

Learner Handbook



3Bridges Community Limited.

(Registered Training Organisation 41056)

72 Carwar Avenue, Carss Park NSW 2221

Phone: **1300 327 434**

Operational Hours: 9 am - 5 pm

Monday - Friday



3Bridge's Vision: People living in connected and enriched communities

3Bridges Community Inc. was formed by the merge of Keystone Community Solutions Inc., Pole Depot Community Centre and Menai Community Services. It continues over 30 years of providing quality community services for the St George and Sutherland Shire community.

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Welcome message from our Director

First and foremost, I want to thank you for choosing 3Bridges Community Limited as your preferred Community and Health services training provider. We aim to help make your career development well informed, supportive, engaging and easy. By choosing 3Bridges as your learning partner, you will be empowered to transform, or enhance, your life with learning.

Throughout your learning journey, you may experience some concern about the end goal and outcome, e.g. you may think “with so much going on in my life right now, how important is this to me at the moment? Is it achievable?”

In such times, remember back to the day you decided to change your life. Throughout your journey hold on to the motivation that made you take this first step. One of the key foundations of success is learning. By being committed to learning and a life of continual development, we are also making a commitment of success to ourselves.

Through the duration of your learning journey with 3Bridges, we make a commitment to you, our learner, to support, facilitate engagement, guide and at times extend your limits.

By finding the balance of these key principles we will provide you with current and relevant industry specific skills that you can then apply in the workplace, excel and forge a long term career in this fantastic and ever rewarding space.

Caroline Tumeth

Director Community Capacity



Important note and disclaimer: Please read and keep this document handy for your reference.

3Bridges Education and Training's policies, procedures and forms are available on our website. Learners must ensure they are aware of policies and procedures by accessing our Terms and Conditions. The information contained in the Learner Handbook has been prepared as a resource to assist participants to be informed about 3Bridges, their responsibilities, and the learning and assessment program.

For further information about our qualifications, locations, fees and other relevant policies and procedures, please access our website <https://3bridges.org.au/volunteering-and-training/training>. You may also reach us by calling 1300 327 434 or email training@3Bridges.org.au.

About 3Bridges Community

3Bridges Community Limited is an Australian Company Limited by Guarantee. We are a registered as a charity with the Australian Charities and Not-for-profits Commission, ABN 96 039 601 269.

- Our charity operates under ISO 9001:2015
- Our head office is located at 1/72 Carwar Ave, Carss Park NSW 2221

We are committed to giving the community a voice, excellence and consistent standards of service by embracing quality assurance and continuous improvement initiatives. As an organisation we commit to:

- Walk alongside you during family transitions and helping when a new baby arrives, with before and after school care, and as parents age
- Make connections through our youth workers at schools, connecting through the Yarning Circles and providing support in our meeting centres.
- Enrich lives through providing care to people living at home as they age and support for people with a disability

Our training staff are all highly experienced facilitators and assessors. They hold formal qualifications and possess a wealth of relevant industry experience that is highly utilised in the training they deliver. 3Bridges is a not for profit organisation and we are proud to offer quality training at affordable prices.

Vision: *'People living in connected and enriched communities'*

Our Purpose: 3Bridges gives the community voice through our values:

VIBRANT by being energetic and engaging

OPENNESS by being welcoming, honest and transparent

INNOVATION in driving new ideas

COLLABORATION by embracing new ideas, teamwork and partnerships

EXCELLENCE through being recognised as leaders in the community.

Why study with 3Bridges?

- Access to nationally recognised qualifications as per 3Bridges's scope of registration as a Registered Training Organisation (RTO No. [41056](#))
- We are a registered charity that operates under Quality Management System Requirements [ISO 9001:2015](#)

- Access to a comprehensive non-accredited training calendar
- Up to date information tailored to meet your needs
- Opportunities to access practical industry placements
- Highly experienced trainers and assessors with extensive industry experience
- A range of venues close to public transport with access to easy free parking
- External validation of training and assessment resources
- Customised training for organisations and sector wide industry partners
- Course fees can be paid by instalments (weekly, fortnightly or monthly)
- We are an approved Smart and Skilled provider (we may have funding options available)
- We are approved to deliver Traineeships in areas of NSW
- We offer Recognition of Prior Learning (RPL) services
- We are a reputable organisation with over 40 years experience in the community sector
- We are a not for profit community organisation offering a range of services to our local community and partners

Marketing of our Training:

We advertise and promote our training by:

- A regular Training Calendar
- 3Bridges Community Limited website www.3bridges.org.au
- Print and electronic media
- Social media
- Human Services Network www.hsnet.nsw.gov.au
- Community Network Meeting and Forums
- Non accredited training events
- Customised training events
- Sector support and development
- St George and Sutherland (SGS) News
- Industry Events

3Bridges Community Ltd. - A Registered Training Organisation (RTO)

As an RTO (RTO [41056](#)) we are committed to quality and continuous improvement of our services to you, our existing client groups, and to the broader community by meeting the [Standards for Registered Training Organisations 2015](#).

Australian Skills Quality Authority (ASQA) and the Australian Quality Framework: (AQF)

ASQA and the AQF aim to achieve greater national consistency in the way training providers are registered and monitored, and in how standards in the Vocational Education and Training (VET) sector are enforced. In addition, ASQA's vision is that learners, employers and governments have full confidence in the quality of VET outcomes delivered by Australian RTO's, and that the qualifications they issue are recognised nationally.

The VET Quality Framework comprises:

- The [Standards for RTO's 2015](#) - to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's VET system. The Standards specify what an RTO needs to do, or to have, in order to demonstrate compliance. An important feature of the standards is the requirement for organisations to have systems in place for ensuring the quality and validity of training and assessment throughout the scope of their registration, and across all modes of delivery.
- The [Fit and Proper Person Requirements](#)
- The [Financial Viability Risk Assessment Requirements](#)
- The [Data Provision Requirements](#), and
- The [Australian Qualifications Framework](#)

Qualifications

The nationally accredited qualifications that may be issued by 3Bridges relate to the CHC Community Services training package, release 3.0, and are listed below.

- [CHC33015](#) Certificate III in Individual Support
- [CHC43015](#) Certificate IV in Ageing Support
- [CHC43115](#) Certificate IV in Disability
- [CHC43415](#) Certificate IV in Leisure and Health
- [CHC52015](#) Diploma of Community Services

Competence and Competency Standards

Competence can be defined as the skills and knowledge required to perform the tasks a job requires to the standards required by industry. Competency standards (also referred to as national/enterprise competency standards) are national standards that set out the work skills and knowledge required for effective performance in the workplace and are defined by industry. Competency standards are an endorsed component of training packages. To gain a nationally recognised qualification you must be assessed as competent in all of the competency standards required for that qualification.

RTO Responsibilities

3Bridges is responsible for the quality of training and assessment delivery by ensuring to:

- Provide each learner with a training plan
- Provide quality training and assessment that meets the Standards for RTO's 2015
- Provide the training and support necessary to enable learners to complete each unit of competency
- Provide a complaint and appeal process, consumer protection process and inform the Consumer Protection Officer if the learner is in need of assistance, and other relevant policy and procedures that may assist the learner to be informed at all times, and ensure that learners can refer to policies and procedures as required
- Monitor and maintain learner attendance, participation, progress and learner file
- Issue AQF certification documents on successful completion of the course or a statement of attainment for each unit of competency attained
- Protect personal information in accordance with the National Privacy Principles and have access to that information on request
- Provide a safe training environment free from harassment and discrimination
- Keep records of competency completion for a period of at least thirty (30) years.

