



2010 | Student Handbook

Table of Contents

About Us.....	3
What does it mean to be an RTO?	3
What are Qualifications & Statements of Attainment?	4
Competency Based Training & Assessment.....	4
Non-Accredited Training.....	4
What Courses Do We Offer?	5
Enrolment.....	5
Recognition of Prior Learning (RPL)	6
Credit Transfer	6
Support Services	7
Refund Policy	7
Issuing Qualifications	7
Access to Student Records.....	7
Change of Personal Details	8
Privacy	8
Complaints	8
Appeals.....	9
Student Rights & Responsibilities	9
Evaluations.....	10
Legislative Requirements.....	10
Want to know more?.....	11
Student Acknowledgement	11

Welcome

Congratulations on taking the first step towards achieving a nationally recognised Qualification or Statement of Attainment with Vital Training Solutions.

Choosing the right training path for you, as well as the right training provider can often be an overwhelming experience, but it doesn't have to be.

We welcome you as a student, or potential student, and have designed this handbook in order to give you as much information as possible about our company, our courses and our methods of training so that when you decide to enrol in one of our courses, you do this with confidence.

Your experience with us is our highest priority and we strive to provide you with every possible opportunity to successfully complete your studies with us.

About Us

Vital Training Solutions is a growing training organisation based within the Nirimba Education Precinct at Quakers Hill.

With its original focus being on MYOB training, Vital Training Solutions has now expanded to become a Registered Training Organisation (RTO) offering full Qualifications from the Financial Services Training Package, as well as Statements of Attainment from both the Financial Services Training Package and Business Services Training Package, whilst continuing to provide flexible MYOB training.

Vital Training Solutions is owned by Tammy Barbeitos who is our primary Trainer / Assessor. Tammy holds her Certificate IV in Training & Assessment (TAA), Certificate IV in Financial Services (Bookkeeping), is recognised as an MYOB Certified Consultant and MYOB Accredited Trainer, and combines this with over 16 years experience in bookkeeping and administration to offer you the highest standard of training possible.

Our main objective is to provide you with a rewarding training experience with quality training and assessment so that you walk away with your Qualification or Statement of Attainment with absolute confidence in your chosen field.

You will never look back on your decision to join Vital Training Solutions...

What does it mean to be an RTO?

There are over 5,000 Registered Training Organisations (RTOs) across Australia who have gone through a rigorous registration process for the privilege of providing students with nationally recognized training and qualifications.

Whilst RTOs range from private training companies (such as Vital Training Solutions), large organisations, industry and professional associations, schools, TAFE and adult community education colleges, we all meet nationally recognised standards of quality under the AQTF 2007 and delivery nationally recognised training and qualifications.

What are Qualifications & Statements of Attainment?

The Australian Qualifications Framework (AQF) defines all nationally recognised qualifications and provides a single framework for all qualifications. Within the Vocational Education Training (VET) sector, the following qualifications can be issued:

- Certificate I
- Certificate II
- Certificate III
- Certificate IV
- Diploma
- Advanced Diploma
- Vocational Graduate Certificate
- Vocational Graduate Diploma

Each qualification is made up of a number of "Units of Competency". When competency is achieved (by assessment) in the required number of units, a full qualification can be issued.

When competency has been achieved (by assessment) in only one or a number of units of competency, a Statement of Attainment for those units is issued.

Full Qualifications and Statements of Attainment are both offered by Vital Training Solutions depending on your training goals and needs.

Competency Based Training & Assessment

Students who are enrolled in training which leads to either a full Qualification or a Statement of Attainment are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that you can perform the required skills and knowledge outlined in each Unit of Competency.

Assessments you will be expected to complete may include:

- Written Assessments (multiple choice, written answers, etc)
- Oral Assessment (verbal questioning)
- Practical Demonstration
- Completion of Projects / Case Studies and / or similar activities
- Development of a Portfolio of Work Samples
- Third Party Reports (from previous or current employers)

Competency based assessment does not have a marking scale and therefore, you will receive only one of two outcomes:

1. **Competent (C):** meaning the learner has demonstrated the standard required; and
2. **Not Yet Competent (NYC):** meaning the learner must undergo further study to meet the required standard.

Non-Accredited Training

Training companies, both registered and non-registered, can offer non-accredited training which means assessment of competency does not take place at the end of the training session, and a Qualification or Statement of Attainment is not issued. A Certificate of Completion is usually offered with non-accredited training.

What Courses Do We Offer?

The following courses are offered by Vital Training Solutions (please see individual course outline for more information on each course)...

Full Qualifications:

FNS30304 Certificate III in Financial Services (Accounts Clerical)

FNS40207 Certificate IV in Financial Services (Bookkeeping)

Units of Competency (Statement of Attainment):

BSBFIA301A Maintain Financial Records (manual bookkeeping)

BSBFIA302A Process Payroll

BSBFIA401A Prepare Financial Reports

FNSACCT407B Set Up and Operate Computerised Accounting System (MYOB)*

*Above unit has a pre-requisite unit

Non-Accredited Training:

MYOB – Essentials

MYOB – Advanced

MYOB – Payroll Management

Enrolment

All students are required to complete an enrolment form prior to course commencement, either on-line or in the form of a hard copy enrolment for classroom, workplace and distance education courses.

