



2019

Learner Information Handbook



RTO Code: 91494

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1. Why should I study through SAL Consulting?

Our focus is on giving learners the skills and knowledge they need in order to work successfully within a trauma and attachment framework. All of our sessions are underpinned by a neurodevelopmental, attachment and trauma-informed (NATI) approach, and our position as one of the few organisations offering this approach makes us unique.

SAL Consulting provides specific and individualised support to people and organisations within the disability, mental health and youth sectors. We are committed to creating strong, collaborative relationships with individuals and organisations. Through an informed, practical approach to service delivery, our diverse, highly experienced trans-disciplinary consulting team assists individuals and agencies to move forward through collaboration and enablement.

We integrate research and approaches in neurodevelopment, attachment and trauma across all of our services, including clinical, therapeutic, organisational development and training. We are a member of the Neuroleadership Institute, and an accredited provider of Neurosequential Model of Therapeutics (NMT) as developed by Dr Bruce Perry at the Child Trauma Academy in USA.

SAL Consulting provides targeted training and professional development services to enhance worker skills and to then embed these new skills and confidence into the workplace. The provision of specialised training aims to enhance the development and growth of the skill base in the human service sector.

We are a Registered Training Provider (RTO Code 91494), and offer a range of accredited and non-accredited training courses for organisations and individuals. Our training responds to the needs of the sector or to specific organisational training requirements, and is developed and delivered based on current approaches within the sectors we work, and through a neurodevelopmental, attachment and trauma informed lens.

All SAL trainers are clinicians who work 'on the ground' in a variety of areas within the human services sector and have up to date knowledge about the learning needs and challenges of professional practice in the work setting.

Training services are developed in consultation with key industry representatives. This is in accord with the VET Quality Framework, which includes the [Standards for Registered Training Organisations \(RTOs\) 2015](#). These standards provide the framework for all of SAL Consulting's training policies, and the delivery of training and assessment services.

SAL Consulting also provides non-accredited training services which respond to the needs of the sector or to specific organisational training requirements. The delivery of all training and assessment services by SAL Consulting is guided by the requirements set out in the [Standards for Registered Training Organisations \(RTOs\) 2015](#).

SAL Consulting is committed to maintaining the privacy and confidentiality of its students' records by adhering to State and Federal Privacy legislation. A copy of SAL Consulting's Privacy Policy is available on request.

2. What are the details of the course I am enrolled in?

The details of your course are contained in the individual Training Plan you will have received upon enrolling. The Training Plan provides information on:

- the course name

- units of competency
- timeframes
- trainer/assessors
- delivery mode
- support services available
- entry requirements

You will sign a copy of the Training Plan and have the opportunity to provide feedback on the plan and the course in general.

3. Can I receive recognition of prior learning (RPL)?

Yes, SAL Consulting will offer recognition of prior learning to course learners if they have the skills or knowledge identified in a particular unit of competency for the qualification. This means they may be exempt from undertaking the assessment for either the whole unit or the whole module. If you have enrolled in a short course/skill set through your organisation, there may be a requirement to attend face-to-face sessions, students applying for RPL may negotiate this depending on their RPL assessment.

RPL involves the assessment of current knowledge or skills a learner already has, prior to the delivery of training by SAL Consulting. If you wish to apply for RPL, you will be required to provide evidence that you have the skills identified in the unit/s of competency you are applying for RPL status in. **Please be aware that RPL can take between 4-6 weeks to finalise, learners must ensure they submit their application before commencement of that module.**

The evidence you provide could have been acquired in a variety of ways e.g. formal study, work experience or 'life' experiences, and may include other course information and certification, or evidence collected from a work environment.

If you wish to apply for RPL, you must follow these procedures:

- If you believe that you are eligible to claim RPL, please email us at rto@salconsulting.com.au prior to course commencement to register your interest in applying for RPL. The Training Portfolio Manager will contact you to discuss your eligibility.
- If you are eligible, you will receive an RPL Kit. You will use this information to commence your RPL application.

Once we receive your initial documentation, we will contact you to discuss your application and provide further information for submission.