Supporting learners with Language Literacy and Numeracy (LLN)

3Bridges will require prospective learners, as part of the enrolment process, to complete a Language, Literacy and Numeracy assessment, either through an online method or a paper-based document. The assessment is a diagnostic tool to assist 3Bridges to identify a learner's LLN skills. The results from the LLN assessment are used to determine educational and support services which learners may require to successfully undertake accredited training and assessment, and to identify their level of foundation skills.

We encourage learners to provide information to the 3Bridges representative of any disabilities, difficulties or circumstances, which they are aware of, that could impact their participation in training, assessments and, if applicable, completing work placements.

Additional questions are included on the enrolment form to ensure that the learner has the opportunity to self-identify any issues with LLN or any other Special Needs that would impact their training and assessment.

When it is identified that a learner has LLN issues or special needs, 3Bridges will discuss with the learner the support that 3Bridges can provide. A LLN Support Program is available that includes a personalised training plan and supplements to assist the learner with meeting this shortfall. All discussions concerning LLN and special needs assistance between 3Bridges and the learner are strictly confidential.

Learner Support and Services

Sometimes learners need assistance with a subject or assessment such as a written or workplace assessment, or juggling time for completing assignments given their busy work and lives. Learners at 3Bridges have access to additional support from their trainers and assessors as required. We have close links with other community services in the area and can refer learners to specialised support if it is required. Support for LLN issues relating to any training material can be discussed in more detail with your trainer. Depending on your needs, and the needs of your class, support can be provided:

- In small groups
- By your teacher as one-to-one tuition
- Through an on-line forum, telephone, or by correspondence
- Through the learner portal
- By email

Support is also available to people with a disability or people from language backgrounds other than English. Support needs are identified, and strategies developed, to support the Learner at enrolment. Where additional or new support needs are identified throughout the course, additional support services will be offered. This guidance service by our RTO will be free of charge. Note: An external service provider may charge for their services.

When it is identified by the training delivery team that the learner's need for education and support services exceed 3Bridges support capabilities and expertise, 3Bridges will refer the learner to appropriate external support groups for assistance and their expertise. If learners are experiencing any difficulties, they should speak to the trainer and assessor or seek help through one of the counselling and support services listed below:

Headspace

Telephone: 1300 737 616
www.headspace.org.au

Beyond Blue

Telephone: 1300 224 636
<https://www.beyondblue.org.au/>

Reading and Writing Hotline

Telephone: 1300 655 506
www.readingwritinghotline.edu.au

Lifeline

Telephone: 13 11 14
www.lifeline.org.au

Access and Equity

Our training and assessment programs do not have barriers to access and participation based on race, gender, ethnicity, disability, geographic location, numeracy, literacy and language skills, age, employment status or remote location. The training and assessment methods used are designed to allow for the use of a range of

styles and processes to meet the needs of learners. The backgrounds of participants are valued and respected by all trainers and assessors. Our staff are responsible for ensuring that learners are provided with support to allow them the maximum opportunity to participate in training and that individual needs are catered for by means of reasonable adjustment. The level of LLN skills required to undertake a qualification is in accordance with those stated in the relevant nationally accredited Training Package.

3Bridges aims to assist all learners in overcoming any barriers to learning they may have and to ensure the welfare of all personnel. In the first instance learners should raise any issues, including matters relating to LLN during the registration process so that a course of action can be agreed upon. Support methods may include extra access to trainers for specific assistance. It should be noted that all learning materials for accredited training are provided in English and a basic understanding of English is a pre-requisite. Please see our training calendar for non-accredited training courses, some of which are conducted in other languages.

Learner Responsibilities

All learners of 3Bridges must ensure that they:

- Provide true and accurate information in a timely manner
- Read, agree and sign the Training Plan
- Behave in an ethical and responsible manner during training and assessment activities
- Attend each class on time and participate in activities (if applicable)
- Do not damage or misuse equipment, resources or facilities
- Provide the required equipment or tools (if applicable)
- Respect the opinions and background of others
- Do not take photos of other people's activities in class or the workplace and post them to social media without the informed consent of the affected people
- Submit assessments in a timely manner throughout the course
- Ensure that each assessment task completed is their own work
- Undertake all assessment in the designated time frames
- Meet their "Duty of Care" for personal health, safety and welfare, as well as for others
- Participate in evaluation activities and offer constructive feedback in relation to the training and assessment
- Wear appropriate clothing and footwear
- Contact 3Bridges if they are unable to attend training, or if personal circumstances change thereby affecting training attendance, assessment completion and/or, if applicable, Work Placement
- Notify 3Bridges within 7 days with details of any changes to personal information, such as address, email address or contact number

Learner Code of Conduct

3Bridges requires that all learners observe the following principles whilst undertaking training and assessment:

Behaviour

It is important that learners are aware that certain types of behaviour will not be tolerated. Learners will not discriminate against any person because of their race, gender, sexual preference, background or religion, and at all times, show respect to other learners, and the trainer and assessor.

Learners are required to work in a team and as such will endeavour to participate and actively contribute in all group work. Learners will aim to be considerate of trainers and other persons with whom they come in contact with and will make an effort to foster co-operative and supportive relationships with colleagues.

Learners may:

- Feel free to contribute but let everyone have their say
- Cause no disruption to the training and assessment process

Plagiarism

Learners should hand in only original work and if assessments are completed with another person, acknowledge this person. Plagiarism (copying other people's work) is not accepted by 3Bridges and, where plagiarism is detected, 3Bridges will assess the evidence as Not Yet Competent and will counsel the learner on the requirement to resubmit their own work, and request that the assessment be undertaken again at the learner's cost. Learners who are found to be a repeat offenders, will have their enrolment cancelled.

3Bridges has the right to withhold Statements of Attainment / Qualifications where a learner is found to have plagiarised assessment material.

Attendance

Learners are required to attend each course date as scheduled. They are also required to be on time for all classes and return from lunch and be ready to start as expected.

Should a learner be absent for illness they will need to present a doctor's certificate the day of return. Prior consent for special absence due to extenuating circumstances may be granted. The learner should notify 3Bridges immediately in this case.

Mobile Phones

Learners should switch off mobile phones while at a 3Bridges training venue. If a learner needs to have their phone active, they should inform the trainer prior to the commencement of the day's classes and switch it to a silent/vibrate mode.

Cleanliness

Learners are required to clear up after themselves and wash up your own cups, etc. It is expected that learners will ensure that class areas are left clean and tidy and any rubbish is placed into the bins provided.

Funding Body Obligation

During the enrolment, it is the learner's responsibility to understand and meet their obligation if enrolling in a funded qualification. Relevant information about subsidised qualifications can be found on <https://3bridges.org.au/volunteering-and-training/training>.

Learners must report any instances of any unethical or fraudulent practice to 3Bridges Training staff as soon as it is practical via email at training@3Bridges.org.au.

