



STUDENT GUIDE

Introduction

1. This guide has been prepared for students who enroll into any of the Nationally Endorsed Qualifications that Akadia Training provides. It has been developed to guide the students from the selection of the appropriate Course or Qualification to Course Fees, the requirements of study and the assessment process.

Legislation

2. Registered Training Organisations are bound by the “National Vocational Education and Training Regulator Act 2011”. One of the objectives of the Act is “to regulate the registration of training organisations within the State”. Another key objective of the Act is “to establish a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community”.
3. To ensure RTO’s comply with the Act, there are a number of conditions and standards that they must continually meet. These conditions and standards are governed by Queensland’s Department of Education, Training and Employment. If you would like a copy of “The Act” or the conditions and standards by which we must operate, please inform your trainer and we will provide you with a copy.
4. Akadia Training is a Registered Training Organisation (RTO) that is authorised under the act to deliver Nationally Recognised Training. This means students can be confident the skills they attain are of a high quality and accepted and valued anywhere in Australia. It also means that students can transfer their training to any RTO nationwide.

Available Courses

5. Akadia Training is registered to deliver the following qualifications and skill sets:
 - a. CHC33015 Certificate III in Individual Support (Ageing)
 - b. CHC33015 Certificate III in Individual Support (Disability)
 - c. CHC33015 Certificate III in Individual Support (Home and Community)
 - d. CHC43015 Certificate IV in Ageing Support
 - e. CHC43115 Certificate IV in Disability
 - f. CHCSS00070 Assist clients with medication skill set
 - g. CHCSS00073 Case management skill set

Pre-Qualified Supplier

6. Akadia Training is a pre-qualified supplier with the Department of Education, Training and Employment. As part of that agreement Akadia Training is authorised to deliver training in the above qualifications through the Certificate 3 Guarantee (C3G) program, the Higher-Level Skills (HLS) Program and the User Choice Program (Traineeship). All these programs have different eligibility requirements. If anyone would like more information about these programs, please call Simon on 0427 403 015 and he will forward a student fact sheet which has been developed by the Department. Alternatively, please check Akadia website for copies of the student fact sheets.

7. **Certificate 3 Guarantee Program.** This program provides eligible individuals with access to a subsidised training place in an Australian Qualifications Framework (AQF) Certificate III level qualification. All students need to be aware that they are only entitled to complete one Certificate III qualification under the C3G program. For more information regarding the Certificate 3 Guarantee program please refer to the student fact sheet at <https://training.qld.gov.au/site/providers/Documents/funded/certificate3/c3g-factsheet-student.pdf>
8. To be **eligible** to enrol in the Certificate 3 Guarantee program prospective students must:
 - a. Be aged 15 years or above and no longer at school,
 - b. Permanently reside in Queensland,
 - c. Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen,
 - d. Not hold and not be enrolled in a Certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.
9. **Higher Level Skills Program (HLS).** This program provides eligible individuals with access to one subsidised training place in selected Australian Qualification Framework (AQF) Certificate IV level and above qualifications or priority skill sets. All students need to be aware that they are only entitled to complete one Certificate IV qualification under the Higher-Level Skills program. They will no longer be eligible for a government subsidised training place under the HLS program once they complete a Certificate IV level qualification. For more information regarding the Higher Level Skills Program please refer to the student fact sheet at <https://training.qld.gov.au/site/providers/Documents/funded/hls-student-factsheet.pdf>
10. To be **eligible** for the Higher Level Skills program, individuals must:
 - a. Be aged 15 years or over and no longer at school,
 - b. Permanently reside in Queensland,
 - c. Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen,
 - d. Not hold and not be enrolled in a Certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training.
11. All students must complete a training and employment survey within three months of completing or discontinuing training if they have accessed subsidised training under the C3G or HLS programs.

