



**Trade Skills
Australia**



CANDIDATE HANDBOOK

Trade Skills Australia

RTO # 45637

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ACKNOWLEDGEMENT OF UNDERSTANDING

To ensure sound judgment and decision making, and to provide the opportunity to potential **Trade Skill Australia** candidates to raise issues, concerns and questions prior to commencement of our assessment processes, Trade Skills Australia makes the Candidate Handbook available to the candidates by providing a copy or accessing through the Trade Skills Australia website, located at: <http://tradeskillsaustralia.com.au/>

Trade Skills Australia requires each candidate to read and understand the information contained in this Candidate Handbook prior to enrolment or commencement of our assessment processes.

For any concerns, questions or clarifications please contact **Trade Skills Australia** at:

Address: 3, 969 Abernethy Road, High Wycombe WA, 6057

Email: info@tradeskillsaustralia.com.au

Contact number: (08) 9463 0892

INTRODUCTION

This Candidate Handbook has been designed to brief **Trade Skills Australia** candidates on relevant information in relation to their course, enabling candidates to make informed decisions. Candidates are able to contact **Trade Skills Australia's** candidate support team regarding any clarification to the information contained in this handbook.

Mission Statement

It is the main mission of **Trade Skills Australia** to provide excellent and intensive skills assessment services to non-qualified but skilled workers in the engineering space, both nationally and internationally, to help them gain better employment opportunities within Australia.

Founded by real Australian tradespeople for other tradespeople, **Trade Skills Australia** believes in delivering good old fashioned no-nonsense genuine service to our clients. In keeping with this, Trade Skills Australia aims to provide our clients with a clearer and faster way to earn their engineering qualifications via a more practical and holistic RPL assessment process that only we as an industry expert-driven and professional company can deliver.

Vision Statement

First and foremost, it is the primary aspiration of **Trade Skills Australia** to establish itself as the industry benchmark for delivering the most relevant, compliant, highest standard, of service for quality assessing in our very own sector of the VET industry. That being said, our organisation accordingly aims to achieve this goal by primarily letting the superior quality of our service and work speak for itself. As such, **Trade Skills Australia** will always strive to be the best at what we do at all times.

On a separate note, in addition to our organisation's main vision mentioned above, **Trade Skills Australia** also seeks to fulfil the current skill shortages in the Australian workforce by delivering genuine and intensive skills assessment services to non-qualified but skilled workers in the engineering industry, both living within and outside of Australia. As an organisation, it is one of the highest objectives of **Trade Skills Australia** to assist international engineers in giving them a viable migration pathway to our country through skills assessment and accreditation.

Our Qualifications

As a registered training organisation (RTO) in the vocational education and training (VET) sector, **Trade Skills Australia** offers the following nationally recognised qualifications and nationally accredited qualifications including:

- **AUR30320 - Certificate III in Automotive Electrical Technology**
- **AUR30620 - Certificate III in Light Vehicle Mechanical Technology**
- **AUR30820 – Certificate III in Motorcycle Mechanical Technology**
- **AUR31120 - Certificate III in Heavy Commercial Vehicle Mechanical Technology**
- **AUR31220 - Certificate III in Mobile Plant Technology**
- **AUR32120 - Certificate III in Automotive Body Repair Technology**
- **AUR32420 - Certificate III in Automotive Refinishing Technology**
- **MEM30219 - Certificate III in Engineering - Mechanical Trade**
- **MEM31922 - Certificate III in Engineering - Fabrication Trade**
- **MEM31419 - Cert III in Engineering – Fixed and Mobile Plant Mechanic**

For more information on the courses **Trade Skills Australia** has on offer, please refer to our website: <http://tradeskillsaustralia.com.au/>

Trade Skills Australia Team

Candidates may contact **Trade Skills Australia** at **(08) 9463 0892**.

Candidate Support

Candidates completing an RPL certification program will be supported by **Trade Skills Australia's** Candidate Support Team. Our knowledgeable team will work with you to help you achieve success in your chosen field.

Support will include but is not limited to any disability or impairment that restricts access and equity as well as pre-screening information obtained from candidates prior to enrolment and prior to the commencement of their first unit of competency.

Educational and support services may include, but are not limited to:

1. equipment, resources and/or programs to increase access for candidates with disabilities and other candidates in accordance with access and equity;
2. flexible scheduling and delivery of our assessment processes;
3. counselling services or referrals to these services;
4. information and communications technology (ICT) support;

Assessors

Your RPL assessors will be qualified industry professionals, ready to guide you through your RPL application. Their feedback and guidance will ensure that you are fully informed of the required RPL evidence and assessment you need to prove competency in your chosen industry.

