

Information for Participants

Welcome to your course.

OCTEC Incorporated and partner organisations are proud to offer excellence in the delivery of quality training and employment related services. OCTEC Training Services has three training units that specialise in specific industries

Community Services
Health and Safety Services
StateWide Industry Training

OCTEC is a training organisation registered in New South Wales by the Vocational Education Training and Accreditation Board (VETAB). OCTEC is responsible for ensuring the quality of your training, providing a statement of attainment or certificate and maintaining records relating to achievement of competence.

The aim of the training is for you to achieve a qualification that is recognised anywhere in Australia. The unit or units that you will study fit within the Australian Qualification Framework.

Your training requires the successful completion of a unit or units of study, which is achieved when you have been assessed as having met set competency standards.

Courses Offered

OCTEC Training Services offers a large range of courses. They are designed for people entering an industry, for those already employed and also for supervisors. OCTEC courses reflect a long history of practical training experience, resource development, well-developed learning strategies and flexible delivery methodologies. They are designed to help ensure your individual and organisational success.

For more information see the OCTEC Course List, go to our website at www.octec.org.au or telephone the Training Services Administration Officer on (02) 6362 7973.

See the Course Information Sheet for a description of course content and vocational outcomes for each course offered by OCTEC and partner organisations.

Structure of Courses Offered

You may elect to enrol in a full qualification or an individual unit of competence. Courses are developed with industry consultation and will be recognised by industry. The successful completion of your course may allow for further study in your chosen field.

There are sometimes different ways to undertake the courses, eg on-the-job or classroom based study. You should discuss options available to you with your trainer and assessor.

Participant Selection, Enrolment and Induction Procedures

OCTEC Incorporated makes available training and assessment services to all clients (and potential clients) regardless of race, gender, age, marital status, physical or intellectual

impairment, or sexual orientation. OCTEC complies with relevant anti-discrimination legislation and treats every participant fairly and without discrimination in the training environment and workplace.

Participant selection may involve a competitive process based on merit. On some occasions potential participants may be interviewed to ensure suitability for the course. Some courses may require evidence of previous study or past experience.

Every participant is required to complete an enrolment form for each course that they intend to undertake prior to any study. Also, where participants have special needs it is requested that they make this known as early as possible. For some courses a letter of application is required and referees need to be nominated.

At the time of enrolment each participant will be provided with an opportunity to provide evidence for Recognition of Prior Learning or Direct Credit Transfer (see page 4).

Induction to a course will be delivered at the start of each training course and will vary for different types of training, but will include at least:

- OH&S procedures
- An introduction to the qualification and the training framework
- The assessment process and requirements, including record keeping
- Participant responsibilities
- Any costs which may be incurred and
- Complaints procedures and the appeals process.

Participants will have timely access to current and accurate records of their participation and progress.

Legislation relating to your training

Your course material will contain specific up to date information for all legislation relevant to you training and specific industry. Ask you trainer or assessor where to locate the information at the commencement of your training

Access and Equity

The management and staff of OCTEC Training are responsible for ensuring access and equity for all participants in accordance with OCTEC's Training Services Code of Practice. This ensures all participants are treated equally and fairly and have equal access to participation in training. Selection of participants into courses is based on participants meeting course pre-requisites and entry requirements, course fee payment and on a first-in first-served basis.

Fees and Charges, including Refund Policy and Exemptions

OCTEC and its partner organisations offer a range of courses, some of which are government funded while others are provided on a fee-for-service basis. Please refer to the Course Information Sheet for further details.

Course costs will vary. For detailed course fees and a quotation, please contact OCTEC Training Services or partner organisations.

All course fees are payable in advance unless other arrangements have been made with OCTEC or its partner organisations. Bookings are not confirmed until payments or authorised purchase orders are received.

The standard course fee varies for full fee paying students. However, you may be exempt from this fee if the course is Government-funded. Alternatively, you may be able to use Government funding available to you personally if you are an unemployed job seeker or are returning to work, e.g. Job Seeker Account, Training Credits or Transition to Work funding.

If you need to pay the course fee, OCTEC will invoice you on commencement of the program or during the term of the program. Where you are unable to complete the program, you will be refunded on a prorata basis, ie. the refund will be based on the amount of training you have actually completed. Alternatively, with your agreement, OCTEC will create a training credit for the remainder of the course or to the value of the prorata refund, for use by you in a future OCTEC course. The refund or training credit will depend on you providing a valid reason for the withdrawal from the program.

