



AAA TRAINING SPECIALIST

Participant Handbook

AAA Training Specialist

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Reviewed: M. Hall, 20 March 2011
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Next Review: 1 September 2011
Authorised by: R. Purcell
Version No: 1.4

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AAA Training Specialist

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Next Review: 1 September 2011
Authorised by: R. Purcell
Version No: 1.4

Welcome

Welcome to AAA Training Specialist.

Congratulations on continuing your education and choosing our successful training courses, seminars and workshops. We are committed to providing you with a quality learning experience and helping you to successfully complete your studies.

This handbook is designed to help you understand the policies that AAA Training Specialist follows in ensuring that you receive quality training.

Additional information about our range of courses and services can also be found at our web site: www.ownerbuildertrainingcourse.com.au

Of course if you have any queries, you can also contact us on:

Phone: (02) 9687 9228

Fax: (02) 9689 2229

Email: info@ownerbuildertrainingcourse.com.au

About AAA Training Specialist

AAA Training Specialist is a Registered Training Organisation (RTO Provider Number _____) that delivers nationally recognised Vocational Education and Training (VET). AAA Training Specialist operation as a Registered Training Organisation conforms to the Vocational Education and Training Act 2005 and the Australian Quality Training Framework (AQTF) as required by the registering body, the NSW Vocational Education and Training Accreditation Board (VETAB).

AAA Training Specialist employs experienced professionals and is committed to providing quality training and assessment services. The delivery of these services is via innovative methods making use of our cutting edge web-based technologies, as well as professionally delivered face to face training.

The accredited training and assessment offered by AAA Training Specialist currently focuses on the Course in Owner Builder Compliance (NTIS code 91509NSW), consisting of five modules and the following competencies:

Module 1: Preparing to be an Owner Builder

Unit of competency: OBPERSW001 – Prepare to be an Owner Builder

Module 2: Occupational Health and Safety

Unit of competency: CPCCOHS2001A – Apply OHS Requirements, Policies and Procedures in the Construction Industry

Module 3: Drawings, Estimating and Cash flow

Units of competency: CPCCCM2001A – Read and Interpret Plans and Specifications

CPCCCM1001A - Undertake Basic Estimating and Costing

Module 4: Administer Contracts

Unit of competency: OBPENSW002 - Administer Contracts

Module 5: Managing the Work

Unit of competency: CPCCCM1003A - Plan and Organise Work

CPCCCM1004A - Conduct Workplace Communication

In conjunction with the above course AAA Training Specialist also offer a course in White Card Compliance (NTIS code CPCCOHS1001A).

Code of Practice

AAA Training Specialist, in accordance with the ethical provision of education and training services commits to:

Act at all times with honesty, integrity and responsibility and in the spirit of good faith and fair dealing with our clients, colleagues and industry.

Provide accurate and relevant information at all times.

Ensure the provision of an inclusive learning environment conducive to the achievement of competency and appropriate to the learning needs of the individual participant.

Ensure all trainers and assessors are suitably qualified, and sensitive to the participants needs (i.e. culture, literacy and industry needs).

Provide quality training and assessment and strive for continuous improvement.

Monitor, assess and securely maintain the participant's education records specifically related to the individuals progress and course attendance.

Ensure the health and safety of our employees and participants of training programs is our highest priority.

Access & Equity

AAA Training Specialist is committed to providing you with high quality programs and services designed to meet your needs.

We will supply accurate information so that you can make an informed decision about the appropriateness of the course being offered.

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AAA Training Specialist will provide programs relevant to and in line with industry needs, and ensure that trainers are kept up to date with industry standards and regulations.

Support is available through AAA Training Specialist, and includes interpreters, tutors, mentors etc. Every effort will be made to accommodate people from disadvantaged groups, however where we are unable to assist we will endeavour to refer you to an alternative Registered Training Organisation who can meet your needs. For any special requirements and or further information, please contact us on (02) 9687 9228.