All Trade Skills Australia assessors must follow the below requirements as outlined in the Standards for Registered training organisation 2015 (SRT0 2015) Clause 1.13 to 1.15:

Assessment is delivered by Trade Skills Australia assessors who have:

1. *vocational competencies at least to the level being delivered and assessed;*
 2. *current industry skills directly relevant to assessment being provided; and*
 3. *current knowledge and skills in vocational training and learning that informs their assessment.*
 4. *the qualifications for assessors and assessors indicated in clauses 1.13-1.15:*
 - *TAE40116/TAE40122 Certificate IV in Training and Assessment or its successor, or*
 - *TAE40110 Certificate IV in Training and Assessment plus the following units:*
 - *TAELLN411 (or its successor) or TAELLN401A; and*
 - *TAEASS502 (or its successor) or TAEASS502A or TAEASS502B; or*
 - *A Diploma or higher-level qualification in adult education.*
- a credential issued by a higher education provider (as defined by section 16-1 of the Higher Education Support Act 2003) which would enable the individual to satisfy the academic requirements for registration as a secondary school teacher in accordance with the registration requirements in at least one State or Territory, **and** one of the following credentials or the successor to one of the following credentials:
 - TAESS00011/TAESS00019 Assessor Skill Set or
 - TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set.
 - TAESS00011 Assessor Skill Set or its successor.
- or**
- TAESS00001 Assessor Skill set plus one of the following:
 - TAEASS502 Design and Develop Assessment Tools or
 - TAEASS502A Design and Develop Assessment Tools or
 - TAEASS502B Design and Develop Assessment Tools

Candidate Selection

Trade Skills Australia conducts recruitment of candidates at all times in an ethical, fair and responsible manner using various methods.

Trade Skills Australia is committed to ensuring that all candidate selection processes are fair, equitable and consistent with workplace performance, competency level and the training package requirements. Therefore, selection into the program is based upon the applicant:

1. meeting any pre-requisite qualifications or work experience, and
2. meeting any age requirements that may be in place for a particular course

Trade Skills Australia shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Enrolment

While **Trade Skills Australia** will endeavour to complete the enrolment process as quickly as possible, please allow up to 5 business days from confirmation of your payment for enrolment.

Candidates will first provide sufficient evidence to Our Administration team for review. Once sufficient evidence has been provided an Assessor will be assigned to perform a free pre-enrolment evidence review and may contact you by email, text or phone if they need to verify units selected in the self-assessment questionnaire. After the pre-enrolment review is complete, the assessor will inform the administration team if the candidate is suitable for RPL and Skills Assessment and whether to accept the candidates application.

A candidate will be considered enrolled once the application has been accepted and they have received the Documentary Assessment Commencement email. Upon enrolment, candidates will receive the documentary assessment invoice for 50% of the course fee and our Assessment team will start the Documentary Assessment.

Unique Student Identifier

An initiative of the Australian Government is the requirement for all candidates/students of Vocational Education and Training (VET) to supply a Unique Candidate Identifier (USI) number to their VET provider. **Trade Skills Australia** has a registered facility to verify each USI before issuance of any certification. All candidates should be aware that **Trade Skills Australia**, and no VET provider, can issue a certificate for a VET qualification without being supplied a candidate's USI.

Exemptions to the USI requirements may apply including for international candidates studying onshore and outside of Australia. For any candidate exempt from supplying a USI, completion results and records will not be available through the Commonwealth Registrar. The Company can use the following links to search for or create USIs (ONLY with candidate permission):

- <http://usi.gov.au/Pages/default.aspx>
- <https://portal.usi.gov.au/org/>

RPL CERTIFICATION at Trade Skills Australia

Trade Skills Australia assesses candidates to fulfill the RPL certification requirements of their chosen field.

The following guidelines will help foster a healthy learning and assessment environment for all candidates.

Personal & Academic Support

As a candidate at **Trade Skills Australia**, you will be providing proof-of-work to be RPL certified. Note that hours are flexible as RPL certification may require evidences and assessments that can be gathered and conducted at anytime.

Assessors are also able to provide guidance by phone and email. Help and support is only a phone call or email away:

Email: info@tradeskillsaustralia.com.au

Contact number: (08) 9463 0892

Trade Skills Australia conducts a free pre-enrolment review to assess if the candidate is suitable for RPL and Skills Assessment. The pre-enrolment review will determine what RPL certification the candidate can enrol in and **Trade Skills Australia** will ensure that identified support needs are managed.

Candidate support may include but is not limited to any disability or impairment that restricts access and equity and computer literacy.

Educational and support services may include, but are not limited to:

- equipment, resources and/or programs to increase access for candidates with disabilities and other candidates in accordance with access and equity;
- flexible scheduling and delivery of our assessment processes;
- counselling services or referrals to these services;
- information and communications technology (ICT) support

Where appropriate, **Trade Skills Australia** will seek external assistance to ensure additional support services are available. You will be informed in case additional costs may be incurred to arrange access to external additional support services.

Recognition and Assessment

Trade Skills Australia will help you apply for credit transfer and/or recognition of prior learning (RPL) as long as sufficient evidence is provided and technical assessments are accomplished as required. To learn more about

credit transfer and recognition of prior learning, please refer to the RPL and Credit Transfer Policy located in the Policies and Procedures section of the handbook.

For further information on how to apply for credit transfer and RPL you can contact **Trade Skills Australia's** candidate support team.

Assessment Requirements

Candidates are advised to keep a copy of their evidence or workplace portfolios prior to submitting these online. **Trade Skills Australia** will not be responsible for lost assessment tasks.

***Please note:** Candidates will have to submit evidence again if their evidence goes missing and therefore it is important to keep a copy of their original evidence or workplace portfolios.*

Assessment malpractice

Assessment malpractice include: cheating, collusion and plagiarism.

Trade Skills Australia regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. **Trade Skills Australia** has policies and procedures in place for dealing with assessment malpractice.

What is cheating?

