



Training Course Participant Handbook

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Contents

ACCESS AND EQUITY	6
MAKING THE MOST OF THE TRAINING PROGRAM.....	6
HOW TO ENROL IN A SPASA COURSE.....	6
PAYMENT OF TRAINING FEES.	7
ACCREDITED PROGRAMS.....	8
SPASA ON LINE LEARNING PORTAL.....	9
LANGUAGE, LITERACY AND NUMERACY (LLN).....	9
STUDENT INDUCTION.....	10
SIGNED STUDENT HANDBOOK.....	10
ASSESSMENT PROCESS AND STANDARDS.....	10
ASSESSMENT PROCESS – PRACTICAL TASKS AND WORKPLACE OBSERVATIONS.	11

ASSESSMENT INSTRUCTIONS	11
STUDENT CONTACT – PROGRESSING THROUGH THE PROGRAM	12
STUDENT CONTACT – REQUIREMENTS	12
RECOGNITION OF PRIOR LEARNING (RPL)	13
COMPLAINTS AND APPEALS	14
BULLYING AND HARRASSMENT	15
FEES AND REFUNDS	15
Acknowledgement Declaration	16

WELCOME

Welcome to the Swimming Pool and Spa Association of Australia training programs (SPASA is a Registered Training Organisation (RTO) delivering Nationally Accredited, specialised industry training for SPASA members and non-members).

Specifically, SPASA offers the following courses and qualifications:

- CPC40808 - Certificate IV in Swimming Pool and Spa Building
- CPP31212 - Certificate III in Swimming Pool and Spa Service
- CPP41312 - Certificate IV in Swimming Pool and Spa Service
- CPCCOHS1001A - Work Safely in the Construction Industry

The purpose of this handbook is to provide a quick reference to SPASA's training policies and procedures, including your rights and responsibilities as a student. Delivery of SPASA courses is flexible and includes a blend of face-to-face and self-paced learning options with some training programs available on-site. It is recommended that, where possible, the student blend the on-line delivery with the face to face short course options that are delivered at our Parramatta office.

LEGISLATIVE REQUIREMENTS

As a Registered Training Organisation, we are subject to a variety of legislation and standards related to training and assessment as well as general business practice. This legislation is continually being updated and SPASA management is responsible for ensuring all staff and contractors are made aware of any changes to current legislation.

Current legislation is available online at www.austlii.edu.au and www.legislation.nsw.gov.au

Current legislation that effects our operations includes but is not limited to the legislation listed below:

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Fair Work Act 2009
- Privacy Act And National Privacy Principles (2001)
- Commonwealth Work Health & Safety Act 2011

State Based Legislation

- Vocational Education and Training Act 2005
- Apprenticeship and Traineeship Act 2001 NSW
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.

Registered through the Australian Skills Quality Authority (ASQA) SPASA is required to comply with the Standards for NVR Registered Training Organisations (SNR). These standards are part of the Vocational Education and Training (VET) Quality Framework and apply to all NVR registered training organisations. The VQF is one of the conditions of registration for RTOs, under the National VET Regulator Act 2011. These standards can be viewed at <http://www.comlaw.gov.au/Details/F2013L00167>.

ACCESS AND EQUITY

SPASA is committed to ensuring access and equity to all member and non-member students or prospective students. SPASA's Access and Equity Policy is designed to be responsive to student's individual needs where a student's age, religion, gender, cultural, ethnic background, impairment, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may otherwise become a barrier to accessing SPASA's training programs or a successful training outcome.

Our complete 'Access and Equity Policy' is available upon request from the Training Manager and will also be provided to you upon enrolment.

MAKING THE MOST OF THE TRAINING PROGRAM

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend any workshops (if available and offered) and complete all required reading and learning activities
- Prepare well in advance of each workshop (if available and offered)
- Be a willing participant
- Work with fellow students
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Contact your trainer if you do not understand the training activity or assessment task

HOW TO ENROL IN A SPASA COURSE

Enrolling in a course is the first step to starting or furthering your career in the Australian pool and spa industry. It involves an investment of your time and money, so we will work with you to ensure you pick the most suitable course for your specific needs.

Your enrolment in a SPASA course starts with an initial discussion, where appropriate training needs are discussed and where relevant possible program/courses identified. If you require a training program not provided by SPASA, you may be referred to State Training Services, the relevant Industry Skills Council or alternate organisations/websites such as www.training.gov.au for more information.

It is in both our best interests and your best interests that you successfully complete your training with us.

Our enrolment process allows SPASA to confirm your suitability of successfully meeting the requirements of the training programs, within the guidelines of our Access and Equity Policy, as well as any specific eligibility criteria which may apply. This may include an assessment of your language, literacy and numeracy skills, to determine if additional support may be required or any reasonable adjustments to the

assessments need to be made.

If SPASA does deliver the appropriate training, course information outlining the training program content, delivery style, fees and other relevant details are provided.

