



QualTrain Australia

Prospectus 2021

CHC41015 CERTIFICATE IV IN CELEBRANCY

Marriage and Funeral Celebrant Training

www.qualtrain.com.au

1300 185 349



Ritual and ceremony are powerful bonding tools. They result in a sense of community, a feeling of unity far beyond what you might expect.

Del Suggs, Truly Leading: Lessons in Leadership

The real ceremony begins where the formal one ends, when we take up a new way, our minds and hearts filled with the vision of earth that holds us within it, in compassionate relationship to and with our world.

Linda Hogan

Every ceremony or rite has a value if it is performed without alteration. A ceremony is a book in which a great deal is written. Anyone who understands can read it. One rite often contains more than a hundred books.

George Gurdjieff



Marriage Celebrant Training & Funeral Celebrant Training

Australia National Identifier 51465

A message about celebrant training from the CEO, Carol Astbury:

"Thank you for finding our Registered Training Organisation, QualTrain Australia. I have been a marriage and funeral celebrant for over 40 years and I can honestly say it has been a privilege and an enormous pleasure to have conducted thousands of marriage ceremonies, and hundreds of different ceremonies to assist families to honour, celebrate and at times, mourn in the most respectful ways, their loved ones. In 2005 I decided to develop QualTrain Australia registered training organisation. I poured my passion for celebrancy into the courses we now offer. I assure you that you will be inspired, empowered, challenged and supported when you choose to train as a celebrant with QualTrain Australia. We look forward to welcoming you to a course in the near future."

QualTrain Australia Mission ~

To create a supportive learning environment that builds confidence and encourages professional excellence

Our Values ~ Honesty, Integrity & Dignity

Why Choose QualTrain Australia?

We are dedicated to providing an interactive, thought provoking and stimulating learning experience; embracing contemporary techniques, skills and practices.

QualTrain Australia is a values-based Training Organisation. Our training is delivered with passion, integrity, honesty and dignity; with a strong commitment to creating a valuable learning environment where the goals of the learners are recognised and desired outcomes achieved.

QualTrain Australia aspires to encourage learners to recognise these values and to recreate them in their own workplace.

We encourage face-to-face learning and facilitate small group classes with a minimum of six and maximum of 12 participants.

Please note we do not run face-to-face classes with less than six students as the valuable learning experience and group dynamic cannot be achieved with less. We also encourage our learners to enrol early, at least one month prior to the classroom attendance, so they can get the maximum benefit from viewing the extensive self-paced learning experience on our e-learning website. Hard copy learning material is also supplied during or prior to classroom attendance.

There is nothing boring about the learning material - we receive comments such as 'truly inspirational', 'extremely valuable', 'can we keep it?' - Of course! This is yours to keep and use in your own future celebrancy practice. A treasure trove of different ceremony templates, checklists and resources is contained within to inspire you.

CHC41015 Certificate IV in Celebrancy is the current qualification and the qualification determined by the Attorney-General's Department.

Please ensure you review the important information on the Attorney-General's website prior to enrolling in this or any other course. You will find details of the application for registration as a Commonwealth Registered Marriage Celebrant on this website:

<https://www.ag.gov.au/FamiliesAndMarriage/Marriage/Pages/Becomingamarriagecelebrant.aspx>

Prerequisites for CHC41015 Certificate IV in Celebrancy

There are no formal prerequisites, however, we advise that you require the following skills in order to complete this course:

- You should have at least basic knowledge and skills to operate a computer and be able to –
 - download documents in Word and PDF
 - complete documents online
 - scan and email documents
- You should have an email address (not a work email) that you check regularly as much of the information you will receive will be sent electronically
- You should have a good command of language and be able to –
 - write grammatically
 - use effective language to communicate clearly
 - use creative writing when composing a ceremony
- You should have good speaking skills and be able to deliver a speech using –
 - precise, clear diction
 - tonal variety
 - and be able to –
 - project and maintain voice volume
 - control the rate of your speech – not too fast / not too slow

QualTrain has developed a simple test, please download and complete this test, from <https://qualtrain.com.au/chc41015-certificate-iv-in-celebrancy/> if you experience any difficulty with it, please contact us on support@qualtrain.com.au to discuss how we may be able to assist you.