Course Changes

Course dates, times, course content and fees are occasionally subject to change. Should the need for such changes occur, we make every effort to inform course participants prior to the commencement of training.

Where nationally recognised programs are changed in line with changes to competency standards, a transition phase is provided to allow existing participants to complete their qualifications. Qualified staff are available to discuss your options at a time suitable for you.

Course Materials

Each participant will receive a set of course materials, including handouts and reference materials.

Flexible Delivery

Flexible delivery means that a range of learning strategies is available in a variety of learning environments and/or scheduling. Training is adjusted to suit individual learning styles, interests and training needs, with the aim of enhancing accessibility to training.

Assessment

In accordance with the Australian Quality Training Framework, OCTEC's training and assessment processes are valid, reliable, flexible and fair. Judgements to determine competence will be made by examining evidence gathered from a range of sources, using a variety of assessment methods. Clear information about the assessment process and evidence requirements will be provided and participants will be encouraged to assist collecting evidence of their own competence. Assessment processes will provide for the recognition of competence no matter how, where or when it has been acquired.

Qualified Trainers/Assessors

A qualified Trainer/Assessor is a person who is recognised by OCTEC Training as meeting the national standards for assessment and delivery. A Trainer/Assessor is able to conduct assessment only in areas of work in which they have relevant vocational

competencies. They must also be competent in the training and assessment competencies to the national standards required.

Assessment Process

The assessment process for each unit of competency will combine the skills and knowledge being assessed in practical applications. It is the responsibility of the Trainer/Assessor to ensure that the Participant is given every opportunity to demonstrate that they can meet the required performance standards. The assessment process your Trainer/Assessor uses must conform to the following principles:

Validity

Valid assessment means that it actually assesses the competency it is meant to assess. A valid assessment of a particular unit will ensure that:

- Evidence is collected from activities and tasks that clearly relate to the Unit of Competency
- Evidence demonstrates that the performance criteria have been met
- Evidence is sufficient.

Reliability

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another assessor or by the same assessor or another occasion:

- Assessment practices should be monitored and reviewed to ensure that there is consistency in the interpretation of the evidence
- Assessors must be competent in the National Workplace Assessor Competency Standards.

Fairness

Assessment is fair if it does not disadvantage any applicant in relation to another:

- Assessment practices and methods must be equitable to all groups of applicants
- Assessment processes and criteria for determining performance must be made clear to all applicants seeking assessment
- Applicants must be provided with opportunity to challenge the assessment.

Flexibility

Flexible assessment remains valid, reliable and fair while dealing with:

- The way the competency was developed or acquired through a formal training course or through on-the-job experience
- Any disability that the applicant might have, e.g. hearing impairment or reading difficulties
- The equipment used to demonstrate competence, e.g. the familiarity of the equipment to the Participant
- Different periods over which the assessment might be done; eg. the need to apply the entire assessment at one time or parts of the assessment as a person learns. This would most likely result in the Participant being assessed in individual learning outcomes or the elements that make up the competency.

Recognition of Prior Learning

Mutual Recognition

Competencies achieved and detailed in Statements of Attainments or qualifications issued by other Registered Training Organisations will be recognised by OCTEC Training.

Recognition of Prior Learning is an evidentiary process that matches the outcomes participants have achieved through unrecognised learning and/or life/work experience against the outcomes of the specific competencies. Assessment is the process of collecting evidence and making judgements on a participant's achievement of the performance requirements set out in a competency standard

The Assessment Process

The Trainer/Assessor is responsible for determining the extent of RPL and applying the process. Participants should apply directly for RPL, and discuss with the Trainer/Assessor the best or most appropriate means of demonstrating competence.

For RPL and credit transfer of units completed at an earlier time a normal enrolment is required when you will receive detailed information relating to the process of Credit Transfer and RPL including the RPL Application Form (Form 19).

Confidentiality Policy

Participants can be assured that personal information provided to OCTEC Training will be given maximum protection and made available only to authorised users such as employers where a contract (eg. Training Contracts) exists, or to government agencies to meet government reporting requirements, for research, audit, moderation and evaluation purposes.

Copyright

The law requires copyright loyalty payments for the reproduction of a considerable amount of publishable material, notably books.

For study and research purposes, participants are allowed to copy 10% or one chapter of a book or one article per issue of a journal. More extensive reproduction may be possible and permission must be sought.

Complaints

Participants who are not satisfied with the quality of training provided are to lodge their complaint directly with the trainer/assessor in the first instance.

The trainer/assessor will meet with the participant so that the matter in dispute can be discussed and a resolution sought.