Workplace Health and Safety

3Bridges is committed to promoting a safe and healthy work and study environment and recognises its obligation under the Work Health and Safety Act 2011 (Commonwealth) and other relevant state legislation. 3Bridges regularly conducts safety checks of each training location/facility in line with our ISO accreditation. Learners have a 'Duty of Care' and are responsible for ensuring the health and safety of their environment by:

- Making themselves aware of the relevant policies, procedures, and instructions
- Complying with all policies, procedures, and instructions
- Sharing the responsibility for the health, safety and welfare of themselves and others
- Take reasonable precautions, care, and exercise diligence at all times of themselves and others
- Co-operate with reasonable requests from 3Bridges Training staff
- Report any accidents, incidents, or hazards to 3Bridges Training staff
- Contribute to keeping the training facility tidy and no obstacles blocking doorways and passages
- Reporting all known or observed hazards, incidents and injuries

Personal Protective Equipment

Learners will be advised if they are required to wear Personal Protective Equipment (PPE) during the course of training, assessment or work placement. If required, they must check that the personal protective clothing and equipment fits appropriately and can be worn as instructed in designated areas, including at work placement sites. It is important to note that there are mandatory safety regulations in some areas of training.

If the learner has been informed that PPE is required, they must wear the provided PPE. Any learner failing to adhere may be refused entry to the training facility, work area or work placement. Learners who are found guilty of damaging or tampering with issued PPE may be subject to disciplinary action, including but not limited to, suspension or cancellation of their enrolment.

Unacceptable behaviour

Unacceptable behaviour is any conduct which disrupts other learners, trainers and assessors, contractors or staff at any of the 3Bridges training venues. Furthermore, learners participating in a work placement must ensure that their behaviour is not disruptive to employees and other learners while they are attending their classes or work placement site.

Any group or individual behaviour by learners that is abusive, indecent, violent, unruly, disorderly, dangerous, offensive, or which unreasonably disturbs others, may be considered unacceptable and may be subject to disciplinary action, including but not limited to suspension or cancellation of enrolment.

3Bridges recognises that learners may have problems which do not directly concern their course, training provider or work placement, but may affect their ability to achieve competency. In this situation, learners are encouraged to discuss if they require education and support services during the information session or at enrolment with a 3Bridges representative to develop a solution.

If a learner experiences any personal difficulties with their course they should contact their trainer or a 3Bridges representative. This will be discussed and referred to the Training Manager for review and to develop an intervention plan.

Acceptable behaviour

3Bridges encourages a responsible approach in the provision of education and training services and assessment of learners. Our aim is to ensure the safety and welfare of learners, staff and guests. Learners are asked to act in a mature and responsible manner while attending training at any of the 3Bridges venues.

No smoking policy

Smoking is not permitted inside any 3Bridges venue, training room or office area. Learners wishing to smoke must do so outside. Please follow the instructions of the Trainer or staff for the location of the designated smoking area.

Drug and alcohol policy

The health, safety and well-being of all staff, learners and guests is important to 3Bridges and we are committed to protecting the work and study environment. Alcohol and drug abuse pose a significant threat to others and 3Bridges will not tolerate the possession or use of any drugs, unauthorised substances or alcohol on our premises during the delivery of training or when learners are attending a work placement. Learners, their guests or other individuals found to be under the influence of alcohol, drugs or any unauthorised substance will be immediately asked to leave the premises and the Police will be notified if this direction is not followed. This may also result in the learner being withdrawn from the training course.

Bullying and harassment

Harassment is any conduct (verbal, written or physical) which is unwanted, unwelcome or can be taken to be offensive. Any bullying or harassment in a training room or 3Bridges venue, either face-to-face, by telephone, via text messaging or in any social media platform will not be tolerated.

Unacceptable behaviour includes but is not limited to:

- Loud and abusive language yelling and screaming
- Unjustified criticism
- Humiliation, belittling or undermining of others

3Bridges takes a zero tolerance approach to any bullying or harassment. Learners who are found guilty of such behaviour may be subjected to disciplinary action, including but not limited to suspension or cancellation of their enrolment.

Computer and technology policy

When using 3Bridges equipment, computers or other technology, learners must ensure they follow the instructions on correct usage from the trainer or staff member. Learners are not permitted to download, delete, copy or move files from the computer system unless directed by a trainer/staff member.

Downloading pornographic or offensive material is unacceptable behaviour, and may result in disciplinary action, e.g. Suspension or cancellation of enrolment.

Commenting on social media

It is against the 3Bridges Learner Code of Conduct to use any form of social media for public comments that may be damaging to our company. Learners are not permitted to take photos, make recordings and publish them on any social media. This relates to the classes, other learners, work placements the learner attends, and the assessments that are completed.

Learners who do not comply with this condition may be withdrawn from the training course. While learners are enrolled at 3Bridges, they are urged to come to 3Bridges staff first with their concerns so that we can assist in finding a solution, or provide extra assistance as required.

3Bridges has a Complaints and Appeals Policy and Procedure that will help learners find a solution to their problem. All complaints are taken very seriously and investigated. If learners do experience any problems, they must first speak to their trainer and assessor or Training Manager to discuss concerns and attempt to have it resolved or escalated to the management team.

Disciplinary Process

Disciplinary requirements occur when the behaviour of a learner is deemed as unsatisfactory by an individual or group within the environment set by 3Bridges. If the behaviour is considered to be of a standard below the guidelines set in this learner handbook and/or the instructions given by the 3Bridges Management / Trainer / Assessor, that behaviour is considered to be unsatisfactory behaviour.

Where the above standards are not observed the trainer has the right to counsel the learner involved by:

- Immediate discussion of the problem
- If the problem continues, terminating the learner's involvement in the training and assessment process

3Bridges has the right to withhold any applicable certificates if a learner is requested to cease training or assessment for behavioural reasons. No refund will be provided in the event that a learner is requested to leave the training for the above reasons.

Training Delivery

3Bridges provides training utilising training workshops that can be delivered as classroom-based, mixed mode, self-directed learning, in a virtual environment or distance learning. This information has been provided to the learner prior to the enrolment stage. 3Bridges will organise training facilities within various locations dependent on the chosen course. 3Bridges will ensure that locations are chosen with the learner's benefit, comfort and safety in mind.

Modes of Delivery

3Bridges trainers and assessors use a variety of methods of delivery including:

- Face to face presentations
- Web conferencing (virtual)
- Discussions
- Small group work
- Simulated workplace practice scenarios
- Use of audio visual material
- Workplace component including policy and procedures, legislation and standards
- Self-directed learning
- Projects
- Workplace scenarios
- Workplace documentation
- On-site training
- Work placement at a community centre
- Work placement at a residential care facility

Classroom

3Bridges classroom mode of delivery is where the learner receives face-to-face training delivered at a 3Bridges training delivery location, or a suitable hired venue or workplace, where all training and assessment materials are provided. 3Bridges uses a mixture of activities and discussions to cover the learning materials provided. Some classes may also require learners to access a social media platform such as WhatsApp or similar where they can interact with other students and also receive support by administration staff, and your trainer and assessor.

Digital Classrooms

Our digital classroom mode of delivery is a flexible online option for learners to access training but still get the experience of having regular training sessions with one of our qualified trainers. All learning material, assessments and any supplementary resources are available for use, using the Learning Management System (LMS). Some training sessions are delivered using Zoom or a similar application with the trainer which learners may need to download to their desktop to access. These are web conferencing tools.

3Bridges's digital classroom model is not an ordinary online learning mode of delivery. With regular training sessions, learners and trainers can interact with each other, share experiences, participate in discussions and ask questions just like you would in a classroom environment. These sessions are also recorded for the learner to refer back to any time. Our digital classroom is a virtual learning community, which means the learner can also send messages to their trainer. Some classes may also require learners to access a social media platform such as WhatsApp or similar where they can interact with other students and also receive support by Administration staff, and the trainer and assessor.