You may be required to attend an interview with the designated assessor to discuss the evidence provided. This may also include other assessors skilled in the particular unit/s. If this occurs, you are able to bring a support person with you.

You will be advised of the results of the RPL assessment. If the information or evidence provided clearly shows you have the skills or knowledge outlined, credit will be given and recorded on an Assessment Record for the equivalent units of competency or modules.

If your application for RPL is unsuccessful, and you disagree with this decision, you may request a review of assessment. This can be submitted in writing within 5 working days of the result being issued.

An assessor will re-examine the evidence (or request new evidence) and come to a decision. The trainer/assessor will use additional peer support in reviewing the decision. You will be notified of

the results of the re-assessment. Due to the large amount of work which may be involved in the collection and assessment of evidence, there may be a fee charged for the RPL service.

Note: it is an RTO requirement for SAL Consulting to offer credit transfer for courses the learner has achieved through other RTOs and academic institutions. You will need to provide a certified copy of the transcript or Statement of Attainment.

4. What is SAL's fees and refunds policy?

The majority of SAL Consulting professional development training and assessment services are provided through contract to a specific enterprise or agency. This means if you are a person receiving training under this arrangement, all details relating to payment, cancellation, and fee refunds will be covered within the contract specific to the enterprise or agency. Our services are also open to individual students who are not covered by an agency.

For qualification courses, fees are stipulated in the course brochure. Fees are collected in instalments and if any prepayment of fee is required, the fee collected at any one time will not exceed \$1500 per learner.

We accept payments by EFT or credit card, and students have the option of negotiating a payment plan.

If you are an individual not covered by an enterprise or agency training contract, the following refund arrangements will apply:

- First instalment of fees for training and assessment activities are due for payment 7 days before commencement of the course or as identified in a specific contract.
- Cancellations received 7 days prior to the commencement of the training and assessment activity will receive a full refund.
- Cancellations received less than 5 working days before commencement of the training and assessment activity will only receive a partial refund (50%).
- No refund will apply for cancellations after the commencement of the training event.
- SAL Consulting Directors are able to consider the option of payment plans for disadvantaged clients. This can be requested in writing and negotiated through direct consultation.

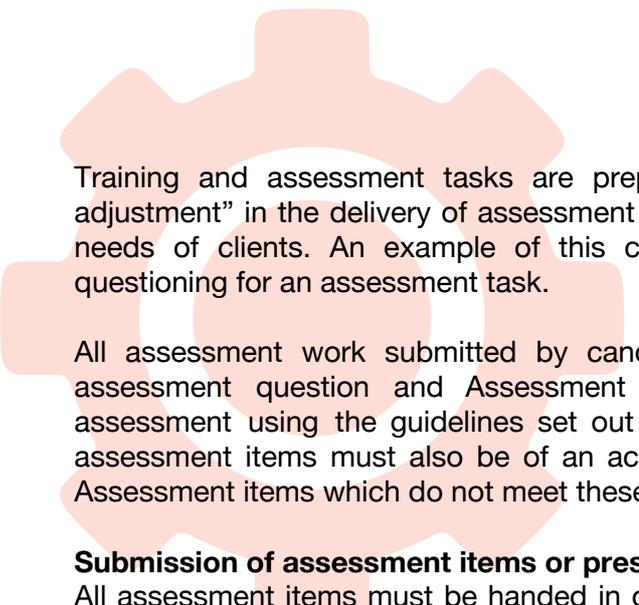
5. What is SAL Consulting's assessment policy?

SAL Consulting has an assessment system that meets the requirements of a Registered Training Organisation. All assessment services provided by SAL Consulting will be conducted by qualified assessors, and your assessment will be conducted in accordance with the Training Package Assessment Guidelines or curriculum requirements.

Information relating to the method of assessment for the training you are undertaking is provided to you in the Training Plan. You can request this information before you commence your training, and all assessment tasks delivered by SAL Consulting staff will be valid, reliable, flexible, fair, authentic and current.