Summary of CHC41015 CIV in Celebrancy

There are 13 units of competency required to attain CHC41015 CIV in Celebrancy:

CORE (no options) six units

CHCCEL001 Develop sustainable celebrancy practice
CHCCEL002 Establish client celebrancy needs
CHCCEL003 Research, design and organise ceremonies
CHCCEL004 Prepare for, present and evaluate ceremonies
CHCDIV001 Work with diverse people
CHCLEG001 Work legally and ethically

MANDATORY FOR MARRIAGE (no options) three units

CHCCEL005 Establish and maintain marriage celebrancy practice
CHCCEL006 Interview clients and plan marriage ceremonies
CHCCEL007 Prepare for, present and evaluate marriage ceremonies

Four Further Elective Units are required – please consider which of the following groups of Electives would you prefer included in your training (select one group only). We highly recommend the unit **CHCCDE005 - Develop and support relevant community resources** to be included in the 13-unit package.

1. Funeral Celebrancy Option – self-paced e-learning + 3 days in the classroom including a field trip. **Highly recommended.**

- CHCCCS017 Provide loss and grief support
- SIFXIND002 Work effectively in the funeral services industry
- CHCCEL008 Plan, present and evaluate funeral and memorial ceremonies

2. Candidate's selection of four elective units – self-paced e-learning or Recognition of Prior Learning (RPL)

- This option will require a meeting with a QualTrain trainer prior to making the decision about four electives. Please see the options for all 37 electives within the qualification. Find the details of this qualification here: <https://training.gov.au/Training/Details/CHC41015>

"Where are courses delivered?"

Since 2005 QualTrain Australia has delivered face-to-face training in Western Australia. We deliver face-to-face at our Maylands Campus Training Room.

"When is your next course starting?"

This is the question we are frequently asked. We broadcast the proposed dates on our website <https://qualtrain.com.au/> Once we have a minimum of six people enrolled, we may be able to negotiate the most mutually convenient days/dates for the classroom component with the enrolled people and the trainers.

We encourage early enrolment in preparation for the classroom – the minimum of four weeks is mandatory.

Why do we request early enrolment?

QualTrain offers a very different style of training – we give our students a large amount of resources for them to access both online (download and save or print) as well as extensive printed material.

We want our students to have time to prepare for the classroom component of the course, so enrolling six to eight weeks prior to the class gives you the opportunity to read, enjoy, learn the theory and basics of celebrancy before we meet in the classroom to undertake all the practical study, such as interviewing couples about their forthcoming marriage – completing important documents – role playing ceremonies and so on.

Furthermore, we do not expect our students' study to drag on long after the face-to-face course is completed. We space the time between classroom sessions to give our students the opportunity to absorb the information. There is some homework in between classroom dates but the majority of the self-paced study occurs before the first class.

We seriously care about our students, so groups are usually small; we rarely exceed twelve and frequently run the course with just six students.

Please read the Learner Information **Terms and Conditions** before registering online for enrolment.

How long will it take to complete the CIV course?

The length of time it will take you to complete the qualification will depend on the following considerations:

- Your available time to commit to study the self-paced learning component online.
- Your individual capacity to read, enjoy and absorb the learning material.
- Your personal interest to put aside time to study.

- Your capability to undertake research on the Internet and to carry out research for onsite reports, for example, report on an open-air wedding venue or visit a cemetery.
- Your availability to attend face-to-face training in the classroom which generally reduces the time of self-paced study as you are motivated and encouraged by classmates and interaction with the trainer.

How long will it take to complete the full package including funeral celebrancy?

Through trial and error QualTrain has assessed the time required as follows (this is simply a guide):