In order for learner's to complete their course using the digital classroom model, they must have the following:

- A valid email address

- A computer or laptop less than 5 years old or mobile phone with Access to Wi-Fi, and data
- A reliable internet connection
- A reliable web browser such as Google Chrome, Safari, Firefox, etc
- Additional software such as Microsoft office may also be required depending on the course.

Assessment is completed on the LMS and can be completed in a variety of formats including quizzes, assignment uploads, and media/video uploads where it is a requirement for the trainer to observe the learner completing an activity.

Learners who are enrolled in the digital classroom mode of delivery are sent a course invitation prior to their course commencing where they are then required to accept the course invitation and complete the setup of their user account including passwords. For security reasons it is strongly recommended that the learner does not share their user account details with anyone. For any technical difficulties encountered with our Learning Management System (LMS), learners should contact 3Bridges by calling 02 8558 4044 and ask for the LMS team.

Self-Directed/Self-Paced Learning

Self-directed or self-paced learning is an important aspect of training with 3Bridges. It includes personal and workplace reflections, pre-reading of learning resources, watching recommended videos, research and assessment preparation.

Assessment preparation may include, but is not limited to, writing drafts for role plays and writing reports. 3Bridges has recommended the number of self-directed training hours that may be required for specific courses. It is best that learners allocate this amount of time for self-directed training.

We also acknowledge that learner's study habits may require lesser or longer hours, therefore utilising self-directed hours is just as important as studying in a face to face environment with the Trainer.

Attendance

Learners are required to attend each class or workshop provided by 3Bridges or access the video conferencing through our Digital Classroom. For each class, the trainer will have an attendance form, this form is used to record learner attendance and is also used to show learner participation in training for each unit of competency.

The class attendance will be monitored by the Program Coordinator. Regular class attendance and participation in activities is required to get the most out of the course, including time to practice practical skills and opportunities to ask the trainer questions and discuss ideas with other learners.

3Bridges may cancel a learner's enrolment if the learner has not shown any course progression after all avenues of intervention have been exhausted. If the learner is unable to attend any class, they must contact the Training Coordinator as soon as possible on 1300 327 434.

Training Plan

Training Plans are developed for each learner enrolled in an approved qualification. The Training Plan has the following information:

- Contact person and contact numbers for 3Bridges
- The training activity for both the learner and 3Bridges
- Details of support services that the learner will receive if they:
 - Are an Australian Aboriginal or Torres Strait Islander
 - Have a disability
 - Have any learning difficulties
 - Are a victim of domestic violence

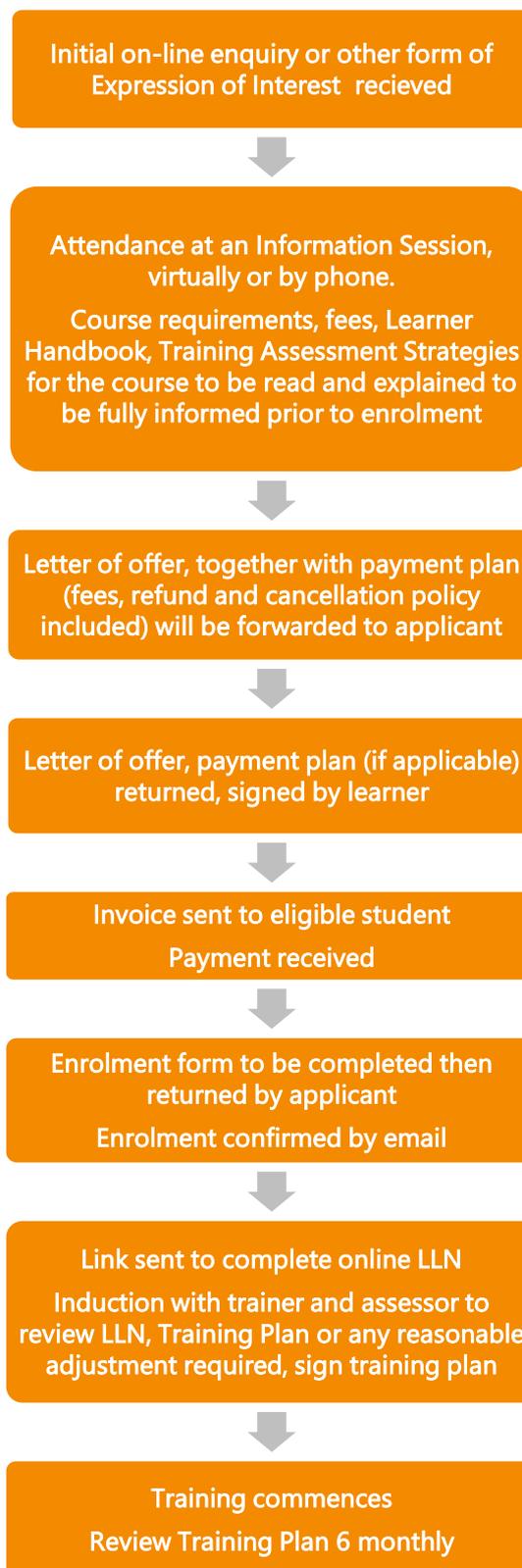
- Are long-term unemployed
- Credit Transfer and/or Recognition of Prior Learning (if applicable)
- Approved Qualification Code Name and Australian Qualification Level
- The Units of Competency to be attained
- Scheduled hours for each unit of competency to be attained
- Delivery modes to be used for each Unit of Competency
- Proposed learning strategies and resources that are appropriate for the learner
- Details of any customisation included in response to the needs of the learner and/or work locations and/or employers
- Names of the individuals responsible for the training and/or assessment of each Unit of Competency.

The Training Plan is to be reviewed and signed by both the learner and trainer and assessor or the program coordinator. Learners are provided with a signed copy of the Training Plan, with the original kept by 3Bridges in the learner's file. If required, copies of the Training Plan will only be given to a third party with the learner's written permission or in line with regulatory requirements. The Training Plan may need to be reviewed on a 6 monthly basis if a course is 12 months or more. All parties will be required to sign again for each new plan.

If the learner chooses to defer or withdraw from the qualification at any time, 3Bridges will update the Training plan listing all Units of Competency where an outcome has been achieved, commenced but not completed, and/or not commenced.

Enrolment Procedure

It is our intention that learner enrolment is smooth and efficient, enabling the learner to commence their studies as quickly as possible. The following flowchart reflects the enrolment process.



Assessment Guidelines

Assessment is competency based and is designed to determine whether the learner can demonstrate the necessary performance criteria for each unit of competency. Learners who are unable to demonstrate competency at a given time or who successfully appeal assessment results may be reassessed at an appropriate later date.

Assessments may be undertaken on or off the job, but generally, learners are required to submit an assignment or portfolio of work for assessment. If conducted in the workplace, suitable workplace assessors

and assessment procedures are to be used. All assessment materials must be appropriate to a learner's needs, program delivery methods, and meet all training package requirements and industry standards.

3Bridges is to provide assessment resources for each unit of competency. Assessment methods will be a combination of multiple-choice questions, short answer questions, projects, case studies, reports and role-plays in a simulated work environment. Also, if required, the demonstration of practical skill assessment in work placements.

The Education and Training Manager and all staff are required to ensure operational compliance with the standards for RTOs 2015, and to review, evaluate and adjust as necessary assessment systems and procedures for validity, reliability, flexibility and fairness of assessment. Assessment records are kept and aggregated to monitor assessment reliability. Industry and client input and feedback is obtained to monitor and plan assessment validity, flexibility and fairness.