Cheating within the context of the study environment, means to dishonestly present any evidence or workplace portfolio as genuinely representing your own understanding of and/or ability in the subject concerned.

Some examples of cheating are:

- Submitting someone else's work as your own whether you have that person's consent or not.
- Submitting another author's work as your own, without proper acknowledgement of the author.
- To allow someone else to submit your own work as theirs.
- To use any part of someone else's work without the proper acknowledgement.

There are other forms of cheating not contained in this list. These are merely given as some examples. If you are unsure about whether any particular behaviour would constitute plagiarism or cheating, please check with your assessor prior to submitting your assessment work.

What is Collusion?

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other candidates do not have opportunity to copy your work.

What is Plagiarism?

Plagiarism is a form of cheating and includes presenting another person's or organisation's ideas or expressions as your own. This includes, however is not limited to: copying written works such as books or journals, data or images, tables, diagrams, designs, plans, photographs, film, music, formulae, web sites and computer programs.

What are the Penalties for Plagiarism or Cheating?

If an assessor suspects that you are cheating, they will investigate further to establish evidence to support their suspicion. If evidence to support the suspicion is established, your assessor will then report their concerns to **Trade Skills Australia's** Assessment Manager. From there, the following process will be followed:

1. The lead Assessment Manager will contact you in writing outlining their concerns with your submitted evidence.
2. You will then have an opportunity to respond to any allegations of cheating or plagiarism.
3. If the Assessment Manager's investigation confirms that you have engaged in cheating or plagiarism you will be advised of one of the following consequences:
 - If it is determined that your offence committed is minor or unintentional, you will be asked to resubmit your evidence and be given a formal warning in writing by **Trade Skills Australia's** Assessment Manager; OR
 - If it is determined that your offence committed is of a serious and intentional nature you will be un-enrolled in the qualification immediately and have to re-enrol if you wish to complete the qualification. Your result for the qualification and all units of competency will be recorded as RPL Not Granted. A cheating/plagiarism note will also be recorded against your candidate file. Notification of any such decision will be made in writing by **Trade Skills Australia's** Assessment Manager.
4. If the conduct is repeated or if the initial conduct is of a very serious nature (as determined by the Assessment Manager), such as knowingly falsifying evidence, the candidate's enrolment may be terminated. In cases of termination, all fees paid will be non-refundable.

What if I don't agree with the decision?

If you disagree with the decision or the penalty imposed, you are entitled to lodge an appeal in accordance with the Appeals Policy and Process. For more information you may refer to the Complaints and Appeals section of the Candidate Handbook.

How do I avoid Plagiarism or Cheating?

Candidates are advised to note the following advice to avoid claims of plagiarism or cheating:

- Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published materials) but you must always indicate the author and source of the material.

- Always reference your sources. You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.
- You must not falsify assessment evidence.

Code of Conduct

All **Trade Skills Australia** participants are expected to take responsibility for their own learning and behaviour during assessment. Any breach of discipline will result in the participant being given a 'written warning'. Further breach will result in a participant being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal. Where a breach is deemed as of a serious nature, as determined by the Assessment Manager, the candidate's enrolment may be terminated. In instances of dismissal and termination of enrolment, all fees paid will be non-refundable.

Personal interaction, staff-to-candidate, is expected to be respectful. An aggressive manner or degrading and abusive language will be considered contrary to the Code of Conduct and a breach of discipline. Following are further instances of breaches to the Code of Conduct.

Gifts

Under no circumstances are our staff members permitted to accept gifts of any kind.

Discrimination

Discrimination means treating a person less favourably than another because of a personal attribute that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. The attributes that can initiate a discrimination claim include:

- Gender
- Age
- Race
- Religion
- Marital status
- Disability
- Colour
- Nationality
- Ethnicity
- National origin

Harassment

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates the person being harassed. Harassment will not be tolerated at **Trade Skills Australia** and disciplinary action will be taken against any employee or candidate involved in such behaviour. From a staff perspective, this may include termination of employment. From a candidate perspective, enrolment may be terminated, and all fees paid will be non-refundable.

Examples of verbal harassment

- Racist comments or jokes.
- Spreading rumours.
- Comments or jokes about a person's disability, pregnancy, sexuality, age religion etc.
- Threats, insults or abuse.
- Offensive obscene language.

Sexual Harassment

Trade Skills Australia is committed to maintaining a safe and respectful learning environment for all members of our community. Sexual harassment in any form is strictly prohibited and will not be tolerated. Sexual harassment includes unwelcome advances, requests for sexual favors, inappropriate comments, or any other verbal, nonverbal, or physical conduct of a sexual nature that interferes with an individual's education or creates an intimidating, hostile, or offensive environment. This policy applies to all students, faculty, staff, and visitors.

Physical Assault/Abuse

Physical abuse is an act of another party involving contact intended to cause feelings of physical pain, injury, or other physical suffering or bodily harm. Physical abuse will not be tolerated in any shape or form and any instances of physical abuse will result in instant termination of the candidate's enrolment.

Some examples of physical abuse include:

- Striking
- Punching
- Pushing, pulling
- Slapping
- Striking with an object
- Excessive pinching on the body
- Kicking
- Tripping
- Kneeing
- Strangling
- Head-butting
- Placing in stress positions (tied or otherwise forced)
- Cutting or otherwise exposing somebody to something sharp
- Throwing or shooting a projectile
- Blinding a person or causing impairment of sight.
- Biting
- Eye poking

Change of Personal Details

Candidates are required to ensure their personal details recorded with **Trade Skills Australia** are up-to-date at all times. Candidates must advise **Trade Skills Australia** of any changes in personal details immediately in writing.