Information outlining the recognition process is provided and explained. For funded programs, information regarding eligibility requirements and/or employer incentive arrangements is also provided

If you wish to proceed to apply for enrolment, you will need to submit a completed 'Course Application' form for the specific course you are seeking to enroll. You are encouraged to submit a copy of your resume and transcripts previously awarded as part of the application process. An aptitude test may also be completed on application to assess your language, literacy and numeracy levels.

A SPASA representative confirms your eligibility to enroll against general eligibility criteria and pre-requisites where applicable. The representative collects a copy of appropriate identification documents, certified copies of any previous training records and so on. If you are seeking to apply for government funding through the Australian Apprenticeships and Traineeships program, the student is advised to contact an Apprenticeship Centre and provide information prior to enrolment.

Where you have self-identified, or been identified, as having a special need (e.g. physical disability or learning difficulty), the Training Manager and Vocational Educator reviews your application to ensure barriers to enrolment are minimised. This review may identify the need for additional resources, reasonable adjustment or other special consideration.

If you meet the pre-requisite or other eligibility requirements for the training program they will complete an Enrolment Form which includes declarations by you stating that you understand and agree to the terms and conditions related to service delivery.

Acceptance into a SPASA Training Program is 'confirmed' when the enrolling student has completed and submitted all required paperwork and has paid the required enrolment fees.

Where a student is not granted entry into a program they can apply for the decision to be reviewed by the Chief Executive.

PAYMENT OF TRAINING FEES.

When the enrolment has been processed, the student is then issued an invoice for commencement payment. It is a condition of enrolment that the student pays the commencement fee prior to being issued any training materials. It is also a condition that the student continues the monthly payments until the full training amount has been provided to SPASA. If you are having any difficulty in meeting the payment schedule please contact SPASA immediately to notify us of any issues. If, after three (3) invoices have been issued to the student and the student has failed to pay, or contact SPASA in relation to payment, your enrolment may be cancelled.

REASONABLE ADJUSTMENT

Under the Standards for NVR Registered Training Organisations, 'Reasonable Adjustment' means *"adjustments that can be made to the way in which evidence of candidate performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed..."*

There are a number of ways that SPASA may make reasonable adjustments to the assessment procedure to allow for the LLN skills of students without losing the integrity component of the assessment.

These include:-

- Providing an interpreter;
- Writing material in plain English;
- Providing audio-taped material for students who cannot read;
- Reading written material to students;
- Providing a writer for students who cannot write;
- Using signs, pictures and graphics;
- Interviewing the employer/supervisor about their work; and/or
- Asking student's to demonstrate their skills on-the-job.

The above may result in additional fees to the student.

ACCREDITED PROGRAMS

Accredited programs are usually competency based, which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov.au

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem Solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology

These employability skills are part of the assessment requirements of a nationally accredited course. A summary of the employability skills for each qualification can be accessed from www.training.gov.au.

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any client regardless of where they are, or the mode of training delivery provided. You could be a full time client in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Required knowledge and skills

- Critical aspects of evidence
- Any pre or co requisites (if applicable)

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications in the classroom over a period of time.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

SPASA ON LINE LEARNING PORTAL.

SPASA now uses an on line learning portal – Moodle. The student, upon payment of the commencement payment will receive their log-in details and can retrieve all of their learning materials on-line. Once assessments have been completed, the student can upload their completed assessments back into Moodle to be assessed. If for any reason you cannot access your materials or cannot upload your assessments, please contact us immediately.

When you first log-in there are a number of initial requirements to complete –

1. Language, Literacy, Numeracy test.
2. Student Induction.
3. Sign Student handbook.

LANGUAGE, LITERACY AND NUMERACY (LLN)

Standard SPASA course material contains written documentation and limited numerical calculations. We recognise that not all participants are able to read, write and perform calculations to the

same standards. SPASA will endeavour to help participants where we can to accommodate anyone with difficulties with language, literacy or numeracy.

As it is a requirement to demonstrate the capacity to complete the qualification, you will be required to complete a short assessment of the language, literacy or numeracy (LLN) levels. In the event that your needs exceed the SPASA skills and capabilities, then you may be referred to an external support provider.

SPASA does not discriminate against students or potential students who have been identified as having LLN needs. SPASA will however, refer the student or potential student to a professional organisation specialising in LLN for further assistance.

Ultimately it is the choice of the participant as to whether or not they proceed with the enrolment. In a situation where SPASA has advised against proceeding until LLN skills reach an appropriate level, SPASA will not be obliged to offer the participant a refund or a credit toward participating in an SPASA Training Course at a later date.

All information relating to students regarding LLN will be treated as confidential and in accordance with the SPASA Privacy Policy.

STUDENT INDUCTION.

It is a requirement to provide the student with information in relation to the requirements of the course, accessing information and the facilities available to them when undertaking their study. This induction is located in Moodle and can be completed when the student log in. A notation will be assigned next to the induction when it has been completed on line.

SIGNED STUDENT HANDBOOK.

The student, as an acknowledgment that they have read and understand the terms and conditions associated with the enrolment and continuing in their program must sign the acknowledgment at the end of this handbook. This is the students' further acknowledgment that they know and understand their obligations when undertaking any of the SPASA training programs.