Assessors are required:

- To be fair and reasonable during assessment
- To be familiar with the field, with the relevant industry standards and WHS requirements and to be up to date with assessment methods and procedures appropriate for the learner and learning environment
- To negotiate flexibly with learners regarding the type of assessment, taking into account flexible delivery, EEO and anti-discrimination principles and the particular needs and circumstances of learners
- To advise learners regarding RPL processes and outcomes
- To make proper assessment decisions based on explicit evidence of competency
- To expedite assessment and to avoid unnecessary delay
- To use cost and time effective methods and materials appropriate to the task
- To gather assessment evidence that is authentic, valid, reliable, relevant to learning outcomes, current and varied
- To systematically review the assessment evidence obtained through means such as interview, workplace assessment, and/or performance test
- To meet the assessor standards in accordance with Standards for RTOs 2015

Assessment

Learners will be assessed as either 'Competent', 'Not yet Competent' or 'Competency not Achieved'

If 'Competent' for nationally accredited training, a learner will be issued with a certificate for the full qualification together with a record of results or a Statement of Attainment for units of competency within a qualification.

If 'Not yet Competent' the learner will be advised of the areas where competency is yet to be achieved and given further opportunity to achieve competency.

We utilise a range of knowledge and skill based assessment processes and methodologies to obtain evidence of competence including:

- Written and oral questioning
- Multiple choice
- Short answer questions
- Practical activities or workplace application
- Case study practicals and or role plays in a simulated workplace environment
- Written assignments
- Group work
- Observation
- Projects
- Reports

- Third Party Reports
- Assessment in a residential facility
- Assessment in a home care environment

The selection of the assessment method used is dependent on the learning pathway. Assessment is planned and conducted in a manner that aims to ensure that it is fair, valid, reliable and sufficient. If a learner is considering the Certificate IV in Ageing Support qualification please be aware that one of the core compulsory units must be assessed in a residential facility over a three day period – this is non-negotiable as set out in the assessment guidelines for the unit CHCCCS011 Meet Personal Support Needs.

3Bridges will provide assessment resources for each unit of competency. Assessment methods will be a combination of multiple-choice questions, short answer questions, projects, case studies, reports and role-plays in a simulated work environment. Also, if required, the demonstration of practical skills assessment in the work placement.

The learner must provide required responses, which are clear and detailed for each question, case study, scenario or project. The learner's answers will be checked to ensure they align with the requirements for each unit of competency. Each completed assessment workbook needs to be submitted to the trainer and assessor. The learner declaration must be completed in each assessment tool. If the learner has missed questions or responses are found to be inadequate, it will be returned to the learner to address the incomplete/insufficient response. If the learner has any difficulties with questions or requires clarification, they should ask their trainer and assessor or contact the Training Coordinator via email or call 1300 327 434 and ask for Education and Training.

The learner will be given written and/or verbal feedback from the trainer and assessor on the completed assessment tasks, as well as the opportunity to discuss the feedback provided.

All learners **must keep a copy of their submitted assessments at all times**. A result of 'Satisfactory' or 'S' on the assessment means that the learner has provided adequate responses for each assessment task to the required level. A result of 'Not satisfactory' means that the learner will need to provide more information on the tasks, provide further evidence or confirmation of their knowledge and skills. A result of 'Competent' or 'C' means that the learner has attained a satisfactory result for each of the assessment tasks designed to satisfy a Unit of Competency.

Learners must receive a 'Competent' outcome for all Units of Competency that make up their chosen course to be awarded the full qualification. If they are unable to complete the full qualification, 3Bridges will issue the learner with a Statement of Attainment for the units of competency that have been determined as Competent.

If attempting an assessment in an online environment, 3Bridges will allow the learner to preview the assessment before actually attempting the assessment, E.g quiz or short answers.

Reassessment

If the learner does not successfully demonstrate competency they will be eligible for two free reassessments. The method for reassessment will be dependent upon the performance criteria and will be discussed with the learner by the assessor. The first two reassessments are included in the fees for the course, however should a learner need additional reassessment they will be liable for the *additional associated costs* involved. Any additional charges for reassessment will be dependent on circumstances and should be negotiated with the Training Coordinator. Currently the cost for a re-assessment is \$100 per assessment and is non-refundable.

If the learner's assessment responses are found to have not met the assessment task requirements, they will be provided with feedback from the trainer and assessor. The completed assessments will be returned to the learner and will have instruction on what needs to be addressed and if additional evidence is required.

Learners will be given up to two weeks to resubmit their assessment to their trainer and assessor. If it takes longer than two weeks, learners are to maintain regular contact and provide updates with their trainer and assessor.

Learners are required to re-submit the assessment with the necessary corrections and/or additional evidence provided to successfully achieve a satisfactory result or competent outcome.

In cases where the learner has been deemed to be not competent (Competency not Achieved) and all means of assistance have been exhausted, 3Bridges will provide the learner with a non-accredited **certificate of attendance**, or similar, as an indication of their participation in the course.

Assessment Appeal

If a learner is not satisfied with the outcome of an assessment, they have the right to appeal the result. In the first instance this should be discussed with the trainer and assessor as soon as is practicable and *within one week* of receiving their assessment outcome.

Learners may formally appeal any outcome of any aspect of the assessment process by completing the Assessment Appeal form attached to the end of this document and forwarding it to the Training Coordinator *within two weeks* of the assessment results being notified to the learner. An acknowledgment of lodgement will be returned to the learner. Following consultation with the relevant trainer and assessor, the Training Coordinator will take one of the following courses of action:

- Request further evidence to enable a decision to be made
- Uphold the original assessment decision
- Organise for review of the original assessment by a second assessor
- Organise for the learner to be reassessed by another assessor

The appeal decision is to be finalised within 60 days of the Assessment Appeal form being received. If the appeal cannot be finalised within 60 days, 3Bridges will inform the learner in writing outlining the reasons why a resolution will take longer and will regularly update the learner on the progress of the resolution.

3Bridges will maintain records of appeals lodged and their outcomes and any corrective action taken to mitigate the likelihood of a similar appeal being lodged in the future. If the learner is unsuccessful upon reassessment and wishes to be assessed again, they may re-enrol in the relevant unit/cluster and pay the associated learning and assessment fees.

Course Progression

Learners are responsible for their learning, course progress and assessments. We encourage learners to actively participate in each class (if applicable), ask questions and discuss the aspects of the course with their trainer and assessor. Learners need to make time to read the learning material, reflect on their learning and complete and submit assessments.

The course progress will be monitored by the Training Coordinator. If learners are struggling to complete and submit assessments on time, they should contact 3Bridges. Self-paced learning is a good way of learning and offers learners the opportunity to do their reading prior to and after face-to-face classes. All learners must endeavour to complete their course within the agreed time frame. It is expected that the learner understands and adheres to our course deferral policy if extenuating circumstances affect their ability to complete the course on time.

Learners are advised that qualifications within the training package may be subject to change, and therefore must understand that, should this occur, they will be transitioned to an updated qualification which may require additional units of competency, or workplace training and assessment requirements.

Work Placement

As part of the qualifications listed below, learners will be required to complete a workplace component and have their work activities observed and assessed as part of their overall qualification assessment. This can be negotiated to be done within a current workplace, a different workplace or we can assist to find a suitable position at one of our community centres. The hours can be completed throughout the course, as a block at the end of training or in an alternative way. The hours listed below are the minimum hours to be completed. Learners should discuss workplace components with us at the time of enrolment. 3Bridges will organise the learner's work placement arrangement. If a learner has made their own arrangements the assigned supervisor/manager must agree to complete the required paperwork to confirm the workplace component has been completed successfully by signing a form to this effect before training commences.