Legislation

AAA Training Specialist acknowledges & complies with all relevant State or Territory laws, Commonwealth or State / Territory legislation relating to its business operations including occupation health and safety; workplace harassment; anti-discrimination, including equal opportunity, racial vilification, disability discrimination and privacy. In particular AAA Training Specialist operation as a Registered Training Organisation conforms to the Home Building Act 1989, and the Vocational Education and Training Act 2005. The detail of each applicable Act below can be found at: <http://www.austlii.edu.au/>

- Anti-Discrimination Act 1977 & Regulation 1990
- Sex Discrimination Act 1984
- Racial Discrimination Act 1975
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Act 1992
- Home Building Act 1989
- Vocational Education and Training Act 2005
- Privacy Act 1988 (Cth)

Prerequisites

Pre-requisite information for all AAA Training Specialist courses can be found on the relevant course brochure and our web site.

For the Owner Builder Compliance course, NSW Fair Trading has mandated that all participants must have completed the WorkCover Construction Induction Card as a prerequisite for the Course. Source:

http://www.fairtrading.nsw.gov.au/Tenants_and_home_owners/Home_building_and_renovating/Becoming_an_owner_builder/Owner_builder_approved_education_course.html#Course_content

Suggested Entry Competencies

For the Construction Induction course participants need a functional level of Language, Literacy and Numeracy which allows them to participate in the learning activities and complete the final assessment, which can be through the use of an interpreter or scribe if required.

For some accredited courses, including the Owner Builder Compliance course, the minimum level of education (Language, Literacy & Numeracy (LLN) recommended is school certificate level (Year 10) or equivalent.

Course material and assessment tasks for the Owner Builder Course are written in English and participants are required to submit assessments in English. Participants will also need to be able to:

- Select and apply procedures and strategies needed to perform a range of tasks after reading appropriate texts.
- Read procedural texts to remedy a known problem.
- Interpret information gained from tables, charts, plans and other graphic information.
- Write and issue clear sequenced instructions for a routine task.
- Follow existing guidelines for the collection, analysis and organisation of information.
- Perform arithmetic calculations on a calculator given numerical information and relevant formulae.

If a participant has difficulty in understanding the course material they are advised to contact AAA Training Specialist for support services.

If assistance is required, AAA Training Specialist will discuss the most appropriate action with the participant to ensure the opportunity to complete the qualification is given.

Recognition of Prior Learning

What is Recognition of Prior Learning (RPL)?

RPL is the acknowledgement of skills and knowledge obtained through learning achieved outside the formal education and training system and includes work and life experience including paid and volunteer work and skills attained in leisure activities.

RPL recognises any prior knowledge and experience and measures it against the qualification in which participants are enrolled. The individual may not need to complete all of a training program if he or she already possesses some of the competencies taught in the program.

RPL is an evidence based process, and therefore if you apply for RPL you will be required to submit evidence of your current competence in the units you are applying for.

Exemption: There are alternative qualifications that are accepted by the Office of Fair Trading for the purposes of obtaining an Owner Builder Permit. As per the Fair Trading guidelines, the qualifications below are approved for the purpose of meeting the educational requirements for an owner-builder permit are:

- Currently hold or have ever held any of the approved qualifications for a general building work licence or qualified supervisor certificate
- Currently hold or have ever held a NSW general building work contractor licence that is not limited in the scope of work.
- currently hold or have ever held a NSW trade category of building licence or certificate (for proposed work in that trade only)
- Currently hold or have ever held a NSW qualified supervisor certificate in the category of general building work that is not limited in the scope of work.
- accreditation as an accredited building certifier
- Employment as a council building inspector/surveyor/consultant.

In order to have any of the above recognised (and therefore be exempt from participating in

the Owner Builder Course) participants should provide all relevant documentation with permit application and fee to their nearest Fair Trading Centre.

Direct Credit. *AAA Training Specialist will recognise all AQTF Statements of Attainments and Certificates issued by other Registered Training Organisations.* Any participant that can provide an original or certified true copy of a Statement of Attainment for one or more units of competence contained within the Course in Owner Builder Compliance from an RTO will have that recognised immediately and not need to compete that unit of competence through AAA Training. Certificates that have no standing under the AQF however (such as those previously provided for Owner Builder Courses that were non-accredited courses) cannot be accepted for direct credit; however they may be considered as a form of evidence for RPL.

AAA Training Specialist advises however that in cases where a module integrates more than one unit of competence, and assessment tasks are mandated by Fair Trading, it may not be possible to exempt participants from parts of a module if they have direct credit for only one unit.

RPL Considerations within the Course in Owner Builder Compliance course.