12. **Placement** - It is a requirement of all students to complete 120 hours of placement if they are enrolled into one of the following courses:
 - a. CHC33015 Certificate III in Individual Support,
 - b. CHC43115 Certificate IV in Disability, or
 - c. CHC43015 Certificate IV in Ageing Support
13. For those students who are employed in aged care or disability services and are enrolled into the relevant industry qualification, placement will not be an issue. Students who are not employed by an aged care or disability service will be required to undertake 120 hours of voluntary placement. Akadia can assist the student to find a suitable employer if required.
14. **User Choice.** The User Choice Program provides a public funding contribution towards the cost of training and assessment for eligible Queensland Apprentices and Trainees. Akadia Training is authorised to deliver training to Aged Care, Home and Community Care and Disability traineeships. For more information regarding the User Choice program please refer to the student fact sheet at <http://training.qld.gov.au/training-organisations/funded-programs/user-choice/index.html>
15. To be **eligible** for the User Choice Program students must have entered into a Training Contract for a qualification that is funded by the Department and select a training provider who holds Pre-Qualified Supplier status for their nominated qualification.

Who Can Enroll

16. Akadia Training offers training and assessment services for those individuals who currently work in the community services sector. To satisfy the requirements of the qualification students must have access to a workplace to demonstrate their competence to attain the qualification. If anyone wishes to gain employment in an Aged Care, Community Care or Disability Services, we may be able to negotiate a flexible training program for you that will assist you gain employment. If you are in this situation please talk to us about your options.

Enrolment Process

17. Enrolling in one of our nationally recognised training programs is quite easy. Once you have decided on which program you wish to complete we can commence your induction program. The induction process will take approximately 2 hours and covers topics such as:
 - a. Confirmation of eligibility requirements for the C3G, HLS or Traineeship pathway to qualification.
 - b. Negotiation of the Training Plan which will include:
 - i. Selection of elective units
 - ii. Training dates
 - iii. Dates when assessments / assignments are due
 - iv. Proposed completion date
 - c. The location of training
 - d. What support you need to ensure the best outcome for you
 - e. Discussion with your workplace to ensure you can complete all assessment activities
 - f. Introduction to your first set of Training Materials

Part of the enrolment process involves gaining the signature on the training plan of the student, the RTO representative and workplace representative for students who are employed. The signature of all parties indicates agreement to progress in accordance with the training plan. The trainer will provide additional assistance if required however, if the student fails to progress despite the additional assistance offered the RTO will be obliged to inform the Education Department and the traineeship may be cancelled.

Unique Student Identifier

18. The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:
 - a. Creates a secure online record of your recognised training and qualifications gained in Australia including other training providers,
 - b. Will give you access to your training records and transcripts,
 - c. Can be accessed online anytime and anywhere,
 - d. Is free and easy to create and stays with you for life.
19. If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your Qualification or Statement of Attainment. If you don't have a USI you will not receive your Qualification or Statement of Attainment. If you don't have a USI, you can apply for one at: <https://www.usi.gov.au/students/create-usi>
20. Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Adult Learning

21. Akadia Training ensures each individual is offered the right amount of support to allow you to progress through your Training Plan as effectively as possible. As this is an adult learning environment the emphasis is on you being self-directing and achieving your own goals. Successful adult learners demonstrate the following attributes:
 - a. **Adult learners are internally motivated and self-directed,**
 - b. **They monitor their own training and assessment plan,**
 - c. **They are solution focused,**
 - d. **They communicate areas of concern regarding course content with their trainer,**
 - e. **They either attend training sessions or contact their trainer to negotiate an alternate option,**
 - f. **They recognise and discuss failure to progress with their trainer and work with the trainer to identify rectification methods.**

How is Training Delivered

22. Akadia Training's philosophy of training centres on supporting your goals towards achieving your qualification. There are several methods that may be employed to deliver the training necessary for you to complete your learning. Our delivery of training may take one or a combination of the following:
- Classroom delivery where you are part of a group
 - One on one tuition with a trainer
 - Distance based where you complete your studies via a workbook
 - A combination of any of the above
23. Regardless of the method that you choose, your trainer is there to support you through your learning. Your trainer will be available for the duration of your learning via one of the following methods:
- Email or phone support
 - Additional one on one tuition or mentoring support