Work placement is unpaid work, so it is important for the learner to be prepared prior to attending the workplace. 3Bridges will discuss with learners what is considered appropriate clothing to wear at the placement workplace. Learners must be prepared to obtain suitable clothing and shoes, and be able to travel to the work placement venue for each shift allocated and agreed to. 3Bridges will provide each learner with a learner Identification (ID) card and lanyard before they start placement.

Learners will be provided with sufficient information on the workplace component before training commences.

Qualifications requiring a workplace component

- CHC33015 Certificate III in Individual Support = 120 hours
- CHC43415 Certificate IV in Leisure and Health = 120 hours
- CHC43115 Certificate IV in Disability = 120 hours
- CHC43015 Certificate IV in Ageing Support = 120 hours
- CHC52015 Diploma of Community Services = 100 hours

Presentation

A work placement venue is a professional area. As such learners are required to present themselves in a suitable manner at all times. E.g. thongs, singlets and short shorts are not considered as appropriate attire. A well-groomed appearance, and neatly presented clothing appropriate to the workplace is expected.

A learner is required to:

- Sign the learner declaration form
- Undertake to the best of their ability all work placements, on-the-job learning tasks and all other activities necessary to complete their course.

3Bridges has a Work Placement team who will be able to source and organise work placement utilising various placement providers. It is important to note that whilst every effort is made to place the learner at a local workplace, this is not always possible and the learner may be asked to travel to another location.

3Bridges will support learners who want to locate their own work placements at a suitable workplace. Evidence of completing shifts must be recorded in the Work Placement Workbook to show evidence that the learner has completed the required amount of hours within the workplace. Learners must complete the vocational industry placement requirements of the training package prior to the issuing of the qualification or Statement of Attainment.

Work placement may be organised as a full-time block of three weeks in the first instance. Learners are to discuss the schedule with the Work Placement team. Alternative arrangements can be made. Please notify us

and your workplace Supervisor/Manager as soon as possible if you may be unable to complete the required shift at any time.

During work placement, learners are expected to:

- Attend the workplace induction and get to know their work buddy and work place supervisor
- Complete each day of the scheduled work placement. When completing time sheets, calculate their hours accurately and ensure that the hour or minutes taken for breaks is not included in the total hours worked
- Be punctual to the placement provider
- Be professionally presented and ensure appearance and behaviours are in keeping with the standards of the workplace, and that they notify the appropriate people are notified when they are not able to attend (please see section under illness/absence)
- Perform work tasks and duties to the best of their ability
- Ask questions and seek clarification from supervisors
- Report any hazard or unsafe practices seen in accordance with the host organisation's WHS guidelines
- Be visited by Trainer/Assessors to conduct observations and assessments whilst carrying out tasks that require the application of skills and knowledge to keep and maintain the work placement workbook
- Treat confidential material as private, and maintain staff, and peer confidentiality
- Maintain communication with the 3Bridges Work Placement Coordinator and workplace Supervisor
- Work in accordance with Workplace Health and Safety, Equal Opportunity and other relevant legislative and regulatory guidelines

Learners should contact their designated Training Coordinator or trainer/assessor if needing assistance with workplace matters on 1300 327 434.

Existing Worker

If a learner is currently working and studying at the same time, 3Bridges and the learner's organisation has developed a Memorandum of Understanding (MoU). The MoU articulates the following agreement:

- In the event that the learner is not able to access clients for work place observation and assessment due to confidentiality and privacy issues, the workplace that has employed the learner agrees to nominate a supervisor that will observe the learner conducting the task, and the learner agrees to participate in the competency based discussion (CBD) with a 3Bridges Assessor.
- All the required documentation such as a letter from the employer, payslip, and job descriptions must be provided to 3Bridges on or before the training commences.

Credit Transfer

Credit transfer is a process that RTOs use to provide learners with consistent credit outcomes for components of a qualification they may already possess. For example, if a learner has undertaken a previous qualification and has been assessed as competent for a unit that has the same vocational outcome and national code as a unit in the qualification they are looking at enrolling in, the RTO is legally obliged to give credit for that unit to the learner. Credit transfer may reduce the cost and time required by a learner to achieve a qualification.

Credit transfer works in two ways:

- learners receive credit for units they have previously completed and are exempt from retaking them, therefore reducing their study load by providing certified evidence of AQF certification documentation issued by another RTO.
- learners are exempt from certain introductory units but are still required to complete the total credit points or hours for the course.

On the basis of the assessment of the evidence or authenticated documentation provided, the learner will be advised in writing:

- That credit transfer has been granted and for what units of competency

- That credit transfer has not been granted and the reasons why
- What, if any, additional evidence is required to complete the qualification, module or skill set
- The number of units and how much of the training the learner will need to undertake to achieve the desired qualification

Learners should contact 3Bridges on 1300 327 434 to discuss their individual situation. The results are recorded on the learner's record within 3Bridges learner database, and any qualification issued will list all units granted by credit transfer and those achieved through assessment of competence.

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is a process for assessing the skills, knowledge and experience a learner has gained through working and learning against the units of competency in a qualification. It can be gained at any stage of their lives, through formal and informal learning, in Australia or overseas, through work or other activities such as volunteering. RPL recognises this prior knowledge and experience and measures it against the course in which a learner is enrolled. A learner possessing some of the skills and/or knowledge taught in the course may not need to complete all of its units.

If a learner believes they already hold some of the competencies acquired by means of previous training, work or life experiences, they can apply to have these assessed and recognised if documentation can be provided to demonstrate their ability to meet all the performance criteria of the elements for which they are seeking recognition. 3Bridges also supports the learner by holding competency conversations with them. 3Bridges helps learners to self-assess against the criteria and submit their application with evidence in the form of certificates, assignments, position descriptions, references, work samples etc.

Applications, with all supporting documentation, should be made to the training team one month prior to commencing training and in sufficient time for the assessment to be carried out. Before making an application, learner's should contact the training team at Training@3Bridges.org.au or ring 1300 327 434 to discuss individual situations. It is possible to achieve RPL for a single unit of competency, a whole qualification, or part of a qualification.

General Information

Transitioning from Superseded to new Qualifications

From time to time when Training Packages are revised and replaced, qualifications become superseded or replaced by new and updated qualifications. When this occurs, 3Bridges will research the changes and aim to have the new qualification added to its scope of registration.

A 3Bridges representative will discuss with affected learners the options available as they will either need to complete the superseded qualification by the 'teach out' date or transition to the new qualification. Imminent transition of your qualification to a new one is also the reason why learners must complete the qualification within the agreed timeframe.

Certificates Issuance

It is a great achievement when a learner has completed a course. 3Bridges will conduct a check of submitted assessments marked by the trainer and assessor, and if applicable, evidence of work placement, to determine if the learner has been found competent for each unit of competency.

A Certificate/Statement of Attainment will be issued on or before 30 days after all completed documentation has been received and processed. Please note that a Unique Student Identifier (USI) is required for the certificate or statement of attainment to be issued.

If a learner misplaces their original certificate, they should contact 3Bridges to request a replacement certificate. Please note this request may incur a cost. Please refer to our Schedule of Fees, and Refund policy in our website.

3Bridges will attempt to re-issue a misplaced certificate within 10 business days. A cost may apply for any request to re-issue a lost or misplaced Certificate/Statement of Attainment.