Enrolments are processed within seven (7) days of being received by Vital Training Solutions and your tentative place in the course will be confirmed by way of a confirmation letter.

If you are not applying for RPL or Credit Transfer, an invoice will be generated and sent to you with your confirmation letter and must be paid in full to secure your place in the course. Alternatively, if you will be using our Direct Debit system, a \$500 deposit is payable to secure your place in the course. Your place in the course is not secure until payment is received.

If you are applying for RPL or Credit Transfer, you will be contacted by one of our staff to discuss the process and how it relates to you.

Recognition of Prior Learning (RPL)

Vital Training Solutions recognizes and acknowledges that current skills and knowledge can be gained in a number of ways, including formal and informal training, previous work experience (both paid and voluntary) as well as general life experience.

If you feel that you have already gained a required competency, please complete the RPL portion on your enrolment form so that we can incorporate this into your training plan.

Strict guidelines apply to the RPL process and you will need to provide evidence of your skills and knowledge. Examples of evidence may include:

- portfolio of work samples
- third party reports (from current or previous employers / supervisors)
- letters of employment / references from current or previous employers / supervisors
- detailed resume or work history including position descriptions
- copies of certificates / statements of attainment from previous studies

Evidence must be verified by Vital Training Solutions to be true and correct as well as to ensure it meets the necessary competencies / learning outcomes for each Unit of Competency. Any gaps identified may be filled with assessment tasks / projects, however, this is not possible in all cases and further study may be required.

In some cases, you may not have documentary evidence to support some of your RPL application. Please do not let this deter you from applying as our Assessors will work with you during this process.

In addition to providing documentary evidence to support your RPL application, there are a number of other ways to assess your competence, including:

- Skills Assessment Meeting (in person or by telephone) with our Assessor
- Practical Demonstration of your Skills
- Assessment for Gap Training
- Assessment Only Pathway

If you would like to know more about our RPL processes, please contact one of our Assessors on 1300 78 555 0.

Please note, RPL is not applicable to Non-Accredited Training.

Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through another RTO. Credit transfer can be granted for one or more units or for a full qualification.

Rules apply to credit transfer including how current the qualification is, mapping to the current unit of competency and it must have been undertaken with an RTO.

If you feel that you are entitled to a credit transfer, please complete this section on your enrolment form so that we can incorporate this into your training plan.

Original Qualifications or Statements of Attainment issued by the RTO must be provided to Vital Training Solutions so that a copy may be taken.

Support Services

Vital Training Solutions is dedicated to ensuring that all students have every reasonable opportunity to complete their training program.

On our enrolment form, we ask questions that can help us assess your individual learning style and needs so that we can incorporate this into your training plan. We can also provide you with career advice as well as course information and support.

Should you require further support, ie. disability support, counselling, language, literacy, numeracy, etc, we can help identify other service providers who may be able to assist you. Please note, however, such services may attract an additional fee from the service provider.

If you are having any difficulties with your learning and assessment at any time throughout your studies, one to one assistance with your Trainer will be provided.

Also, throughout your training, should you require additional computer time, our classroom is available from 3.00 pm to 5.00 pm each afternoon.

Refund Policy

All fees will be refunded in full should a course be cancelled by Vital Training Solutions.

Should you decide, for any reason whatsoever, to withdraw from a course, you must notify Vital Training Solutions in writing at least 7 days **prior** to course commencement. A refund of all fees paid will be given less an administration fee of \$150. If 7 days notice, in writing, is not provided, all fees are non-refundable (refunds will be considered under exceptional circumstances such as long term illness).

Please ensure that you are willing and able to participate in the nominated course prior to enrolment. Refunds will not be given to any student who fails to commence their course, or withdraws from a course once it has commenced.

Issuing Qualifications

Certificates for all Qualifications and Statements of Attainment will be issued within 14 days of the course completion in accordance with the requirements of the AQTF 2007.

Should you require a replacement Certificate, please contact our office during business hours on 1300 78 555 0 or email info@vitaltrainingsolutions.com.au. A \$15 replacement fee will apply.

Access to Student Records

Students who wish to access their own records may do so by organising a suitable time with their trainer.

Change of Personal Details

It is your responsibility to ensure your personal details are up to date with Vital Training Solutions. Therefore, should there be a change in your details, please contact us to request a "Change in Personal Details" form from your Trainer.

Privacy

Vital Training Solutions collects personal information solely for the purpose of operating as an RTO under the AQTF 2007, administered in NSW by VETAB.

The requirements of VETAB may mean the release of your personal information for the purposes of audit, statistical data, state and national reporting, measurement and evaluation.

Audits are conducted on a regular basis to ensure RTOs meet the national standards and offer quality training to students. This involves the review of the RTOs policies, procedures, record keeping as well as training and assessment materials and practices.