Qualification Pathways

24. There are three methods for achieving your qualification:
- A Learning and Assessment Pathway
 - An Assessment only or recognition pathway
 - A combination of the above
25. The **learning and assessment pathway** will have a mix of formal structured training and structured workplace experiences whereby you can acquire and demonstrate the necessary skills and knowledge to achieve your qualification.
26. The **Assessment only pathway** involves assessment of skills and knowledge already held by you. In an assessment only or **recognition of prior learning** pathway, the onus is on you to provide current, quality evidence of your skills and knowledge against the current training package. This may be in the form of a portfolio of evidence which is compiled by you or through observation of workplace performance, and oral and/or written assessment. If at the end of this process, you have been judged as competent against the whole qualification, a structured program will not be necessary.
27. You may have conducted formal training previously and have received a Qualification or Statement of Attainment. This may allow you to receive a **direct credit** for the training you have previously completed. If you believe this applies to you simply submit your AQF Certificate or USI transcript with your enrolment documentation. Alternatively, please talk to your trainer.
28. The **combination pathway** will be relevant if after an initial assessment of your current skills and knowledge it is determined that you have gaps. A structured training program will be developed to cover those gaps. You may receive credit for some of the qualification but also be required to participate in a shortened structured program to gain the full qualification.

Access to Records

29. Akadia Training is obliged to collect and store information about your training. The type of records and information that we will keep are:
- a. Enrolment information which will include personal details
 - b. Records of attendance at training
 - c. Records of any materials issued to you by Akadia Training
 - d. Records of any assignments completed by you
 - e. Records of assessment outcomes and your progress
 - f. Records of payments made by you
 - g. Any other information that is relevant to your training
30. Akadia training is obliged to retain information relevant to your training for periods of up to 30 years. If, during training you would like to view your records, simply make a verbal request to your trainer and Akadia Training will be able to provide you with a copy of the information you require. If, after you have completed your training, you require additional information please make your request in writing to:

Business Manager
Akadia Training
PO Box 8209
Toowoomba, QLD 4350

Course Fees

31. Akadia Training will ensure that wherever possible it will structure its fees and payment options so that you are not overly burdened financially whilst ensuring Akadia Training is not disadvantaged. Payments can be made by cash, cheque or direct deposit and payment plans are available.
32. **Co-contribution / Tuition Fees (User Choice)** - If you have been granted a traineeship your training may be funded by the State Government under the provisions of User Choice. User Choice is the State's contribution to your training and will require a contribution from the industry. This contribution is in the form of tuition fees and is calculated at \$1.60 per nominal hour for each Unit of Competency/Module delivered. This fee will be calculated for you at enrolment/induction to training and options for payment explained to you. If you would like more information on the nominal hours of your qualification, please talk to your trainer.

33. **Partial exemption of co-contribution fee.** Akadia Training will not charge more than 40 per cent of the student contribution fee where you fall into one or more of the following exemption categories:
- a. You are or will be under 17 at the end of February in the year in which Akadia Training provides training and you have not completed Year 12,
 - b. You hold a Health Care Card or Pension Card issued under Commonwealth Law, or are the partner or a dependant of a person who holds a Health Care Card or Pension Concession Card and are named on the card,
 - c. You issue Akadia Training with an official form under Commonwealth Law confirming that you, your partner or the person of whom you are a dependant are entitled to concessions under a Health Care Card or Pension Concession Card,
 - d. You are an Aboriginal or Torres Strait Islander person as stated on the Training Contract and the Enrolment Form.
34. Tuition Fees (Exemption) – If you are a School-based Trainee you will be exempt from these fees.
35. **Co-contribution fee Certificate 3 Guarantee Program** – If you are completing your qualification under the Certificate III Guarantee (C3G) program, you will be expected to pay a co-contribution fee. The non-concessional fee for this program is **\$130** for the full qualification which is \$10 per unit of competency. All fees are listed on Akadia Training’s website at the following link: <http://www.akadia.com.au>
36. Students are entitled to a 15% concession for the co-contribution fee if any of the following situations apply:
- a. The student holds a Health Care Concession Card or Pension Concession Card issued under Commonwealth Law, or are the partner or a dependant of a person who holds a Health Care Concession Card or Pension Concession Card and are named on the card.
 - b. The student provides the PQS with an official form under Commonwealth Law confirming that the student, their partner, or the person of whom the student is a dependant, is entitled to concessions under a Health Care or Pension Concession Card.
 - c. The student is an Aboriginal or Torres Strait Islander.
 - d. The student is a school student and is enrolled in a VETiS program (may include youth in detention).
 - e. The student has a disability.
 - f. The student is an adult prisoner.