3Bridges will only issue a certificate or statement of attainment if it is satisfied that the learner has met all the requirements of the qualification, such as having completed all the required assessments (written, practical, and work placement, if applicable) and has been deemed competent in all the relevant and required assessments. The learner must also have paid their fees and have provided their USI in order for 3Bridges to issue their certificate of statement of attainment.

Upon successful completion of a qualification learners are issued with a certificate bearing Nationally Recognised Training (NRT) and the AQF logos, in accordance with the Standards for RTOs 2015, together with a Record of Results. Statements of Attainment are issued upon completion of recognised unit(s) of competency or to certify the completion of a skill set from a Vocational Education and Training (VET) qualification. All qualifications and statements of attainment are issued by 3Bridges Community Limited RTO 41056.

Code of Educational Practice

Our policy is to provide equal training opportunities to all eligible learners regardless of gender, cultural or ethnic background, marital status, physical disability or sexual preference and we undertake to provide:

- Qualified, experienced and committed training personnel and a learning environment where learners have access to re-assessment and assessment dispute procedures
- A learning environment which actively encourages the participation of women, Aboriginal and Torres Strait Islander people, people from non-English speaking and culturally diverse backgrounds, people with disabilities, and unemployed people.
- Accredited training is provided in English; therefore a basic understanding of English is a pre-requisite for participation to meet industry standards
- A guarantee of privacy concerning records and documents containing personal or sensitive information

Complaints and Appeals Policy

3Bridges believes that a learner, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The learner has the right to present the complaint or appeal in writing.

3Bridges will manage all complaints and appeals fairly, equitably and as efficiently as possible. 3Bridges will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, 3Bridges acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. 3Bridges seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Our Assessment Appeal Policy has already been covered, however if a learner feels that they have a complaint about 3Bridges other than an assessment, they should immediately report the complaint or use the following procedure, and the complaints form, that can be found at the end of this document.

All complaints are to be forwarded to the Manager, Education and Training, who will acknowledge the complaint and notify the complainant of the resolution process. Where possible they will attempt to resolve the complaint at the time of the call. Assurance will be given that service delivery will not be adversely affected due to the complaint. Complaints will be dealt with in a receptive and encouraging manner and each step will be documented. A copy of the complaint will be logged for continuous improvement purposes. All complaints will be acknowledged in writing within 5 days of receipt and completed within 60 working days.

Complaints are dealt with in the following manner considering procedural fairness throughout each step:

- Complaint form received and acknowledgement sent to complainant
- Complaint reviewed and evidence considered
- Additional evidence or supporting material gathered
- Principles of natural justice are applied by all involved parties being interviewed to hear their version of events
- The complainant will be regularly updated regarding the progress of the complaint
- A decision will be made and reviewed by an appropriate managerial party separate to the RTO
- The decision will be confirmed and the complainant notified in writing within 60 days
- The 3Bridges continuous improvement log will be updated with the outcome and any mitigating actions taken to limit the likelihood of a similar complaint being made again in the future.

A copy of this Policy is publicly available to all learners and staff via the 3Bridges website along with details of external authorities that they may approach.

If a learner believes that their complaint has not been treated reasonably and fairly, they may raise it directly with the 3Bridges's Board in writing and request that the matter be reviewed by an independent third party. Note that the losing party will incur the cost of using the services of the independent third party. At this stage, if the learner feels that the matter has not been satisfactorily resolved, they can lodge a complaint with the Australian Skills Quality Authority (ASQA), 1300 701 801.

Continuous Improvement of Learning Materials

3Bridges maintains a continuous improvement focus by undertaking regular internal audits of our learning materials and resources. All modifications to our training material and resources are contained in a version control register. We do this in an effort to maintain up-to-date and industry specific information and learning tools for learners. Where possible, a copy of any new research is provided to learners currently studying relevant units. Assessment tasks are also regularly reviewed ensuring they stay valid, relevant, that information is current, the format is easily understood, instructions to learners are clear and that outcomes are authentic and consistent.

The Manager Education and Training identifies the Acts, Regulations, Standards and other requirements pertaining to 3Bridges's activities, products and services by a range of means including direct liaison with relevant bodies: ASQA, Skills IQ, Industry bodies and our Industry partners.

3Bridges welcomes feedback from learners. A feedback form is included in each learner's learning materials and the results are collated and considered when reviewing materials. An annual online survey is also distributed to both learners and their supervisors and this feedback is also used as part of our continuous improvement strategy.

Learner Engagement and Employer Satisfaction Surveys

After enrolment, mid completion, and upon completion or discontinuation of a course, learners will be sent and are required to complete, these brief surveys. These are designed to assist us with our continuous improvement practices and ensure learner support. 3Bridges will contact learners by telephone or email.

The information is given to the NSW Department of Industry and NCVET for statistical purposes.

Legal and other requirements

3Bridges operates in accordance with Commonwealth and State legislation and other relevant policies, standards and general directions as required by RTOs, but may vary from circumstance to circumstance and may include but are not be limited to:

- Workplace Health & Safety Legislation and Regulations
- Consumer Protection
- VET Legislation and Regulations
- Human Rights

These include:

- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [Standards for Training Packages](#)
- [Student Identifiers Act 2014](#)
- [Student Identifiers Regulation 2014](#)
- [Data Provision Requirements 2012](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [NSW Workplace Health & Safety Regulation 2011](#)
- [NSW Work Health and Safety Regulation 2011](#)
- [NSW Anti-discrimination Act 1997](#)
- [Anti-discrimination regulation 2014](#)
- [Privacy and Personal Information Protection Act 1998](#)
- [Privacy and Personal Information Protection Regulation 2014](#)
- [Australian Qualifications Framework 2013, 2nd Edition](#)

Relevant requirements are built into the content of the Learner Handbook to ensure compliance by learners including the Learner Code of Conduct.

Fees, Fee Protection and Refunds

All courses are GST free and are open to the public. Payments can be made by cheque, money order, direct deposit/EFT or cash. From time to time, funding is sought and granted by external agencies to provide courses at a reduced rate. These funded courses will be advertised in the promotional material for the course.

3Bridges will issue an invoice at each interval when payment is due as per the following payment terms:

- For short courses (one unit of competency or a skill set) - Learners will be invoiced the full fee (up to \$1500) prior to their enrolment being confirmed.
- For nationally accredited courses - Learners will be invoiced \$1500 prior to their enrolment being confirmed. The remaining payment/payment instalments will be invoiced once the training has commenced.
- Learners seeking Recognition of Prior Learning (RPL) for a large percentage of a qualification will initially be invoiced \$1500 of the total course fee. The remaining payment/payment instalments will be invoiced once the RPL process has been finalised and outcome determined. The remaining amount is due on submission of the RPL Kit.
- A late fee of \$55 will be payable for each assessment submitted after the due date.

- Assessments requiring re-assessment, as specified by the assessor, will be accepted free of charge if received on or before the due date set by the assessor. A fee of \$55 will be charged to learners applying to re-submit assessments after their due date.
- Charges for additional services, for example, requests for additional or duplicate copies of Testamur, Record of Results, Certificates or Statement of Attainment will be charged at \$100 per copy

Payment plans are available to suit individual need. Please contact the training team to discuss. If you do not pay your invoice on time or you fall behind in your payments in accordance with your instalment arrangements 3Bridges reserves the right to withhold training services until your fees are paid and up to date.