If the candidate has an applicable loan and/or financial arrangement, it is the candidate's direct responsibility to notify the financial service provider (e.g. Debit Success) of any change in personal details that may adversely affect payment arrangements.

All testamurs will be emailed to the candidate's email address and hard copies posted to the mailing address provided by the candidate or their allocated agent or employer.

Evaluation and Feedback

As a matter of quality assurance and continuous improvement, **Trade Skills Australia** relies heavily on the feedback from candidates. **Trade Skills Australia** requires all candidates to complete various feedback and evaluation forms.

At the end of the assessment, candidates will be asked to provide feedback by completing a Candidate Questionnaire and Course Feedback Form. Candidate Questionnaires may also be emailed to a candidate. Participation in the survey is highly valued, but voluntary. Trade Skills Australia will fully protect the candidate's anonymity and the confidentiality of the candidate's response within the limits of the law.

ASSESSMENT FOR RPL

All assessments provided by **Trade Skills Australia** are registered under nationally endorsed training packages. These assessments are competency based and can be proven by way of:

- Employment evidence
- Pay evidence
- Training evidence
- Workplace evidence
- Trade test evidence
- Assessment records
- Referee testimonial
- Competency conversation

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Recognition therefore determines the subsequent advanced standing to which the candidate is entitled in relation to a course/qualification. The main focus of recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

Trade Skills Australia believes that no candidate should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Trade Skills Australia aims to maximise the recognition of a candidate's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Candidates who consider they already possess the competencies identified in all or part of any course/qualification offered by **Trade Skills Australia** may seek recognition.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that recognition is an assessment process, not an assumption of competence.

Pre-Enrolment Review

Aspiring candidates should reach out via the organization's website, email, or phone. Upon contact, they will receive the necessary RPL enrolment and evidence collection documents.

Candidates must provide comprehensive documentation, including proof of employment, payment records, and evidence of training. This documentation must demonstrate a minimum of three years of experience in their trade.

A crucial step in the enrolment process is completing a Language, Literacy, and Numeracy (LLN) indicator assessment. This assessment evaluates the candidate's ability to effectively communicate in English and ensures they meet the Australian Qualifications Framework (AQF) level requirements for the qualification. Candidates who do not meet these requirements may be ineligible for enrolment.

Once all required evidence and enrolment documents are submitted, the TSA enrolment team will conduct a pre-enrolment evidence review. This review determines whether the candidate is suitable for RPL. The outcome of this review will dictate whether the candidate's application for enrolment is accepted by Trade Skills Australia.

RPL Evidence Requirements

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence and assessments will determine the certificate you receive to reflect Unit of Competency, employability skill requirements, industry expectations, government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

The candidate will need to demonstrate competence to the assessor(s), including provision of certification documents. Competency may be derived from many sources, including but is not limited to:

- Work experiences
- Work product
- Life experiences
- Training offered by industry, private or community-based providers which may or may not have been formally recognised
- Training undertaken overseas
- Informal learning programs
- Certification from another RTO

Trade Skills Australia requires RPL candidates to submit evidence documents such as:

- Employment evidence
 - Contracts of employment
 - Position descriptions/ duties
 - Employment certificates/ letters

- Employment IDs
- Employment Statements
- Employment History/Resume
- Pay evidence (minimum of 2)
 - Payslips per employer
 - Tax records, payment summaries
 - Bank statements, Bank deposit books
 - Employer salary certificates
 - Employer payment summaries
 - Superannuation, social security, pension summaries
- Training evidence
 - Formal qualification
 - Statement of attainment
 - Apprenticeship documents
 - Non-accredited training certificates
 - Seminar attendance certificates
 - Product or industry training certificates
- Employment requirements
 - 3 years employment experience demonstrated
 - Employment period and nominal hours
 - Position description and duties
- Self-Employment Requirements
 - Business registration documents
 - Occupation or business licenses
 - Annual business returns
 - Statement from a registered/ certified accountant
 - Taxation documents siting name of the business
- Workplace Evidence (if requested)
 - Workplace instructional documents
 - Workplace completion documents
 - Photos and or video of the performed tasks
 - Workplace safety documents
 - Workplace quality documents
 - Description of the task performed including the processes used, materials, and tooling selection

It is important to note, the onus is on the candidate to present evidence and demonstrate pre-existing competence to justify a claim for recognition and present their case to the satisfaction of the assessor.

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any regulatory requirements;

- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

The recognition process may include the necessity to provide evidence that demonstrates the application of skills. Where it is identified that this is required to assist the assessor in their judgement of competency, videos or pictures of proof-of-work can be sent to **Trade Skills Australia** using workplace portfolios selected through consultation with our Assessor.

Any documents you provide to support your claim of competency can be submitted via email, file share or direct upload into our SMS/LMS. This will be kept in your candidate record for documentation. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Assessment

Assessment is defined as the process of collecting evidence and making judgments on the nature and extent of progress towards the performance requirement set out in a (competency) standard, or learning outcome, and, at the appropriate point, making a judgment as to whether competency has been achieved’.