- *Attendance at an Introduction Session where we run through the units of competency and discuss the assessment plan = 1 hour - online session.*
- *Commence online e-learning and refer to Marriage Act, Marriage Regulations, Guidelines on the Marriage Act would require approximately two to three hours commitment over a period of up to thirty days of self-paced learning = 60 – 90 hours.*
- *Tasks to be completed prior to attendance in the classroom for the Core module, will include:*
 - Online self-paced e-learning = up to 21 days at 1 – 2 hours per day = 42
 - Respond to questionnaires – 8 x 1 – 2 hours per questionnaire to research and respond = 16 hours
 - Undertake fieldtrip - Visit an open-air wedding venue and report = approximately 2 – 3 hours
 - Research ceremonies on the Internet and learning material = 4 – 5 hours
 - Complete documents and prepare for a ceremony (case study) = 5 – 6 hours
 - Attend the classroom for completion of Core = 2 days
- *Commence training for Electives for Marriage.*
 - Self-paced learning via e-learning website on essential knowledge of Marriage Act in preparation for class = 5 - 6 hours
 - Class presentation + assessment of essential knowledge of Marriage Act = 1 day + homework of 2 – 3 hours.
 - Research and prepare resources for a marrying couple = 4 – 5 hours.
 - Complete documents and prepare for a wedding ceremony (case study) – 8 – 9 hours.
 - Attend classroom for further training and assessment for Electives for Marriage = 3 days.
- *Commence training for Electives (for funeral celebrancy)*
 - Online self-paced e-learning = up to 21 days at 1 – 2 hours per day = 42
 - Respond to questionnaire = 3 – 4 hours
 - Undertake fieldtrip to a cemetery = 3 – 4 hours + group fieldtrip = 8 hours
 - Research ceremonies on the Internet and learning material = 4 – 5 hours
 - Complete documents and prepare for a ceremony (case study) = 5 – 6 hours
 - Attend the classroom for completion of learning and assessment = 3 days.

In Brief

Minimum time with 9 days in the classroom (9.30am – 4.30pm) spaced over three or four months including self-paced assignments as outlined above,

Maximum time – we allow 12 months for candidates to complete the qualification via a combination of online e-learning, classroom and distance education. If the candidate does not complete the qualification within this time, a statement of achievement of the units will be issued and the candidate will be invited to re-enrol for a further period to complete the qualification. The re-enrolment process will cost **\$500** and candidates will study self-paced online. Additional days in the classroom can also be accessed at a cost of **\$165** per day.

How much will this full package cost? \$2300.00 (no GST)

Payment Arrangements for CHC41015 CIV in Celebrancy

Students are required to pay a **\$500.00** deposit when registering for enrolment in a course. This charge constitutes part of the course fee as outlined above. The balance of the fee will be collected via eWAY's recurring payment system. Four monthly payments of **\$450.00** will be extracted from the student's credit card over a period of four months.

Once the payment is made via eWAY, QualTrain administration will be notified and the registration process will begin. The process requires the student to complete a formal electronic enrolment form.

Once the enrolment process is complete, QualTrain will issue login details to QualTrain's e-learning website. Hard copy learning material will be provided to the student on/or before the first day in class. We invite students to call into the Campus Office in Maylands to collect the hard copy learning material and say hello to QualTrain staff.

Course fees must be paid in full before QualTrain will issue the parchment testamur and record of achievement.

Is there a FAST TRACK option for attaining the qualification?

A **Fast Track Option** is available for people who may decide this option is best for them because of one of the following reasons:

- They do not want to spend the extra three days in the classroom to study the units relating to funeral celebrancy
- They already hold elective units (not including Core or Marriage units) and wish to apply for a credit or recognition of prior learning – this is an assessment only pathway for four elective units.

What is Recognition of Prior Learning (RPL)?

'Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.' RPL Meaning as defined by the AQF.

If you are extremely experienced in your proposed field of study and believe that you can prove a high level of knowledge and competence in that field, you can have your knowledge assessed, through the RPL process, to provide you with credits against your studies.

Please note unless you have been previously registered as a marriage celebrant and solemnised marriages in Australia, you cannot apply RPL to the three mandatory for marriage units within CHC41015.

The RPL process is lengthy and robust. It involves:

- An initial discussion with a QualTrain staff member. They will outline the evidence you need to provide for recognition of prior learning.
- You will be given access to each unit of competency you select for assessment by RPL via QualTrain's e-learning website.
- You will be required to provide detailed evidence, demonstrating your competence, in the form of a portfolio of evidence.
- A follow up assessment session (2 – 3 hours duration) will be held with the assessor to run through your current levels of competence.

Please be aware that, whilst we try to keep the RPL application process as simple as possible, it can sometimes be difficult for you to provide evidence of competence against required units. Due to the strictness of the RPL process, we are unable to provide RPL if evidence is not available. If this is the case, QualTrain will offer 'gap training' to substitute the lack of evidence.

How much does RPL cost?

Cost for this option will vary according to the number of units applied for and the amount of gap training applied – as a guide, for 4 units of competency:

Registration + initial interview	\$400.00
RPL assessment interview	\$200.00
E-learning access + RPL templates	\$100.00 (= \$25 per unit)

Subtotal: \$700.00 (no GST) for four elective units of competency.