37. **Co-contribution fee Higher Level Skills program (HLS) Program** - You will be expected to pay a co-contribution fee. The fees for these qualifications depend upon the number of units that are required to be completed. For example the **Certificate IV in Ageing Support** has 18 units to be completed which means the fee for this qualification is **\$180** in total or \$10 per unit. The **Certificate IV in Disability** has 14 units to complete, therefore, the cost for this qualification is **\$140** or \$10 per unit. All fees are listed on Akadia Training's website at the following link: <http://www.akadia.com.au>
38. The qualifications we are authorised to deliver under this program are:
- a. CHC43015 Certificate IV in Ageing Support
 - b. CHC43115 Certificate IV in Disability
39. Students are entitled to a 15% concession for the HLS co-contribution fee if anyone of the following situations apply:
- a. The student holds a Health Care Concession card or Pension Concession card issued under Commonwealth Law, or are the partner or a dependant of a person who holds a Health Care Concession card or Pension Concession card and is named on the card.
 - b. The student provides the PQS with an official form under Commonwealth Law confirming that the student, their partner or the person of whom the student is a dependant of is entitled to concessions under a Health Care Concession card or Pension Concession card.
 - c. The student is an Aboriginal or Torres Strait Islander.
 - d. The student has a disability.
 - e. The student is an adult prisoner.
40. The **course fees** outlined below apply to **Fee For Service** students only and covers the cost of training and assessment which will ultimately lead to a qualification. This fee covers tuition and training resources. If you wish to transfer to another qualification a credit transfer analysis will be conducted and some or all paid up course fees may be transferred to the new qualification. There may be additional fees dependent upon individuals' circumstances. Students who are trainees may have different options available to them with regards to the payment of fees. The various fees are as follows:
- | | |
|---|--------|
| a. CHC33015 Certificate III in Individual Support | \$3250 |
| b. CHC43015 Certificate IV in Ageing Support | \$4500 |
| c. CHC43115 Certificate IV in Disability | \$3500 |
| d. Individual Unit fee | \$250 |
| e. Clustered Skill sets | TBA |

f.	RPL (assessment only)	\$TBC ¹
g.	Direct Credit	\$0
h.	Additional tutoring or mentoring	\$0
i.	Reissue of Statement or Qualification	\$20

Payment Options

41. Akadia Training's policy is based upon the standards for RTO's 2015 whereby no student will ever pre-pay more than \$1500 at one time.
42. All students can pay in full at the time of enrolment if the total fee paid does not exceed \$1500. **Payment plans** can be arranged for all fees due and are usually over a 6 month period. All fees must be paid in full by the time student completes their training. Qualification Certificates or Statements of Attainment may not be issued unless all fees have been paid.
43. The options for payment are as follows:
 - a. Payment in full at the time of enrolment by credit / debit card – students will be requested to complete their credit/debit card details in front of the trainer at the time of enrolment. The Business Manager will process the payment via EFTPOS at the office.
 - b. Payment plan which will be managed by a direct debit process. Students will be able to authorise Akadia Training to set up a regular payment plan. This can be done by the Business Manager via an EFTPOS transaction at the beginning of each month.
44. If you believe you will experience difficulties with payment – please talk to your trainer and we will be able to arrange an alternative that is suitable for all parties.

Refund Policy

45. Once training has commenced refunds will be given on a pro-rata basis in accordance with the agreed training plan. For any units students have commenced training in (those in which resources and/or any training has been received) fees will be refunded on a pro rata basis (see below). If fees have been paid in advance and training has not commenced nor resources issued, then fees for those units will be refunded in total. Students may appeal in writing to the Training Manager regarding this refund policy. If a student withdraws from a workshop or agreed training session without notifying Akadia Training a refund will not be issued for that unit or workshop.

Refund Table

Type of Fee	% of Refund
Commenced Unit, as per negotiated training plan. (Student has received resources and/or training)	0% of unit cost
Non-attendance on an agreed day of training without notification	Non-refundable
Units not commenced as per negotiated training plan or agreed delivery schedule.	100% of unit cost

¹ RPL is an assessment only process. If you require training and assessment in units after the RPL process, then the unit price will apply

Additional Fees

46. **Reissuing Qualification Certificates or Statements of Attainment** - If you lose your original qualification Akadia Training will replace it for you. Simply call administration who will verify your identity. Once your identity has been verified, Akadia Training will reissue your Qualification Certificate or Statement of Attainment. The cost for reissuing certificates or qualifications is a flat fee of \$20 per qualification or Statement of Attainment.
47. **Failure to attend training** – A student may incur additional fees if a student fails to attend training without notice. Additional fees will only occur if Akadia Training has incurred travel and accommodation costs. The fee charged will be 50% of the unit cost (e.g. \$125)

Akadia Training Guarantee

48. Once a student has paid their enrolment fee and completed the subsequent induction to training Akadia will commence training as soon as possible against the agreed training plan. As all fees will be paid in advance (unless otherwise authorised) training will always commence within 30 days. Once payment has been made training will commence as soon as the trainer and student (or workplace) can agree on as suitable time.