The RPL assessment decision will comply with the Principles of Assessment and Rules of Evidence as outlined in the SRTOs 2015 and the requirements of the relevant Training Package and VET accredited course.

In simple terms, assessment is the process of collecting evidence and making judgments on whether competency has been achieved. In order to be assessed as ‘Competent (C)’, you will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. Competency is simply about demonstrating that you can do the task with confidence to the required industry standard as endorsed by the training package or VET accredited Course.

An assessment of ‘Not Yet Competent (NYC)’ is not a failing mark. It is simply a request for more information or further confirmation of the knowledge and skills required. Our assessors will provide feedback to guide your resubmission and are available for contact if required. A candidate will have unlimited tries for submission of evidence and technical assessment provided the assessor can authenticate the submitted proof. If this is not possible, the candidate will fail the assessment.

To be eligible for the qualification, the candidate must provide sufficient evidence and pass the technical assessment.

Principles of Assessment

There are four key principles that are a part of the assessment process:

Fairness	<p>The candidate's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the candidate's needs.</p> <p>The RTO informs the candidate about the assessment process and provides the candidate with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the candidate by:</p> <ul style="list-style-type: none"> • reflecting the candidate's needs; • assessing competencies held by the candidate no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual candidate.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a candidate could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of candidate performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Rules of Evidence

The Rules of Evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

Validity	The assessor is assured that the candidate has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a candidate's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the candidate's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment Results

Results of assessment are provided to candidates as soon as practicable. These results are available through your candidate login account. Assessment results are always confidential and will not be given to any other party unless a written request signed by the candidate is received in advance.

Reasonable Adjustment

Candidates with disabilities or learning difficulties are encouraged to discuss with **Trade Skills Australia** any 'reasonable adjustment' to our assessment processes which they consider necessary.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for **Trade Skills Australia** to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of the assessment.

Credit Transfer

Trade Skills Australia recognises the AQF qualifications and Statements of Attainment issued by other Registered training organisations (RTOs). Where a candidate has completed a unit/s of competency prior to enrolling with **Trade Skills Australia** that is included in the course in which the candidate is enrolling, the candidate may apply for recognition. This may result in the candidate not having to complete the same unit of competency again. This is known as credit transfer. Should you wish to seek credit transfer, contact the **Trade Skills Australia** Enrolment Staff for a Credit Transfer Form.

See the RPL and Credit Transfer Policy for more details.

Awards

Once a candidate has successfully completed all assessment requirements for an RPL, the candidate will be issued with a Qualification/Testamur and an accompanying Record of Results.

For candidates who have not met all requirements and have paid relevant fees, have the right to receive Statement of Attainment from **Trade Skills Australia** for the units of competency they have been deemed competent in.

Candidates should note that they will be unable to receive their qualification or statement of attainment until course fees are paid in their entirety.

The Qualification or Statement of Attainment will be emailed to the current email address and mailed to the current address noted in **Trade Skills Australia's** Candidate Management System. The candidate should allow 30 calendar days from the date of completion of the assessment for the issuance of your award.

Important Information regarding awards at Trade Skills Australia

- It is the responsibility of the candidate to understand their obligations with regard to fees due for units studied
- For a candidate to be eligible to receive an award, the candidate must successfully complete all the units listed
- Training package courses have been submitted to the regulatory authorities, and all units specified in that course are the subjects a candidate must complete to be eligible to receive that award.

See the Certificate Issuance Policy for more details.

Recognition Delivery

Trade Skills Australia ensures the following resources are in place:

- Assessor with appropriate qualifications, and experience;
- Evidence collection materials appropriate to the assessment requirements;
- All necessary copyright authorisations;

Assessment methods used by **Trade Skills Australia** meet specific quality requirements and are chosen to best suit the unit of competency and qualification, while giving consideration to the past and relevant work experience of the candidate.

The delivery method will be online/remote given that evidences can be gathered on the candidate's own time.

POLICIES AND PROCEDURES

Additional Support Policy

Trade Skills Australia is responsible for ensuring the educational and support services it provides meet the needs of the candidate cohort/s undertaking the training and/or RPL assessment.

This policy ensures that **Trade Skills Australia** has mechanisms in place to collect, analyse and act on any support requirements that are additional to the provision of standard services. This ensures individual candidates are provided access to the educational and support services necessary for them to meet the requirements of the training as specified in training packages or VET accredited courses.

This policy also ensures that **Trade Skills Australia** determines the validity, authenticity, currency, and sufficiency of the submitted evidence and assessment in accordance with the requirements of the relevant qualification. **Trade Skills Australia** will consider each individual candidate's existing skills, knowledge and experience with respect to the relevant vocational competency.

POLICY PRINCIPLES

Trade Skills Australia is responsible for collecting, recording, analysing and acting on additional support information that could adversely impact on a candidate's ability to undertake and complete a course.

This includes but is not limited to any disability or impairment that restricts access and equity as well as pre-screening information obtained from candidates prior to enrolment and prior to the commencement of their first unit of competency.