A consideration for the RPL process for the Owner Builder Compliance Course is that the modules of the course have been designated by Fair Trading, and as such Module 3 – Drawing, estimating & cash flow contains two UOCs: CPCCCM2001A Read and interpret plans and specifications and CPCCCM1001A Undertake basic estimation and costing, as does Module 5 Managing the Work, containing: CPCCCM1003A Plan and organise work and CPCCCM1004A Conduct workplace communication. In effect, these assessment of these UOCs is integrated within the modules and therefore completion of the entire module of the course will be required if an RPL application only satisfies one of the UOCs within a module that has two UOC. Alternatively, depending on the unit and the amount of evidence provided in the RPL submission, an assessor may be able to prescribe a challenge test or assessment to satisfy a specific UOC, however this is unlikely to save the candidate a significant amount of time.

AAA Training Specialists also reserve the right to require participants applying for RPL to undertake prescribed assessment tasks (knowledge quizzes) that go beyond the requirements of the Units of Competence, if it has been deemed by Fair Trading that such quizzes are compulsory before awarding the qualification and applying for an Owner-builder permit. RPL applicants will be notified of these requirements when they apply for RPL.

Process for submitting and reviewing an RPL Application

If you believe that you have skills or experience to be recognised, you should submit the form below: REQUEST FOR RECOGNITION OF PRIOR LEARNING.

Every RPL application will undergo an initial desktop review by a qualified assessor. During this review, assessors must be satisfied that the evidence presented fulfils the Rules of Evidence, namely that the evidence provided has the following characteristics:

- Validity – it must cover all requirements of the unit of competency
- Sufficiency – applicant has sufficient evidence to demonstrate competency
- Currency – evidence must be reasonably recent, as a general guideline less than two years old
- Authenticity – asked to verify that the evidence presented as own work
- Relevance – evidence must be applicable to the qualification.

Following this desktop review one of the following outcomes will occur:

1. The assessor may deem that the evidence provided does not satisfy the Rules of Evidence and you will be advised that unless they can provide additional evidence, you will need to enrol in the entire course.
2. The assessor may request that you attend an interview, or supply some additional evidence in order to be deemed competent in some or all units.
3. The assessor may deem you competent in some of the units of the course, and/or some elements within some of the units. In order to address the skills gap identified, a tailored learning and assessment program will be recommended. These tailored programs may include participation in some of the modules in full, or carrying out of specific assessment tasks, or Challenge Tests.
4. The assessor may deem you competent for the qualification based on the evidence provided.

Evidence for your RPL application can include:

- Qualifications.
- Certificates of training courses undertaken.
- Work history detailing job roles, responsibilities and duties.
- Previous achievements and or awards.
- References.
- Any other evidence you think is relevant.

All documents submitted for recognition must be original or certified (signature of solicitor or Justice of the Peace). AAA Training Specialist trainers or consultants, will undertake the assessment of all applications for recognition. This process may take up to ten working days and we will inform you of the outcome in writing.

Cost of RPL:

Initial consultation with the Customer Service Manager is free. An administration fee will be charged for assessing your application. This fee will vary according to the qualification being sought through RPL. This administration fee will not exceed the full course cost.

If you have any questions regarding RPL eligibility please contact AAA Training Specialist on (02) 9687 9228

REQUEST FOR RECOGNITION OF PRIOR LEARNING

Name of Qualification you wish to apply for _____

Participants
Name _____

Participants
Address _____

_____ Post Code _____

Telephone _____ Facsimile _____

Mobile _____ Email _____

Company Name _____

Job Title _____

Duties _____

List of Evidence provided: (attach a separate list if required)

1. _____

2. _____

3. _____

4. _____

Participant Signature

Date: _____

.....

(Office Use Only)

Name of Assessor _____
Date of RPL Interview _____
Participant Notified _____ Date _____ Means _____
Date of RPL Assessment _____
Participant Notified _____ Date _____ Means _____
Assessment Completed Date _____
Participant Notified _____ Date _____ Means _____
Signature of Assessor _____ Date _____

Registration

All courses advertised by AAA Training Specialist will clearly state the course name and any pre-requisites or selection criteria for registration. Where there are conditions of enrolment or pre-requisites applied to a course(s), these shall be clearly stated.