Where Gap training is required via e-learning website the additional cost will be **\$50.00** per unit of competency. Additional RPL assessment interviews charged at **\$200.00** each.

What if I already hold current units of competency within CHC41015?

Please check that the unit(s) you hold are current and included in CHC4015. The best way to do this is online at this website:

<https://training.gov.au/Training/Details/CHC41015> Providing the unit(s) are current, you may request a credit.

This means that you will be asked to provide the original document/statement of attainment for the assessor to view and a certified copy of that original document which will be retained in QualTrain's records. The assessor may contact the training organisation who issued the certificate in the event that there are details that need to be confirmed.

If I take one of the above options, how much will it cost to do the Core and Marriage units in the classroom?

Completion of the six Core units and three Mandatory for Marriage units by blended delivery self-paced online and six days in the classroom, will cost a total of **\$1,800.00 (no GST)**

Can I just do a short course for funeral celebrancy?

Funeral celebrancy training is also offered as a short course - blended online and three days in the classroom, including the fieldtrip.

- CHCCCS017 Provide loss and grief support
- SIFXIND002 Work effectively in the funeral services industry
- CHCCEL008 Plan, present and evaluate funeral and memorial ceremonies

We encourage early enrolment in preparation for the class and as a policy, we will not accept late enrolments.

How much does the short funeral course cost? \$790.00 (no GST)

Training Venues

QualTrain's Campus Office is located at 1/193 Guildford Road, Maylands, WA. We are careful to ensure the health and safety and comfort of our students and trainers. Free parking is available at the rear of the building. The campus is located within easy walking distance from Maylands Railway Station.

Unless otherwise advised classroom hours are 9.15am – 4.45pm.

Unique Student Identifier (USI)

From 1 January 2015 all students studying a VET course, completing an apprenticeship or skill set or enrolled in a Certificate or Diploma course will require a Unique Student Identifier (USI). A USI gives you access to your online USI Account which will help keep all your training records together.

To read in more detail, go to the [**USI website**](#) If you already have a USI, please inform QualTrain when you enrol online, a USI must be attained before a parchment certificate can be issued.

Student Motivational Manual

Following enrolment, students are provided with an electronic copy of QualTrain's Motivational Manual. This booklet contains some helpful tips to assist you with self-paced study, including a page to plan your study.

Ongoing Student Support

We care about our students and graduates and we are happy to offer ongoing support via our private QualTrain Student & Trainer Facebook page and QualTrain Celebrants & Alumni Facebook page.

Attendance in the Classroom

Our trainers look forward to greeting you on the first day of your course.

Here are some points worth noting:

- Please arrive at the class at least 15 minutes before the start time as advised in the program you will receive.
- If you are running late please call the trainer's mobile to advise, if you cannot reach the trainer, please call the QualTrain office on 1300 185 349.
- You will also be advised about the availability of parking or public transport opportunities in advance of the classroom. Parking is your own responsibility. Parking at the Maylands Campus is free of charge.
- QualTrain will provide tea/coffee/biscuits for morning and afternoon breaks. Please bring your own lunch. Basic kitchen facilities are available at the training venue. Alternatively, purchase your lunch from a nearby food outlet.

- QualTrain will not permit the consumption of alcohol or other drugs (apart from those required for a designated medical condition) during the class times.
- Smoking is not encouraged and we respectfully request that smokers consider the health and comfort of the trainers and other students and move away from the building and entrance if they want to smoke.
- Dress code is 'comfortable and respectful' during most classroom days. However, if you are attending the funeral fieldtrip, we request you wear respectful clothing as you may encounter mourners during the day and you will be attending a funeral home where all the staff dress formally.
- On the assessment day for wedding ceremonies, you may like to dress in accordance with the wedding style outlined in the case study. When possible, we hold the assessment at a wedding venue in order to give you the full experience.

Online registration for enrolment in any of our courses can be found here:

<https://qualtrain.com.au/celebrant-courses/>

For further information

Email: support@qualtrain.com.au

OR Phone: 1300 185 349

OR leave a ticket on support on QualTrain website: www.qualtrain.com.au

Ongoing Professional Development for Registered Marriage Celebrants (OPD)

QualTrain is one of the four registered training organisations approved by the Registrar of Marriage Celebrants to provide OPD activities to registered celebrants 2018-2020.

QualTrain offers stimulating and convenient options for completion of celebrants' annual OPD requirements of a minimum of five hours OPD. We are a 'celebrant-focussed' RTO with no other agenda apart from a dedicated intention to provide the best experience for our celebrants.