Educational and support services may include, but are not limited to:

1. equipment, resources and/or programs to increase access for candidates with disabilities and other candidates in accordance with access and equity;
2. flexible scheduling and delivery of training and assessment;
3. counselling services or referrals to these services;
4. information and communications technology (ICT) support;
5. learning materials in alternative formats, for example, in large print;

Trade Skills Australia will abide by the following principles:

Identifying Additional Support

1. Each eligible candidate of **Trade Skills Australia** would have gone through a free pre-screening process and given Recognition of Prior Learning (RPL) kits for the qualification applied for.
2. **Trade Skills Australia** will assess the evidence provided if it will be enough or if more proof-of-work will be needed. If the evidence is insufficient, the assessor can advise the candidate on what proof to submit to ensure certification/SOA.
3. It may **also** identify and act on candidate support needs at the time of enrolment, and/or any time prior or during the delivery of RPL process.
4. It will document the results of the assessment of need and ensure that this is reflected and managed in the candidate's candidate record.

Access to Educational Support Services

1. **Trade Skills Australia** ensures individual candidates are provided access to the educational and support services necessary for them to meet the requirements of the training product as specified in training packages or VET accredited courses.
2. **Trade Skills Australia** will ensure that candidates are made aware of the RPL assessment and the evidence required for the applied qualification along with the support provided by the RTO in line with the RPL process.
3. **Trade Skills Australia** will ensure that when additional costs are required to provide additional support, the candidate will be notified and provided information prior to enrolment.
4. **Trade Skills Australia** will inform candidates prior to enrolment of any limitations to the additional support it can provide, so candidates can make informed decisions regarding their training.

Provision for Reasonable Adjustment

1. Upon candidate advice of any disability or impairment that may impact their RPL certification, **Trade Skills Australia** will review the information provided and where necessary, make contact with the candidate to determine the additional support requirements.
2. **Trade Skills Australia** will arrange for reasonable adjustment to be applied to RPL processing or assessment tasks where it is appropriate. If the candidate cannot answer verbally due to a condition, the RTO can accept the answers to be written instead and vice versa. However, **Trade Skills Australia** will still ensure that applied reasonable adjustment does not impact the integrity of the training package requirement. (See the Training and Assessment Policy)

Disability and Impairment

1. The enrolment officer will advise the assessor in writing of any identified disability or impairment that may impact the studies of the candidate. The assessor is responsible for reviewing the information provided and where necessary contacting the candidate to determine any further additional support requirements. The support will vary depending on the individual needs of the candidate.
2. The assessor will assess disability/impairment of the candidate in the pre-screening phase that may impact the RPL certification process either through the submission of evidence or the technical assessment.
3. **Trade Skills Australia** assessors will endeavour to work with the candidate to determine what training facilities, materials and resources are needed to pursue RPL certification.

Determining the Amount of Learning

Trade Skills Australia ensures each candidate's skills and experiences relevant to respective vocational competencies are considered in the RPL application process. It follows the procedures outlined in the Candidate Handbook to determine how the free pre-screen and submission of evidence will measure the candidate's existing skills, knowledge and experience and how much more they will require for certification.

Access and Equity

Trade Skills Australia does not discriminate against any candidate enrolling or engaging in any course. Its aim is to advise candidates as much as possible on how they can attain support with any additional support requirements and how it will be able to support them (including on limitations of support). Ultimately, it is the choice of candidate as to whether or not they wish to proceed with their enrolment.

Complaints and Appeals Policy

Complaints

Trade Skills Australia supports the rights of a candidate to lodge a grievance or complaint if a candidate feels they have been treated unfairly. **Trade Skills Australia** will do everything possible to address grievances or complaints in an unbiased and professional manner. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by candidates and provide an opportunity to improve our business and/or the delivery of our assessment processes.

1. **Trade Skills Australia** recommends for candidates to first try and resolve the complaint/appeal informally by contacting their assessor or **Trade Skills Australia** candidate support team at **(08) 9463 0892** or via evidence@tradeskillsaustralia.com.au.
2. All complaints should be committed to in writing at the earliest possible opportunity and lodged through **Trade Skills Australia's** Complaints Online Form. You can access the Complaints Lodgement Form through **Trade Skills Australia's** [Website](#). This will constitute a formal complaint from the candidate. This should only happen once step one has been completed and where the candidate is unhappy with the outcome of this step
3. The Lead Assessor of **Trade Skills Australia** is automatically notified via email each time a Complaints and Appeals form has been submitted.
4. The Lead Assessor of **Trade Skills Australia** will initiate a transparent, participative process to deal with the issues at hand.
5. Complaints are to be resolved within 10 working days of the initial application. The Lead Assessor of **Trade Skills Australia** may delegate responsibility for the resolution of the complaint as required. In all cases the final conclusion will be endorsed by Trade Skills Australia's Lead Assessor.
6. The candidate will be advised in writing of the outcome of their complaint via email.
7. If the outcome is not to the satisfaction of the candidate, he/she may contact the Manager to discuss their concerns.
8. All complaints will be handled as Staff-In-Confidence.

Where the candidate remains unhappy with the outcome:

- The candidate has the right to request a review of the appeal by an independent party.
- The candidate will be responsible for the costs of the independent review.
- **Trade Skills Australia** reserves the right to nominate or agree to the independent party and will cooperate fully with this independent review.
- Costs involved in the mediation process which will be the responsibility of both parties equally.

Trade Skills Australia will aim to complete this complaints process as quickly as possible and within a total of 30 days. Where a complaint takes more than 60 days to be resolved, the RTO will advise and inform complainant in writing. **Trade Skills Australia** will keep the candidate informed of the progress of the complaint throughout the process.