To enrol, please complete a course registration form and send it to us by mail, fax or email. To ensure a place, payment must be received at least 15 days prior to the course start date (for face to face courses). For online courses, the registration process will be online with upfront payment.

We will send confirmation of enrolment into a course or seminar within five (5) working days, or immediately in the case of online training.

Fees

Course fees need to be paid prior to the commencement of the course. To ensure a place in face to face courses payment must be received at least 15 days prior to the course start date.

Course fees will be specified in our course brochures and website, and are subject to change. AAA Training Specialist will honour any AAA Training Specialist marketing or promotional material that is current and relevant to a specific course or service.

Should a participant be eligible for a refund it will be paid in accordance with the terms set out in the refund policy.

Refund Policy

A receipt will be issued for fees paid. All fees paid in advance will be held during the course and made available should a refund be required.

All requests for cancellations or transfers must be made in writing to AAA Training Specialist prior to commencement of the course.

AAA Training Specialist reserves the right to cancel a course or if there are inadequate numbers of attendees. You will be informed in writing no later than five (5) working days prior to the commencement of the course or seminar if it is to be cancelled. We will make all reasonable attempts to find you an alternative date. Course fees can be refunded or transferred to another course in this case.

AAA Training Specialist will consider a full/part refund or transfer where a participant meets with a serious misadventure and cannot continue their enrolment.

Refunds cannot be issued for change of mind, non attendance or not finishing a course.

Participant Support

Where a participant has difficulties with language, literacy and numeracy (LLN), an oral assessment, interpreter and or a scribe may be required.

All oral assessments, interpreters and scribes must be independent from the participant (e.g. external interpreter) and the cost will be the responsibility of the participant.

For further information please contact AAA Training Specialist on (02) 9687 9228.

AAA Training Specialist takes it's responsibility as a training organisation seriously and is aware at times participants may have problems that develop during the program. We are committed to providing participants with access to:

Guidance and support related to training and education
Information relating to relevant support agencies

AAA Training Specialist Facilitators/Assessors observe and monitor participant progression throughout the duration of training to identify any needs for additional learning support. If the required support extends beyond AAA Training Specialist's capabilities, we will provide information on relevant organisation/s that supply the required support services.

Participant's Conduct – Applicable to Face to Face Training

Participants are required to conduct themselves in an appropriate manner.

Attendance

Please attend all scheduled training sessions and be on time for all classes to fulfil assessment requirements.

Behaviour

Certain types of behaviour will not be tolerated. You may not discriminate against any person because of their race, gender, sexual preference, background or religion.

You are required to be considerate of your trainers, fellow students, colleagues and other persons with whom you come in contact. You will endeavour to participate and contribute to all group work.

Presentation

A well groomed appearance appropriate to the workplace is expected.

Alcohol and Stimulants

No alcohol, non prescribed stimulants or drugs of any kind to be consumed throughout the

program and you may not attend the program if under the influence of alcohol or non prescribed stimulants.

Originality of work

All work is to be your own.

Mobile phones

Please switch off your mobile phone during training sessions. If you need to have your phone active, please inform your facilitator prior to commencement of the class and switch it to silent/vibrate mode.

Cleanliness

Please ensure your class areas are left clean and tidy and any rubbish is placed in the bins provided.

Smoking

Smoking is not allowed in any AAA Training Specialist premises.

Disciplinary Procedure

AAA Training Specialist attempts to provide training in a professional and co-operative manner.

If a trainer or staff member is unhappy with the behaviour or performance of a participant, the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask the participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a participant wishes to express a complaint in relation to disciplinary action taken, they have the opportunity to follow our complaints procedure.

Any breach of our disciplinary standards will be discussed with the trainer and AAA Training Specialist's General Manager and appropriate action will be taken.

Distance Learning

Some accredited courses offered by AAA Training Specialist can be completed by Distance Learning (correspondence).

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Authorised by: R. Purcell
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Participants registering to do courses by Distance Learning must complete a registration form and forward it with payment to the AAA Training Specialist training department. Course material will be sent within seven (7) working days of receiving the registration and payment.

All Distance Learning participants will be issued with a tutor who will contact them once course information has been received. Distance Education participants can contact their tutor for further help and or reassurance at appropriate times discussed and agreed to by the two parties. Alternatively participants may also contact the training department for additional information.