The trainer/assessor will record the outcome of the meeting in writing. Should the matter remain unresolved the relevant Manager will consider the complaint and recommend a resolution. The complainant will be informed in writing of the recommended resolution.

Participants who are unable to resolve a complaint with OCTEC and its partner organisations should contact VETAB on 9244 5335. Apprentices and trainees who are dissatisfied with their on-the-job training should contact the State Industry Training Centre on 132 811.

Vocational Educational Training consumers with complaints can also contact the National Training Complaints Hotline on 1800 000 674 or at nationalcomplainthotline@dest.gov.au.

Appeals

Participants have the right of appeal to the Manager against decisions of OCTEC Training staff. If you wish to lodge an appeal, please contact OCTEC Training. Participants must lodge any appeals against their assessment decision within 14 days of results being advised using the Complaints Form (F 21).

Discrimination and Harassment

OCTEC Training aims to provide an environment free from discrimination and harassment for both participants and staff. Discrimination and harassment come in many forms and may relate to gender, age, race, religion, sexual preference or disability. Contact your trainer or assessor who can provide confidential support and information about options to deal with such situations.

Discipline/Participant Conduct

All participants undertaking a training course with OCTEC or partner organisations are expected to make the following commitment to:

Training & Assessment

- Complete all documents associated with the delivery of the course
- Complete all training and assessment within the prescribed time frames.

Attendance

- Attend all scheduled training sessions unless granted leave. The course coordinator must be informed if you are unable to attend any of the training sessions. In the case of illness, a doctor's certificate is required
- Arrive punctually and be prepared for each training session.

Participation

- Participate in and positively contribute to all training sessions
- Treat trainers and fellow participants with respect and in a non-discriminatory way.

Learning Environment

- Maintain the learning environment so that it is clean, tidy and safe
- Care for all resources
- Where training is on-the-job, adhere to the rules and regulations of the workplace.

Gross misconduct may result in suspensions or expulsion from training and assessment courses.

Accidents and First Aid

Should an accident occur, it is to be reported immediately to your Trainer/Assessor and the details will be recorded on an Accident Near Hit Report Form (FG30) and signed by both the Trainer/Assessor and the participant.

Occupational Health & Safety

The Occupational Health & Safety Act 2000 applies to all staff and participants of OCTEC Training. All employees, including participants, have the primary responsibility to

ensure that they work safely, without risk of injury to themselves, fellow workers, participants and the public.

SUPPORT REFERENCE GUIDE

Language, Literacy and Numeracy

Participants are asked to complete an enrolment form and should advise the course coordinator if they have literacy or numeracy difficulties. OCTEC will assist those who may find it difficult to achieve the outcomes of the course in the scheduled timeframe and where possible will identify potential support needs. The Trainer/Assessor will discuss how best we can provide support to the participant to ensure success eg assessment may involve asking verbal questions rather than using a written test.

Learning Support

Should a participant or potential participant be identified with learning support requirements which are considered a barrier to the participant achieving the competency standards, and customised delivery or assessment strategies will not address the issue, participants will be referred to support organisations (public or private) to address the issue. Assistance to the participant, and liaison with the support organisation will be provided, where applicable, to identify the specific support requirements.

Disability Support

Should a participant or potential participant identify himself or herself with a disability, trainers will liaise with the participant and relevant disability support agencies/workers to address the delivery and assessment requirements of the participant through customisation of the program. If however, the disability support provider is unable to accommodate the needs of the participant, OCTEC Training will endeavor to identify another Registered Training Organisation delivering the same competencies who are able to accommodate the needs of the participant.

Social Support

Where social or personal circumstances may affect a participant's learning experience, OCTEC Training will support the participant where possible, including referral to the following organisations:

Centrelink	131 021
DoCS Helpline	132 111
Domestic Violence and Sexual Assault helpline	1800 200 526
NSW Rape Crisis Centre	1800 424017
Life Line	131 114
Kids Helpline	1800 551 800
Youthline	02 9633 3666
Alcohol and Drug Information Service Sydney	1800 422599
Victims Support Line	1800 633063
NSW Poisons Information Centre	131 126
Reading and Writing Hot Line	1300655506

GENERAL INFORMATION

Location:

OCTEC Training's main office is located at
Old Town Hall Building
247 Anson Street
Orange NSW 2800
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Opening Hours:

OCTEC Training's main office is open from
8.30am to 5 pm, Monday to Friday.

Contact Details:

Phone: 02 63627973

Fax: 02 63617217

Email: vetadmin@octec.org.au