On occasion, an auditor may contact past and / or present students to conduct an interview to confirm the RTO is complying with its obligations and providing quality service that also meets the needs of its clients, that is, you.

Complaints

Should you have a complaint about any part of our services whilst studying with Vital Training Solutions, we encourage you to complete a Complaints form (a copy can be downloaded from our website or obtained from your Trainer) and submit this form to your Trainer or post it to PO Box 565, Kings Langley, NSW 2147, as soon as possible.

All complaints are taken very seriously and will be handled within 48 hours of receipt.

A meeting will be organised with your Trainer to try and resolve the matter that is mutually beneficial to all parties. You may be accompanied by a representative, if desired, at any stage throughout this process.

Should you feel that your complaint has not been resolved appropriately, an independent third can be requested by either party to assist with the resolution. Third parties may include, but are not limited to, relevant training representatives, legal representatives, Department of Fair Trading, Industry Skills Councils, etc.

All complaints will be documented by Vital Training Solutions and outcomes of complaints will be provided to students in writing.

Appeals

Should you wish to appeal an assessment result whilst studying with Vital Training Solutions, we encourage you to complete an Appeals form (a copy can be downloaded from our website or obtained from your Trainer) and submit this form to your Trainer or post it to PO Box 565, Kings Langley, NSW, 2147, as soon as possible.

All appeals against assessment results are taken very seriously and will be handled within 48 hours of receipt.

You will be offered the opportunity to re-sit the assessment (up to 2 times) without any additional fees or charges at a mutually agreed time.

You have two (2) weeks in which to lodge an appeal against a result.

Should you feel that your appeal was not handled appropriately, an independent third can be requested by either party to assist with the resolution. Third parties may include, but are not limited to, relevant training representatives, legal representatives, Industry Skills Councils, VETAB, etc.

All appeals will be documented by Vital Training Solutions and outcomes of appeals will be provided to students in writing.

Student Rights & Responsibilities

Vital Training Solutions will ensure that **students have the right to:**

- receive training of a high standard that recognises individual learning styles & needs;
- all services offered by Vital Training Solutions regardless of race, colour, educational background, gender, marital status, age, sexual preference, pregnancy, physical or intellectual impairment or religious beliefs;
- have their experience, knowledge and prior learning appropriately recognised through Recognition of Prior Learning to determine any training / assessment requirements;
- learn in an environment that is safe, clean and free of all forms of harassment and discrimination;
- be treated with respect and fairness;
- be advised of the learning outcomes as well as assessment tasks for the course chosen prior to its commencement;
- appeal the results of an assessment;
- efficient handling of all administrative matters, ie. enrolments, processing of fees, etc;
- confidentiality, privacy and security of their records.

Students of Vital Training Solutions **are responsible for:**

- reading the Student Handbook and ensuring that it is understood;
- accepting the conditions of enrolment for the courses they undertake;
- providing accurate information at time of enrolment and to advise of any changes;
- paying of all fees and charges associated with their course;
- providing their own course material when required;
- abiding by copyright and plagiarism laws and legislation;
- recognising the rights of other students as well as staff and behaving in an appropriate manner towards them;
- regular attendance of class and being punctual
- completion of training and assessment activities within agreed timeframes;
- reporting any injuries or incidents of harassment or discrimination immediately to Vital Training Solutions staff;
- respecting the property of Vital Training Solutions as well as property of other students;
- seeking clarification of student rights and responsibilities when in doubt.

Evaluations

Your feedback is one of the most important pieces of information to Vital Training Solutions. Without it, we don't know if we are doing a great job, nor can we make improvements based on your feedback.

This is why we give you an evaluation form to complete every step of the way, from pre-enrolment, enrolment, throughout your training and at the conclusion of your training.

We ask that you take each evaluation very seriously and to provide honest feedback.

We also encourage you to come to us at any time with any comments or suggestions.

Legislative Requirements

Vital Training Solutions will meet all legislative requirements of State and Federal Government. This includes, but is not limited to:

- Vocational and Education Training Act 2005
- Occupational Health and Safety Act 2000
- NSW Anti-Discrimination Act 1977
- Privacy Act 1988
- Fair Trading Act 1987
- Industrial Relations Act 1996
- Copyright Act 1879

Want to know more?

If you have any further questions, please feel free to contact our office during business hours on 1300 785 550.

Alternative, send an email to tammy@vitaltrainingsolutions.com.au

Student Acknowledgement

I, _____, acknowledge that I have received and read a copy of the Vital Training Solutions 2010 Student Handbook.

I understand that if there is any part of the Student Handbook that I do not understand, it is my responsibility to seek clarification from the staff at Vital Training Solutions Pty Ltd.

By signing below, I accept the terms and conditions as outlined throughout the Student Handbook.

Signed: _____

Print Name: _____

Date: _____

Vital Training Solutions Pty Ltd

Suite 1.07 | Building T2A
Nirimba Education Precinct
Eastern Road
Quakers Hill NSW 2763

Ph: 1300 785 550 | Fax: 02 8580 4750

Email: tammy@vital.edu.au