Our new Ongoing Professional Development Program is ready – we have some innovative and exciting activities - you can download a description of all the activities by visiting our website: <https://qualtrain.com.au/celebrant-training/>

QualTrain graduates receive a discount to all our face-to-face programmed OPD events anywhere in Australia.

QualTrain – Terms and Conditions

Enrolment Procedure	Complete the registration for enrolment online at https://qualtrain.com.au/chc41015-certificate-iv-in-celebrancy/ You will receive a receipt and confirmation of the payment followed by an invitation to formally enrol. Once enrolled, you will receive an email invitation to commence self-paced learning on QualTrain’s e-learning website.
Procedure Prior to Attendance	Students will be provided with information that will assist them in the successful completion of studies and achievement of competency.
Course Content	QualTrain will provide training/tutoring and assessment that leads to the achievement of competency in CHC41015 Certificate IV in Celebrancy. Where classroom attendance is required, the delivery will normally occur from 9.30am to 4.30pm on each scheduled day, unless advised otherwise,
Fees and Charges and refund policy.	QualTrain Australia will refund fees <u>paid in advance</u> providing cancellation in writing (including email) occurs within 48 hours of enrolment being activated. The refund will include the deposit paid less \$100 administrative fee. Once the self-paced e-learning component has been commenced, no refund of the initial payment will apply unless the CEO considers the circumstances to be exceptional. Where the course fee has been paid in full , e-learning has progressed, hard copy learning material has been received by the student and 50% or more of the course has been provided to the student no refund will apply.

<p>Payment, Invoicing & Receipts</p>	<p>Students are required to pay a \$500.00 deposit when registering for enrolment in CIV in Celebrancy course. This charge constitutes part of the course fee as outlined above.</p> <p>The balance of the fee for CHC41015 CIV in Celebrancy will be collected via eWAY's recurring payment system. Four monthly payments of \$450.00 will be extracted from the student's credit card over a period of four months. The final payment must be received before the parchment certificate is issued.</p> <p>For students enrolling in the short course for Funeral Celebrancy, the total fee of \$790.00 is paid on enrolment.</p>
<p>Non-attendance may incur additional costs</p>	<p>If a student gives less than 14 days' notice of non-attendance at a programmed classroom day, QualTrain reserves the right to charge a \$150 cancellation fee, which will be added to the student's invoice / unless of course, there are extenuating circumstances, such as illness (to be assessed by the CEO).</p> <p>If a student fails to turn up to a booked classroom day, and fails to give notice, unless there are extenuating circumstances (to be assessed by the CEO) the student will be charged \$165 per day to repeat that day of the program in the classroom.</p>
<p>Final payment & issue of parchment certificate</p>	<p>Parchment certificates for the qualification will be issued within 21 days of the candidate reaching competency. However, QualTrain will not issue a parchment certificate to the candidate until all payments for the course have been received in full. Both the testamur and the record of units of competency achieved will be posted or presented by hand, PDFs of the signed documents will be emailed to the candidate.</p>
<p>Where the RTO is unable to provide services for which the Learner has prepaid</p>	<p>a) the learner will be placed into an equivalent course such that:</p> <ul style="list-style-type: none"> - the new location is geographically close to where the learner had been enrolled; and - the learner receives the full services for which they have prepaid at no additional cost to the learner; or <p>b) if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.</p>
<p>Time constraints for completion of assessment</p>	<p>Candidates are advised that assessments for each module of units of competency as outlined in the schedule, must be completed within a maximum of 12 weeks from commencement of each module, unless other arrangements in writing have been made with the Principal of QualTrain Australia. All learning and assessments must be completed within 12 months from the date of enrolment.</p>
<p>Language Literacy and Numeracy</p>	<p>All students who advise QualTrain staff of their special learning needs will be provided with the appropriate support and guidance with the aim of assisting the student to obtain competency in the course undertaken. This assistance provided by QualTrain Staff will be within the principles of fairness and flexibility of workplace assessment and will be offered in a discrete manner. Please complete the generic skills test and email to info@qualtrain.com.au with or shortly following enrolment.</p>

