addition to annual Membership fee, direct deposit or cheque.

### Can I get a refund?

Yes - If you give notice to cancel your enrolment 10 business days or more prior to the commencement of a program you will be entitled to a full (100%) refund of fees paid.

If you give notice to cancel your enrolment 9 business days or less prior to the commencement of a program you will be entitled to a 75% refund of fees paid. The amount retained (25%) by epar is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.

If you give notice to cancel your enrolment after a training program has commenced, you will not be entitled to a refund of fees. Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstance that led to your withdrawal.

### Our guarantee to you

If for any reason epar is unable to fulfil its service agreement with a student, epar must refund the student's proportion of fees paid for services not yet delivered.

### How do I get a refund?

To obtain a refund you are required to give written notice to cancel your enrolment and complete a Refund Request Form. Written notice may be in the form of an email or letter. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

### Are my fees protected in case I need a refund?

Yes - epar has a responsibility to protect the fees paid by students. To meet this need, epar will only accept an initial payment of no more than \$2,500 from each student prior to the commencement of their course. This fee protection arrangement complies with national standards designed to limit the amount paid by a student's in advance of services being delivered.

### Do I pay GST in my tuition fees?

No - Training tuition fees are GST exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course. GST does apply on the payment of some miscellaneous charges.

### Changes to terms and conditions

epar reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect.

### Responsibility for training quality

epar is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates.

Please refer to the Student Handbook for further information on all student rights and obligations.



## Schedule of Fees and Charges

BSB42015 Certificate IV in Leadership and Management	
	<ul style="list-style-type: none"> <li>- epar Members – \$2500</li> <li>- Non-members – \$3350</li> <li>- AGCSA members – \$2950</li> <li>- VGCSA members (inc. Trade) – \$2950</li> <li>- STAVIC members (inc. Trade) – \$2950</li> </ul>
	<b>Note:</b> Individual unit of competency cost for the purpose of RPL: \$350.00
PAYMENT OPTIONS	
1	- Student Course Fee added to epar Membership Annual Fee
2	- Payment in full before 30 June 2017
3	<ul style="list-style-type: none"> <li>- 1st Payment - Enrolment confirmation: \$1250 (or equivalent)</li> <li>- 2nd Payment - Due before the commencement of Workshop 4: \$1250 (or equivalent)</li> </ul>

### Notes.

- All training tuition fees are exempt from the payment of GST. No GST included.
- RPL fees are identified above for completing an individual unit of competency. The initial application/enrolment fee for RPL into the above qualifications is \$1,500.00 with the balance of the fee due at the completion of the RPL assessment process before any AQF certificate is issued.
- The fee structure described above is designed to limit the amount paid by students upfront and is structured to collect fees as the course progresses.
- All fees must be paid in full before students can be issued with any AQF Certificate relating to their achievements
- Student should refer to the course brochure to identify the cluster outline within each course

### Other fees and charges

Item	Cost
Copy Fee. Required where a student requests a photocopy of their student record	\$10 (exc. GST)
Re-issuing a certificate, qualification or statement of attainment	\$50 (exc. GST)
Replacement of issued learning/reference workbook (per workbook)	\$95 (exc. GST)
Re-assessment fee	\$350 (NO GST)

**Note:** Students will be offered three (3) assessment opportunities during a normal training program for each assessment event. The re-assessment fee will only apply if the student chooses to persist in order to demonstrate competence and complete the qualification. The re-assessment service includes individual re-training to prepare the student for the re-assessment.