Records of your assessment results will be kept by SAL Consulting, and you should also receive a copy of your assessment results, or in the case of traineeships, maintain these results in your Student Record Book with the assistance of your employer and training manager.

All candidates have the right to appeal an assessment result and request re-assessment, and the process for appeal is discussed in the section of the training guide – Assessment Appeal Process.



Training and assessment tasks are prepared by SAL Consulting to allow for “reasonable adjustment” in the delivery of assessment services. This means we are able to meet the special needs of clients. An example of this could be using oral questioning rather than written questioning for an assessment task.

All assessment work submitted by candidates must fulfil the expectations set out in the assessment question and Assessment Handbook. This means you must complete the assessment using the guidelines set out for content, word limit, layout, or time limit. Written assessment items must also be of an acceptable standard in terms of legibility, and tidiness. Assessment items which do not meet these requirements may not be graded as satisfactory.

Submission of assessment items or presentation of an assessment activity

All assessment items must be handed in on the due date to the Training Administration Officer, or the person designated responsible for the collection of assessment items. Please make sure you keep a copy of your assessment item, in case of accident, theft or loss. If you are being assessed on the performance of an activity (such as a role play, or workplace event), you must attend this event as set out in your Learning Agreement, Training Plan, or Student Record Book.

Extensions for submission of assessment items

Extensions may be given in cases of illness, or other extenuating circumstances. Extensions may only be granted by the SAL Consulting Training Admin Officer, and will only be granted before the due date. If you require an extension, please contact your SAL Consulting Training Admin Officer in person, by telephone, or email. You may be required to present a medical certificate.

Missing a monitoring visit, assessment activity or tutorial

If you have not contacted your SAL Consulting Training Manager before a monitoring visit, assessment activity or tutorial to let them know you cannot attend, you must submit a written reason to the Training Manager stating why you were unable to attend, and attach any relevant evidence such as a medical certificate, or letter from your employer. Your submission will be assessed by the Training Manager and if the reason is found to be acceptable, the Training Manager will arrange an alternate time or method for your monitoring visit, assessment activity or event.

6. What is SAL Consulting’s assessment appeal process?

If you wish to challenge the results of an assessment event, SAL Consulting has an internal appeals process established for this purpose.

If you are unhappy with the result of an assessment, you must submit an assessment appeal in writing within 20 working days of the result being issued. If you require assistance with writing your appeal, an independent staff person will be made available if requested.

The Training Manager will appoint an appropriate person or committee to consult with the complainant and other relevant parties within 10 working days. Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the Training Manager, or their nominee, will provide a written report to the complainant advising the further steps taken to address the complaint, including the reasons for the decision, within ten working days. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

Further details on appeals can be found in the *Complaints and Appeals Policy*.

A fee may apply if re-assessment is required after completion of the training program. If more than 60 calendar days are required to process and finalise the complaint or appeal, SAL Consulting will inform the complainant by writing to explain why more than 60 days are required, and keep you informed regularly on the progress of the matter.

7. Can I participate in any evaluation processes?

Yes. To assist SAL Consulting in continually improving the training and assessment services it provides, it is important to get feedback from candidates regarding their experiences of SAL Consulting training and assessment.

You will be asked to complete an evaluation forms both during and following completion of your training program. These evaluation forms are either included in your induction package, or may be handed to you by your Training Manager. You may also be asked to participate in focus groups to discuss the quality of learning resources and assessment tasks.

8. How do I make a complaint?

SAL Consulting has an established procedure to deal with complaints and/or grievances.

For SAL Consulting students, formal complaints must be submitted in writing marked to the attention of the Training Manager.

Receipt of the complaint is acknowledged in writing. The complaint handling process will commence within 10 working days of the receipt of the formal complaint and all reasonable measures will be taken to finalise the process as soon as practicable and within 60 calendar days.

The Training Manager, or their nominee, will clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.

If no resolution can be achieved at this level, you will be advised of the appropriate external body where you can access further assistance. Please note that this may incur an additional cost to you.

If you have literacy difficulties, you may request assistance from another person to complete the complaint form. All grievances will be handled professionally and confidentially in order to achieve a speedy resolution.