Client Services

49. Akadia Training is committed to providing you with the appropriate support in order for you to gain your qualification. The following services may be required by you during your learning with us.
50. **Students with a disability** - If you identify as someone who has a disability we will provide you with additional support and negotiate alternative learning and assessment methods in order for you to achieve your goals. We will be unable to provide you with that support if you do not inform us, so please provide us with the appropriate information on the enrollment form.
51. **Complaints and Appeals Process** - If you have a **complaint** about a particular service we have provided to you we want to know about it. The following are your options as a complainant:
- a. The first person you should talk to you is your trainer who will attempt to resolve the complaint with you.
 - b. If the complaint is about your trainer or you are not satisfied with the solution the trainer has provided, you should contact the Business Manager on 0427403015 as soon as possible.
 - c. If the complaint is about another learner you should speak to your trainer first.
52. All complaints will need to be submitted in writing to either the trainer (if appropriate) or the Business Manager. The Business Manager will contact you within 7 days of receiving the complaint and initiate a consultation process. You should be aware the Business Manager will record the outcomes of the conversation and ask you to sign the record of conversation. This is to ensure an accurate record of the consultation process can be filed.

53. If you are not happy with the outcomes of the formal complaints process you may take your complaint to another body. The Business Manager will be able to refer you to the relevant person at the Australian Skills Quality Authority. Alternatively, you can ring them on 1300 701 801.
54. If you want to **appeal** any decision made by Akadia Training, you may do so. The appeal must be in writing to the Business Manager within 30 days of you being made aware of the decision. The following steps will be taken in ascending order by Akadia Training when a written appeal is received:
 - a. The Training or Business Manager will review the subject of the appeal against the relevant Standard and / or Training Package and review the initial decision. A second consultation may be required and you will be requested to attend this meeting. This meeting will occur within 21 days of receiving the appeal in writing whereby you will be notified of the outcomes of your appeal.
 - b. If you are not happy with the outcome of the appeal by Akadia Training, please notify us and the appeal will be referred to the Australian Skills Quality Authority phone number on 1300 701 801.
55. **Language Literacy and Numeracy (LLN)** – You will be required to complete an LLN screening as part of your induction to training. This is to assist us in gaining an understanding of your current LLN skills. If you have problems with any aspect of LLN we may be able to refer you to an organisation that is able to help you.
56. **Flexible delivery** - You will have the opportunity to negotiate your training plan with our trainers and your supervisors (if relevant). You have the opportunity to ensure your learning has the degree of flexibility required for your success. Please discuss this with your employer and trainer who can guide you.
57. **Counselling services** – Akadia Training does not offer counselling services for students. If Akadia Training is made aware of any issue that requires counselling, we will endeavour to assist you to seek the appropriate service.
58. **Information Technology Support (IT)** – The IT requirements to complete your qualification should not be complicated. If you are having IT problems and you make us aware of it we will endeavour to refer you to an appropriate organisation.
59. **Programs customised for the Workplace** – Wherever possible Akadia Training will customise your learning to your workplace. This will increase the relevance of your qualification to your working environment therefore increasing your chances of gaining your qualification. Please talk to your trainer about this at the induction if you need to know more.
60. **Additional tutoring or mentoring** - If you have been deemed “Not Yet Competent” or you feel you are struggling with any of the concepts presented to you in either the structured training programs or the workbooks you receive, please let your trainer know. We will be able to assist you get through the difficult patches by providing additional support. The additional support may be in the form of tutoring by phone, email, Skype or a personal one – on – one training session.

Feedback

61. Akadia Training is committed to providing quality education to the community services sector. To enable us to continually improve its services, Akadia Training will be asking you to provide us with feedback on the various services that it provides throughout your learning program. We would value your input and hope that you take the time to participate in this essential feedback process.