Complaints and Appeals	The complaints and appeals policy of QualTrain provide an avenue for students to address their complaints and appeals to QualTrain Management and have them dealt with in a constructive and timely manner.
Welfare and Guidance	Students experiencing any difficulty or concerns about their training experience should make contact with the tutor or QualTrain Management where a range of solutions may be discussed and provided. Please be sure to advise QualTrain if you have a particular physical need which might inhibit your ability to sit in a classroom for a period of up to eight hours per day. QualTrain staff will endeavour to ensure regular comfort breaks during the classroom activities. QualTrain issues a 'QTA Motivation Manual' to all candidates following enrolment.
Disciplinary Procedures	Students who are unruly, offensive or conduct themselves in a disrespectful manner toward QualTrain staff or fellow students will be offered one caution to desist their behaviour after which continued behaviour will result in their enrolment being cancelled.
Access and Equity	QualTrain is committed to providing training and assessment services to all clients regardless of race, religion, sex socio-economic status, disability, language, and ability in literacy or numeracy.
Legislative Compliance	QualTrain Management and staff conduct periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to OH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation. QualTrain regularly reviews the requirements of the Commonwealth Attorney-General's Department in relation to the regulatory requirements for the registration of Marriage Celebrants.
National Recognition	QualTrain recognises qualifications and statements of attainment issued by any other Registered Training Organisation under the Australian Qualifications Framework.
Recognition of Prior Learning	Recognition of Prior Learning (RPL) is offered to all students enrolling in QualTrain. Where sufficient documentation is provided QualTrain will provide credit transfer to enrolling students. QualTrain recognises all current competencies held by students regardless of how, where or when these competencies were learned.
Privacy and confidentiality	QualTrain recognises and respects the privacy and confidentiality of all candidates. Apart from the legislative requirements regarding reporting to the State and Federal bodies concerned with qualification registration, no information is given to any third party regarding the details of enrolled candidates.

ACCESS, EQUITY, RIGHTS

Access refers to a person's ability to participate fully in our training and assessment services, regardless of racial, religious, cultural or language backgrounds, as long as they can meet the entry requirements of the Training Package.

Equity refers to how QualTrain applies the guidelines and practices that make access possible and that we apply these equally to all persons.

How do we support Access & Equity? QualTrain is fully committed to the entire process for every participant. From the design of our courses through to ensuring **Natural Justice** when things go wrong, we recognise the barriers that may exist and will take steps to ensure these barriers are identified and removed or reduced.

QualTrain has **Policies** which guide the behaviour of our students and trainers and the culture of our business is to ensure that Access and Equity are not just words.

QualTrain **Courses** have flexible pathways and delivery options including course structure, locations and timetabling.

QualTrain's **Selection** criteria for entry into our courses are based on the requirements of the training product. Our administrative processes are designed to be simple and flexible, for example, completion and processing of enrolment documentation may be via electronic or hard copy and will not be unnecessarily complex.

QualTrain's **Training Environment** is inclusive and supportive, setting standards for all participants, determining any special needs that may exist and ensuring that physical access is available to participants that may have difficulties.

QualTrain's **Assessment Processes** recognise existing skills of our participants and provide them with adequate information about the assessment process and requirements to ensure they are ready for assessment.

QualTrain **Support** – from time to time a person may require additional support to enable them to complete the course. We encourage all participants to discuss with us any special needs that they may have and where possible we will make adjustments to the training or assessment to accommodate these needs.

Participant welfare is important to us and we will not allow bias, discrimination or harassment to interfere with any person's ability to fully participate in the training course.

Natural Justice - if things still go wrong, we have a fair and equitable complaints process that will not put any person at a disadvantage or interfere with their course whilst the issue is being resolved.

Your Rights

Right to Complain

QualTrain is committed to maintaining an effective, timely, fair and equitable complaints handling system which is easily accessible. The following principles apply to our Complaints handling:

- All our clients and participants have the right to raise any complaints or grievances without fear of retribution or threat to continuation of service.
- All complaints will be given due consideration with the primary objective of the complaints process being to find an immediate solution which is agreed to by all parties.
- Complaints handling and resolution processes are participant focused and help to prevent complaints from recurring.
- The views of each complainant and respondent are respected and all parties to a

complaint are free from discrimination and victimisation.

- Written records are kept of all complaints and maintained in our Complaints Register.
- We respect the right of the complainant to seek the assistance of an external organisation to resolve the complaint, grievance or appeal.