Courses by Distance learning must be completed within 1 year of enrolment.

For assessment information, please refer to 'Assessments' on page 12 of this Participants Handbook.

Trainers & Assessors

AAA Training Specialist abides by the requirements of the Australian Quality Training Framework (AQTF). All AAA Training Specialist trainers and assessors:

Have a Certificate IV in Assessment and Workplace Training (BSZ40198) or Certificate IV in Training and Assessment (TAA40104) or equivalent qualification.

- Have extensive training and assessment experience.
- Are qualified in their discipline.
- Have a history of working in industry.
- Have participated in a staff induction giving them a sound understanding of the complete curriculum and all training services policy & procedures.
- Are supervised by a course coordinator.

Assessments

There are assessments for all accredited courses. These assessments are to be completed within the set time frames and according to the stated course criteria. If an extension is required, all requests are to be in writing and to be received by the training department before the due date. The maximum extension for all assessments is two (2) weeks.

If you are having difficulties completing any program, please contact us on (02) 9687 9228 or contact your facilitator.

Participants have the right to view any documentation relating to their records i.e. results etc. All participants' results will be kept for a period of 30 years as required under the AQTF. A written request is required by participants to view such documentation. All requests to be

marked attention of the General Manager.

AAA Training Specialist has a formal appeals process available to all course and seminar participants and ensures that all assessments and appeals are conducted with integrity and confidentiality.

Assessment Extension Request Form

Full Name: _____

Address: _____

_____ Post Code: _____

Tel: _____

Fax: _____ Mobile: _____

Email: _____

Qualification completing: _____

Module name requesting extension for: _____

Assessment type: _____

Date assessment is due: _____ Extension time requesting (max 2 weeks): _____

Proposed new assessment due date: _____

Reason for Extension:

Participants Signature: _____

Date: _____

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Received by: _____

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Date received: _____

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Appeals

All participants have the right to appeal any decision made if:

- You believe that the assessment is invalid.
- You feel that the process was invalid, inappropriate or unfair.

Before making an appeal, please discuss the matter with us within seven (7) days from notification of competence, in an attempt to reach a decision. You are then able to lodge a formal appeal if you are still unhappy. This must be done within seven (7) days of the initial discussion, on the Assessment Appeals Form.

Once a formal appeal is lodged, we will appoint another assessor in an attempt to resolve the issue. Any decision recommended by this party is not binding to either party in the dispute. If you are still not satisfied, another registered provider in the same curriculum area will be appointed to arbitrate and reassess you if necessary. If no satisfactory solution is reached you can appeal to VETAB.

You have the right to a "support person" to be involved at all times during the process.

AAA Training Specialist Assessment Appeal Application Form

Name of Participant _____

Name of Course/ Qualification _____

Address _____

Tel _____ Fax _____

Mobile _____ Email _____

Name of Assessor _____

Date of Assessment _____

Units under Appeal

Reason for Appeal (attach if more space needed)

Have you read the information on the Appeal Process in Participants Handbook? YES
NO

Have you discussed the appeal with the AAA Training Specialist staff?
YES NO

Do you wish to have a 'support person' with you at future meetings?
YES NO

Signed _____ Date _____

Please forward this form to:

AAA Training Specialist c/- General Manager

Office use

Date Received:
Signed:

By Whom:

AAA Training Specialist

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Complaints & Grievance

You are encouraged to raise concerns directly with your trainer. This enables your concerns to be dealt with promptly. In cases where you are uncomfortable with raising a matter with your trainer please contact AAA Training Specialist management on (02) 9687 9228.

All complaints are taken seriously and in confidence. All complainants will be forwarded an "Initial Complaints Form". Please send all forms to the AAA Training Specialist office.

Complainants will be notified (in writing) of action to be taken.

In the event that a participant is unsatisfied with the outcome provided by the training department, you are encouraged to contact the NSW Vocational Education & Training Accreditation Board.

Initial Complaints Form

Full Name: _____

Address: _____

_____ Post Code: _____

Tel: _____

Fax: _____ Mobile: _____

Email: _____

Course Date(s): _____

Facilitators Name: _____

Complaint Details:
(attach more if required)

Signature: _____ Date: _____

Please forward this completed form to: -

AAA Training Specialist General Manager
Regina Purcell
Phone: (02) 9687 9228
Fax: (02) 9689 2229
Email: rpurcell@ownerbuildertrainingcourse.com.au

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Received by: _____ Date received: _____

Signature: _____

Certificates

The AAA Training Specialist Training Department will prepare and forward all certificates / statement of attainments to successful participants.