Appeals

Trade Skills Australia supports the rights of a candidate to lodge an appeal against any assessment decision and will not impair that right in any way. **Trade Skills Australia** will do everything possible to address the appeal in an unbiased and professional manner.

Any candidate wishing to appeal the assessment decision/judgment should follow the steps outlined below.

1. **Trade Skills Australia** recommends for candidates to first try and resolve the appeal informally by contacting their assessor to discuss their assessment result and why they believe that the assessor's judgement is incorrect showing evidence of how they have addressed the assessment criteria. Candidates may also contact the **Trade Skills Australia** support team at **(08) 9463 0892** or **evidence@tradeskillsaustralia.com.au**.
2. All appeals should be committed to in writing at the earliest possible opportunity, and lodged through **Trade Skills Australia's** Appeals Lodgement Form through **Trade Skills Australia's** [Website](#). This will constitute a formal appeal from the candidate. This should only happen once step one has been completed and where the candidate is unhappy with the outcome of this step.
3. The appeal request should contain the following information:
 - a) The candidate's full name and number
 - b) The unit/subject being assessed
 - c) Each assessment task name/number (where the result is being disputed) including why the result should be overturned. The candidate should refer directly to how they believe they have met the requirement of each task in detail and referencing any evidence to support their claims.
4. The **CEO** of **Trade Skills Australia** is automatically notified via email each time an Appeals form has been submitted.
5. The **CEO** will initiate a transparent, participative process to deal with the issues at hand.
6. Appeals are to be responded to within 10 working days of the initial application.
7. The **CEO** of **Trade Skills Australia** may delegate responsibility for the resolution of the appeal as required. In all cases the final conclusion will be endorsed by **CEO**.
8. The candidate will be advised in writing of the outcome of their appeal via email.
9. All appeals will be handled as Staff-In-Confidence.
10. If the outcome is not to the satisfaction of the candidate, he/she may contact RTO to discuss their concerns.

Where the candidate is unhappy with the outcome at step two, they can follow the formal appeal process outlined below:

- The candidate has the right to request a review of the appeal by an independent party.
- The candidate will be responsible for the costs of the independent review.
- **Trade Skills Australia** reserves the right to nominate or agree to the independent party and will cooperate fully with this independent review.
- **Trade Skills Australia** will aim to complete this appeal process as quickly as possible and within a total of 30 days. Where an appeal will take more than 60 days to be resolved, the RTO will advise and inform the appellant in writing. **Trade Skills Australia** will keep the candidate informed of the progress of the appeal throughout the process.

See the Complaints and Appeals Policies for more details.

Transition of Superseded Courses

The nationally recognised training courses delivered by **Trade Skills Australia** may be superseded by a new training package qualification. If required, **Trade Skills Australia** will apply to add the replacement training package qualification to its scope as soon as practicable but no later than 12 months from the date of publication of the replacement qualification on the national register.

Trade Skills Australia will manage the transition of candidates to the updated course as soon as is practicable, but no later than 12 months from the date of publication of the replacement qualification on the national register. There may or may not be a fee payable to transition to the updated course.

Candidate Records

All candidate records are subject to **Trade Skills Australia's** Privacy Policy. However, candidates may reasonably access their files by notifying **Trade Skills Australia**. **Trade Skills Australia** will endeavour to give candidates prompt access to their own files where reasonable notice is given.

Trade Skills Australia will provide candidates with timely access to their participation and progress throughout our assessment process.

Procedure

- Candidates are able to view assessor feedback and the list of completed units via the candidate portal. For any other requests on their course progress candidates are to contact candidate support by evidence@tradeskillsaustralia.com.au. Candidates must list their full name, date of birth, address, course enrolled and Candidate ID.
- Alternatively, candidates can send a written request to: 2a Abernethy Road, High Wycombe, WA 6057
- Candidates will receive notification that the request has been received and may be contacted by **Trade Skills Australia** to obtain further information.
- **Trade Skills Australia** will issue a letter of confirmation outlining candidate results for the course within 7 working days of receiving the request. Candidates will receive this information by email.

Record Keeping Policy for Assignments and Candidate Information

Trade Skills Australia has effective administrative and records management procedures in place that maintains candidate data in a secure and confidential manner.

Records of results, qualifications and Statements of Attainment for candidates currently enrolled are stored in individual candidate files. Electronic files are kept up to date and backed up regularly, with the backup copy being kept in a secure location. All candidate records are stored for retention archiving and retrieval for a period of 30 years.

Trade Skills Australia retains all rights to assignments, tests, exams, projects and assessments. All soft copies of assessments submitted are retained via the **Trade Skills Australia** Dropbox. All assessments will be kept for a period of 6 months from the date on which the judgement of competence for the candidate was made as outlined in ASQA's General Direction: Retention requirements for completed candidate assessment items.

Fee Payment and Refund Policy

Trade Skills Australia has developed a fair and equitable process for determining refunds and payment options.

The 'Agreement Date' is defined as the date the terms and conditions that were agreed upon at the time the candidate submitted their enrolment information along with their evidence for RPL.

50% of the fee should be paid by the candidate at the “Agreement Date”, while the final 50% will be paid before the certificate/SOA issuance.