Definition of a Complaint

A complaint can be defined as your expression of dissatisfaction with any aspect of our services and activities including:

- The enrolment, induction/orientation process
- The quality of training or assessment provided
- Our trainers, assessors or other staff
- A third party providing services on our behalf
- Access to personal records
- The way someone has been treated

Before an issue becomes a formal complaint you are encouraged, wherever possible, to resolve your concerns or difficulties directly with the person(s) concerned. Our staff are available to assist you to resolve the issues at this level.

Lodging a complaint

If you wish to lodge a formal complaint, your enrolment will be maintained throughout the process. There is no cost to you to lodge a complaint. All complaints must be submitted by completing our Complaints Form. You can request a copy of the form by contacting the QualTrain office.

Right to Appeal an Assessment Outcome

QualTrain will ensure that all assessment appeals will be handled in a fair, equitable and consistent manner and ensure that your rights are preserved at all times. Our goal is to provide excellent service to our participants, and we seek to prevent the occurrence of appeals by ensuring that you are fully prepared for assessment.

We will ensure that you are aware of the requirements of the assessment and will negotiate assessment arrangements, including timeframes and readiness for assessment, with you.

Grounds for Appeal

An application for appeal will be considered where you

- claim disadvantage because the trainer did not provide, in either written or verbal form, a subject outline
- claim disadvantage because the trainer varied, without consultation or in an unreasonable way, the assessment requirements as specified in the subject outline
- claim disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied
- claim that a clerical error has occurred in the documenting of the assessment outcome
- claim there is a discrepancy between the practical observation and the formal assessment

Process for Appeals

If you wish to appeal an assessment outcome, you are encouraged to first discuss the issue with your Trainer/Assessor. If you are still not satisfied with the outcome you can proceed with the Assessment Appeals process by completing the Assessment Appeals Form. You can request a copy of this form by contacting the QualTrain office. There is no cost for an appeal and your course will continue without interruption while the appeal is being assessed. All Appeals must be submitted by completing our Assessment Appeals Form.

Right to Be Supported

If you have met the entry requirements for a course you will also have access to a range of academic support options to provide you with the best opportunity to successfully complete your course.

Who is Eligible for Support?

Our support options are available to any currently enrolled participant. We will provide a supportive learning environment to the best of our ability and resources. However, there may be support and welfare needs which are beyond our scope of expertise and you may be referred to an external provider.

Right to Have Your Existing Skills/Qualifications Recognised

General Principles Under the Standards for RTOs 2015, QualTrain must recognise AQF Qualifications and Statements of Attainment issued by any other RTO. We will also recognise and assess the skills and knowledge you have gained over your years of work and life experiences. The underlying principle of Recognition of Prior Learning (RPL) and Credit Transfer (CT) is that no participant should be required to undertake a unit of competency for which they are already able to demonstrate competency as outlined in the endorsed training package. We will offer recognition to all participants for any nationally recognised course we offer, prior to enrolment. We will only recognise credit for qualifications/units of competency completed within the Australian Qualifications Framework.

Right to Access Your Records

QualTrain policies and procedures ensure that you have timely access to records related to your participation, progress and final outcomes upon written request. We will manage current and past records of your participation in training to ensure their accuracy, integrity and privacy at all times.

There is no charge for you to access personal information; however we may charge a fee to make paper copies of this information. Re-issue of Certificates In line with our Privacy Policy, Certificates and Statements of Attainment are considered personal information. Replacement certificates can only be re-issued where the details provided on the form match the details we have on record.

Right to Request an Extension of Time for Assessment

QualTrain understands that there may be occasions where events can interfere with your ability to complete assessment tasks in the timeframes originally agreed. Requests for an extension must be made no later than 3 business days prior to the assessment due date.

Resubmission

If you submit an assessment task that has incorrect answers, or answers that are incomplete or do not address the requirements of the unit(s) of competency you will be given the opportunity to re-submit the assessment. A maximum of two re-submits are allowed. Should the assessment still not meet the requirements of the unit(s), further training may be recommended. You may be charged for any additional training required.

Right to Receive Feedback Receiving feedback on progress is a fundamental concept of adult learning. You will be provided with feedback on the assessment work you submit. This feedback is designed to provide acknowledgement of achievement of competency and guidance on areas which may need improvement.

Right to Give Feedback all feedback from our stakeholders provides us an opportunity to improve our training and assessment services. At the end of your course you will be asked to complete a survey either in the classroom or online. These surveys can be submitted anonymously or if you wish to be contacted, just include your name and contact details.