Fee Protection

For nationally accredited courses learners will be invoiced \$1500 prior to their enrolment being confirmed. The remaining payment/payment instalments will be invoiced once the training has commenced. Please visit <https://www.asqa.gov.au/standards/chapter-2/clause-7.3> re Clause 7.3 – Protecting pre-paid fees (fees collected in advance) by learners;

Refund Conditions

- A refund will be provided:
 - For an overpaid fee
 - For any fees paid in advance for training cancelled by 3Bridges - will be refunded 100%
 - By being eligible for a refund if 3Bridges is to cease trading or deliver the training that the learner has purchased
 - If 3Bridges fails to provide in full the agreed training service or a course is terminated midstream. However, a percentage of the original fees and charges may apply depending on the percentage of completed training activities
 - 3Bridges will refund all fees paid in advance, paid by or on behalf of the learner, if the learner gives more than 20 working days' (Monday – Friday) notice in advance of the training commencing, in writing, that they will no longer be attending, minus a \$350 administration fee
 - Where applicable, all materials must be returned in an acceptable condition to 3Bridges prior to any refund being granted. A learner may purchase the training materials if they desire to do so
- A refund will not be provided if:
 - The learner does not show up for the course
 - A learner cancels or withdraws their enrolment midstream of a course
 - A learner fails to complete the course
 - The learner has been expelled from a course by breaching the required code of conduct as described in the Learner Handbook
 - The learner fails to pay the course fees
- A percentage refund applies to all training cancelled by the learner:
 - Where less than 50% of the course has been provided to the learner. A 25% refund of fees already paid, less a \$350.00 administration fee will apply
 - Where 50% or more of the course has been provided to the learner no refund will apply
 - If a learner wishes to transfer to the same course offered at a later date. This will incur an administration fee of \$350
- Requests for transfers or refunds must be made in writing to the Training and Development Coordinator.

Records Management and Privacy

Records of learner training and assessments are held for a period of 30 years in either hard copy and/or electronic format, which are backed up monthly. Records are retained in line with relevant legal and contractual requirements and those of the registering body.

All learner records are confidential and distribution is strictly limited to:

- the Learner
- 3Bridges as the Training Provider
- ASQA for audit purposes

If a learner wishes to access their records they should inform the trainer/ assessor who will make arrangements with the RTO Training Coordinator. Information is not to be distributed to any other parties without the prior written authorisation of the learner.

If a learner chooses to change training provider, it is the learner's responsibility to transfer records to the new training provider.

Unique student Identifier (USI)

If a learner is undertaking nationally recognised training delivered by a registered training organisation, they will need to have a Unique Student Identifier (USI). When applying for a job or enrolling in further study, a learner will often need to provide training records and results. One of the main benefits of the USI is that learners will have easy access to training records and results throughout their life. Learners can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

Once a USI is created the learner will need to give their USI to each training organisation they study with so that training outcomes can be linked and they will be able to:

- View and update details in their USI account
- Give the training organisation permission to view and/or update their USI account
- Give the training organisation view access to transcripts
- Control access to transcripts
- View online and download training records and results in the form of a transcript which will help with job applications and enrolment in further training

For more information visit www.usi.gov.au or ring us on 1300 327 434.

Workplace Component

In order to complete all the requirements of a qualification, learners will be required to complete a practical component in the workforce. Learners should discuss these requirements with the 3Bridges training staff at the beginning of the course so they have the best opportunity to complete this component within a reasonable time frame and their employer or workplace component supervisor is aware of their obligations. 3Bridges, as a not for profit employer in the community sector, and we can also assist in finding an appropriate placement/s to satisfy course requirements.

Please note in addition to the work placement some learners will be required to also attend a residential facility to complete certain units. Currently these units are:

- CHCCCS011 Meet personal support needs (compulsory for the Certificate IV)
- HLTHPS 006 Assist clients with medication

Evacuation Procedure

As the majority of training is carried out at either our training venues or on public premises it is important that learners are aware of what to do in the event of an emergency.

Whilst specific details of relevant actions to be taken if an alarm is activated will be provided before each training course, some general principles for learners to follow if an evacuation siren sounds are:

- Ensure no-one enters the fire area
- Go to the nearest safe fire exit as directed by staff
- Only take your personal belongings
- Do not use lifts or telephones
- Advise staff of any injured person as soon as possible
- When outside, go to the nominated assembly area and remain in class groups. A roll call will occur to account for all people
- Do not re-enter the building until instructed to do so by emergency personnel
- Follow any instructions given by staff in the case of emergency.

First Aid

If learners are in need of emergency first aid they should inform the trainer, who will direct them to the nearest First Aid Officer. If necessary, arrangements may be considered to visit a doctor or for the learner to be sent home. If a learner has an accident during training that requires medical attention it must be reported and an Accident Report Form completed and signed by both the learner and the trainer.

Version Control

Document History		
Version	Date	Changes/updates
V1	2015	Original version
V2	August 2015	Change to refund amount To meet RTO Standards 2015
V3	July 2017	Amended to reflect Smart and Skilled Contract conditions
V4	Sept 2017	Updated
V5.0	April-May 2020	<p>Changed 'student' to 'learner'</p> <p>Added operational hours</p> <p>Added CEO Welcome</p> <p>Updated about 3BC</p> <p>Updated why study 3BC</p> <p>RPL Fees updated</p> <p>Refund conditions updated</p> <p>Updated GST information</p> <p>Clause 7.3 Student Fee Protection</p> <p>Updated S&S Fees refund</p> <p>Updated refunds procedures</p> <p>Updated RPL payment terms</p> <p>Added necessary forms detail for course withdrawal</p> <p>Updated qualifications info</p> <p>Moved Student Support</p> <p>Moved Access & Equity</p> <p>Moved and updated Student Responsibilities</p> <p>Added acceptable behaviour</p> <p>Added unacceptable behaviour</p> <p>Updated plagiarism</p> <p>Added LLN details</p> <p>Added Course Extension</p> <p>Added Course Deferment</p>

		Addition of Fees Schedule Added Guarantee Updated training delivery Updated WHS Added PPE Added funding body obligation Added Training Plan Updated Work placement Added Existing worker Added Work experience Refunds and statutory cooling off period Updated payment terms and GST Moved and updated RTO and student responsibilities Updated course progression Updated transitioning to new qualifications Updated Complaints and Appeals Policy
V5.1	June 12 2020	Enrolment procedure flow chart updated
V5.2	June 18 2020	Grammar and proofread
RTO T01	Aug 19 2020	Approval and lodgement by 3BC Quality Team

Assessment Appeal Form

Part One – Lodgment of Appeal

Name of Candidate:

Contact Details:

Name of Course/Qualification:

Name of Assessor(s):

Assessment Date: .../.../

Units of Competency – UNDER APPEAL	REASONS FOR APPEAL

- I have read and understood the information about lodging an appeal under 3Bridges’s Appeals Policy
- I have discussed this appeal with the assessor.
- I have discussed the appeal with the RTO Compliance, Training and Development Coordinator.

I nominate _____ to act as “support person” in my appeal.

Signed: _____ Date: .../.../

OFFICE USE ONLY

Received by Date: .../.../
(RTO Compliance, Training and Development Coordinator)

Due date for decision .../.../

Learner notified of outcome .../.../

OFFICE USE ONLY

<i>Received by</i>		<i>Complaint Number Issued</i>	
<i>Date</i>		<i>Complaint form given to</i>	
<i>Date Issued</i>		<i>Follow up Date</i>	

Action Taken

Specify possible improvement based on complaint