Re-issue of an awarded certificate / statement of attainment can be made following a written request outlining course, seminar or workshop details. Participants will be charged a reasonable administration fee (\$25 + GST) for the re-issue of the award.

Participant Records

Records of assessments and competencies are kept in confidence and stored electronically. Electronic records are backed up daily.

All participants' records will be kept by AAA Training Specialist for a period of no less than 30 years.

At any time participants are invited to view their personal records. A written request is required by the participant to view records and a minimum of ten (10) working days should be allowed. There may be a cost involved in accessing your records once your course has been completed.

If it is not possible to attend in person and provide photographic identification and proof of address, then a written request for records must be accompanied by a certified true copy of a current drivers licence. If the address supplied does not match the address held on the AAA Training Specialist student records database, then date of birth must also be supplied.

Participants can give authorisation in writing for others to view their records. An "Authority to Release Information" form can be obtained from the AAA Training Specialist website.

Please note that where training has been organised and paid for by your employer, a summary of your results will be provided to them on request.

Privacy

AAA Training Specialist takes its obligations under the Privacy Act seriously and has taken all reasonable steps in order to comply with the current commonwealth privacy legislation and protect the privacy of any personal information that we hold.

Information gathered by AAA Training Specialist will only be utilised for the purpose of delivering training services, and Australian Quality Training Framework (AQTF) compliance requirements.

A detailed copy of our privacy policy can be found on the AAA Training Specialist web site.

Participants Feedback / Continuous Improvement

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Feedback from AAA Training Specialist training participants is essential to ensure the best possible quality of training outcomes is maintained.

While informal feedback and correspondence are welcome at any time, formal feedback will be requested from all participants at the conclusion of all training programs. Feedback forms can be completed anonymously.

Feedback forms will be reviewed at the conclusion of each course or seminar and checked by the General Manager for any indication of non compliance with AAA Training Specialist's training policy or any other systemic quality issues. The General Manager or delegate will then facilitate corrective action as required. Copies of the feedback forms will be maintained on each individual course or seminar file.

AAA Training Specialist also reports on the required Quality Indicators to the registration agency, VETAB.

Emergency procedures

All emergency procedures are reviewed at the beginning of each training session by your trainer. In an emergency, you are expected to follow the directions of your trainer or AAA Training Specialist staff member.

Occupational Health & Safety (OH & S)

All AAA Training Specialist personnel, visitors to the AAA Training Specialist premises and alternative venue managers and their delegates are required to ensure that the OH&S principles are effectively implemented in their areas of control.

Each person is responsible for taking all practical measures to ensure that the work place under their control minimises risks to the health and safety of others. This includes the behaviour of all persons in the workplace.

Once a risk has been identified, the training manager / venue manager will ensure prompt rectification of the risk.

Participants and/or visitors must notify the facilitator or AAA Training Specialist staff immediately upon discovery of any unsafe or unhealthy condition or the existence of inappropriate behaviour.

Parking & Catering

AAA Training Specialist will notify course participants of parking locations in the confirmation

letter. Directions to training course locations and your nearest parking station will be provided for your convenience.

Tea and coffee is provided for all face to face courses. Course information will specify if lunch catering is included with your chosen full day public course.

Your Contacts at AAA Training Specialist

Your course trainer: _____
(Add your facilitator's name and contact details in the space above)

General Manager
Regina Purcell
Phone: (02) 9687 9228
Fax: (02) 9689 2229
Email: rpurcell@ownerbuildertrainingcourse.com.au

AAA Training Specialist Participants Sign Off Sheet

I have read and understand the contents of the AAA Training Specialist Participants Handbook.

Name:

Signature:

Date

The Participants Sign Off Sheet will be collected by your facilitator at orientation / first training session.

For online training, you will be asked to acknowledge that you have read and understood this document prior to enrolment.

If you have any queries regarding this sign off sheet or information provided to you in this Handbook, please do not hesitate to contact AAA Training Specialist on (02) 9687 9228.

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