Failed Assessment

A candidate can fail the assessment if the assessor cannot authenticate the submitted evidence. No refunds will be given for such cases.

Cancellation and Refunds

Trade Skills Australia will not issue any refunds upon payment of the first 50% deposit payment.

This refund policy does not remove your right to take further action under Australia’s consumer protection laws.

Special Consideration

Trade Skills Australia understands that some candidates may experience prolonged difficulties in providing documents for evidence. The RTO will accommodate unlimited submission of evidences provided the assessor can authenticate the submitted proof and will only require the candidate to pay the final 50% of the course fee upon completion of the RPL assessment and prior the issuance of the certification documentation.

If special consideration is granted, **Trade Skills Australia** may agree to:

- an extension of the duration of the course;
- provide you with additional support services;
- release you from the payment of future instalments; and/or

Without limitation, special consideration will not be given if:

- you change jobs;
- your work hours change;
- you move address (including interstate or international moves);
- your course changes under clause 15 as a result of a regulatory change governing the RTO;
- you find the course more difficult, time consuming or stressful than you had expected; or

you are made redundant, retrenched, or otherwise resign from or terminate your employment or have your employment terminated.

Superseded courses

If a RPL certification offered by **Trade Skills Australia** gets superseded, all candidates enrolled there will be given an option to complete the previous version or move to the updated one. If a candidate chooses to move to the updated certification, the RTO will first assess if additional evidence of competency and fees are required to accommodate the changes. Changes could include, but not limited to:

- Additional hours;
- Additional equipment;
- Additional assessment;

Trade Skills Australia will inform the affected candidates of the changes.

Candidates who decide to pursue the previous version will go through the process with no changes but will have to keep note of ASQA's transition period as per clause 1.26 of the standards. This new timeline will override the unlimited tries for RPL certification previously offered by **Trade Skills Australia**.

Exceptions

In the unlikely event that **Trade Skills Australia** is unable to deliver your RPL/SOA in full, however in the event that this occurs:

- you will be offered a refund for the part of your course that has not been assessed
- The refund will be paid to you within two weeks of the date on which the course ceased being provided
- Alternatively, you may be offered enrolment in a suitable alternative course at GCA at no additional cost to you. You have the right to choose whether you would prefer refund for the part of your course that has not been assessed or to accept a place in another course.

Privacy Policy

Trade Skills Australia will follow the Australian Privacy Principles in the management of all candidates and staff information, however allowing access as to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing **Trade Skills Australia's** operations as an RTO.

The purpose of the privacy policy is to:

- describe the types of personal information that we collect, hold, use and disclose;
- outline our personal information handling systems and practices;
- enhance the transparency of our management of personal information;
- explain our authority to collect personal information, why it may be held by us, how it is used and how it is protected;
- notify whether we are likely to disclose personal information and, if so, to whom;
- provide information on how personal information can be accessed, correct it if necessary and complaint if you believe it has been wrongly collected or inappropriately handled.

Under the Data Provision Requirements 2012, Trade Skills Australia is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Trade Skills Australia for statistical, administrative, regulatory and research purposes. Trade

Skills Australia may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO candidate enrolment forms;

- understanding how the VET market operates, for policy, workforce planning and consumer information; and administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a candidate survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act

1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

The primary purpose in collecting your information is to fulfil our business commitments to you in providing education and training. We may use the information you provide to help improve the services we deliver to you, measure interest in our services, inform you of other products and services or to comply with requirements under the law. We shall not otherwise disclose your personal information to any other party without your consent and we do not sell personal information to third parties.

Proof of Identification

You will be required to submit proof of identification documents such as copies of any government IDs to ensure accurate recording of your information. Documents could be any of the following:

- Australian passport
- Australian citizenship certificate
- Overseas passport
- Australian birth certificate
- Australia driver's license
- Overseas driver's license
- Australian Document of Identity
- Australian Certificate of Identity
- Australian Convention Travel Document
- ImmiCard
- Australian state and territory issued identity photo cards
- Australia Post Keypass identity card (Regional, limited recognition)
- Australia Post Digital ID

Workplace Health and Safety (WHS)

Trade Skills Australia is committed to providing a safe and healthy learning and work environment. The safety of our candidates and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Trade Skills Australia encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Trade Skills Australia recognises its responsibility under the Workplace Health and Safety and related regulations. The CEO has responsibility for ensuring the health and safety of staff, candidates, contractors and visitors. This includes:

1. provide and maintain safe plant, equipment and systems of work.
2. provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
3. maintain the workplace in a safe and healthy condition.
4. provide adequate facilities to protect the welfare of all employees.
5. provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
6. provide information, where relevant, to candidates, allowing them to learn in a safe manner.
7. check WHS system compliance via ongoing auditing.
8. integrate continuous improvement into WHS performance.

VERSION CONTROL

Version Control Table			
Date	Summary of Modifications	Modified by	Version
22/09/2019	Document Creation	360RTO	v.1.1
15/09/2020	Document Update	Trade Skills Australia	v.1.2
24/10/2022	Document Update	Trade Skills Australia	v.1.3
31/10/2022	Addition of AUR Qualifications Removal of MEM40119	Trade Skills Australia	v.1.4
01/04/2024	Update Trainer credentials	Compliance Manager	V2.0
10/06/2024	Updated to include requirement to complete LLN Assessment	Compliance Manager	V2.1