9. What welfare and support services will be available to me?

You will be asked prior to the beginning of the course about any learning or physical difficulties you may have that would impact on training, so that workshops, tutorials and materials can be adapted and delivered appropriately, e.g. using large print, slower pace of information delivery. Tutorials provide an opportunity to discuss any issues and clarify understanding, as well as to further embed knowledge. You can contact trainers by email at any time during the course. Additional one-on-one or group sessions can be arranged to assist you with any aspect of the course.

If you require additional learning support during the training program, you are required to indicate this on the enrolment form. These supports may attract additional fees, which we will fully discuss with you on a case by case basis. There may be limits to the support that SAL Consulting can provide, so please contact the Training Admin Officer prior to enrolment to discuss your needs. If during the training program you feel you are having difficulties with learning or assessment tasks, please contact the Training Admin Officer, who will either provide you with additional support, or refer you to external supports to assist you. If you are experiencing personal problems, or issues which you feel may be affecting your participation in the training program, please contact your training manager, who will refer you to external welfare services.

10. How do I enrol?

To apply for the course, please complete the registration form. To find out more about this course, and to discuss your learning needs, please contact a member of the training team via the details below.



Phone: 02 9481 7862



Email: rto@salconsulting.com.au



Terms and Conditions

By lodging a SAL Registration form, you are agreeing to SAL Consulting's Terms and Conditions.

Course Attendance

Attendance at module workshops and tutorial workshops is compulsory. It may be possible for you to attend a make-up session, depending on the scheduling of other sessions. This will be negotiated with your trainer.

Recognition of Prior Learning and Credit Transfers

If you would like to complete some of the course by Recognition of Prior Learning (RPL), you must contact SAL Consulting to discuss your eligibility at the time of submitting your enrolment form. If you are granted RPL, the number of units you undertake and the course fee may be reduced. If you wish to apply for RPL after registering and paying for the course, please be aware that the fees you have paid for the relevant units are not refundable. Applications for credit transfer must include a certified copy of the transcript or Statement of Attainment.

What does my course fee cover?

Course fees include:

- Course attendance
- Resources and handouts
- Support provided by the Trainer/Assessor
- Assessment services (marking of assessments)
- Issue of Certificate of Attendance (only applicable if you do not wish to be assessed)
- Relevant certification (Statement of Attainment or Diploma). Please ensure that the assessment tasks are submitted on the due dates (either the standard due date or the extension due date). While it is generally simple to be granted an extension, you must submit a formal request for extension at least a week prior to the standard due date.

Unless an extension has been arranged, assessment tasks submitted more than three months after you have attended the face-to-face module will attract a late fee of \$75, which is payable at the time of submission.

Payments and Receipts

Invoices are issued prior to each module/monthly. Payment is expected within 7 days. Receipts will be issued for every payment received.

Refunds

If you are an individual not covered by an enterprise or agency training contract, the following refund arrangements will apply:

- First instalment of fees for training and assessment activities are due for payment 7 days before commencement of the course or as identified in a specific contract.
- Cancellations received 7 days prior to the commencement of the training and assessment activity will receive a full refund.
- Cancellations received less than 5 working days before commencement of the training and assessment activity will only receive a partial refund (50%).
- No refund will apply for cancellations after the commencement of the training event.

Course Cancellations/Postponements

We aim to run all our courses according to the advertised scheduled, and a confirmation email will be sent to all enrolled students a week before the commencement of the course to confirm the course is going ahead. However, course cancellations are unavoidable in rare circumstances. If a course is cancelled or postponed, SAL Consulting will negotiate an alternative arrangement with you, which may include another face-to-face session, videoconferencing or teleconferencing, or a one-on-one session with your trainer/assessor.

It is recommended that you book any required travel only after you receive the confirmation email, as SAL Consulting accepts no responsibility for any travel costs you may have incurred.

If SAL Consulting is unable to provide the required training and assessment to complete the qualification, you will be granted a refund of all unused registration fees and assistance in finding a placement for a similar qualification elsewhere.