ASSESSMENT PROCESS AND STANDARDS

The assessment process varies from course to course however all assessments conducted by SPASA will comply with the assessment guidelines defined in the relevant nationally endorsed training package, including trainer/assessor qualification requirements.

All assessments will lead to the issuing of a statement of attainment or a qualification under the AQF where a person is assessed as competent against the nationally recognised units of competency in the applicable training package.

All of our Assessments will be:

- Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
- Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all

participants,

- employ a participatory approach, provide for participants to undertake assessments at appropriate times and where required in appropriate locations.

Flexible - Assessment procedures will be flexible, that is, they may involve a variety of methods that depend on the circumstances surrounding the assessment.

Assessments and assessment methods will ensure that focus is on the application of the skill and knowledge as required, including:

- Task skills (actually doing the job)
- Task management skills (managing the job)
- Contingency management skills (what happens if something goes wrong)
- Job role environment skills (managing your job and its interaction with others around you)

SPASA ensures that participants are assessed in sufficient detail to ensure that assessors can determine that participants have attained competency. **This will require in some Units of Competency the submission of video evidence from the student demonstrating the requirements within the assessment.** The video requirement will be outlined in the specific unit of competency.

SPASA management is available to discuss and provide professional advice as to the outcomes of the assessment process and guidance on future options to participants.

Re-assessment is available on appeal, as per the appeal process.

ASSESSMENT PROCESS – PRACTICAL TASKS AND WORKPLACE OBSERVATIONS.

A requirement when undertaking assessment is to provide levels of competency demonstrated under workplace conditions or simulated conditions. These Practical Tasks and workplace observations can be signed off by a nominated assessor or third party. The assessor, for the purpose of suitability must possess at least one of the following;

1. The qualification that is being assessed.
2. Has the relevant industry knowledge and skills to assess the student (over 5 years in the same role)
3. Is the nominated Trainer and Assessor for the business?

If you are unsure as to the suitability of the assessor, please contact SPASA to have the suitability confirmed.

****Please note****

All practical tasks and workplace observations must be completed prior to submitting the assessment for marking.

ASSESSMENT INSTRUCTIONS

Attached to each of the assessments is a set of instructions that relate to the unit/s of competency and the requirements within the assessment. These instructions may offer a number of options in relation to the evidence required, either documentation or video. Submission of a video relates to the 'hands-on' practical tasks that require demonstration of a physical skill but submission. Where documents are the required evidence then there is no need to submit a video – the documentation will be the evidence of competence in that unit. If you are unsure of the assessment requirements please contact SPASA.

STUDENT CONTACT – PROGRESSING THROUGH THE PROGRAM.

To ensure that students are progressing through the program, SPASA has implemented a learning activity/student contact policy. This student contact/learning activity is in line with the course required learning loading. The teaching, learning and assessment activities are usually measured in equivalent full time years. The generally accepted length of a full time year, used for educational participation, is 1200 hours. This is then placed into the term “Required Learning Loading.”

Qualification	Required learning loading.
CPP31212 in Swimming Pool and Spa Service	Typically 1 – 2 years. Up to 4 years may be required to achieve the learning outcomes through a program of indentured training/employment (apprenticeships). This certificate is designed as an entrance level qualification for students that may be studying in the program for the first time. NOTE: Please refer to your enrolment date to ensure your training is on track with the above time frames.
CPC40808 in Swimming Pool and Spa Building CPP41312 in Swimming Pool and Spa Service	Typically 0.5 – 2 years. There may be variations between short duration between short duration specialist qualifications that build on knowledge and skills already acquired and longer duration qualifications that are designed as entry level work. NOTE: Please refer to your enrolment date to ensure your training is on track with the above time frames.

STUDENT CONTACT – REQUIREMENTS.

As a condition of enrolment, the student will abide by the requirements of the student activity letter that is sent out each month. To adhere to the student activity policy, the time frames for the above courses require you to identify your training progress in the following ways:

- a. **SUBMISSION OF ASSESSMENTS FROM YOU EACH MONTH** – As there are 18 units (Cert III Swimming Pool and Spa Servicing/Cert IV Swimming Pool and Spa Building – 20 for Cert IV Swimming Pool and Spa servicing) within the qualifications this ensures the learning loading of the course is achieved.
- b. **CONTACT WITH TRAINERS** – if you cannot submit course materials, please contact your trainer and request an extension on the unit that is currently being undertaken.
- c. **CONTACT SPASA ADMINISTRATION** – email training@spasa.com.au and advise of any issues with your training or forwarding a request for an extension. If for any reason you are having difficulties with the materials, please contact SPASA administration and let us know.

If, after three consecutive months you do not submit any assessments or make contact with either your allocated trainer or SPASA administration, you will receive notice that your enrolment will be terminated. You will be given a 14 day period to respond to the cancellation email with your reasons you wish to continue in your program.

It is our legal requirement to ensure the student is progressing through their qualification/s. If for any reason you fall behind or require assistance it is important you let us know.

RECOGNITION OF PRIOR LEARNING (RPL)

You have the opportunity to apply for recognition of prior learning (RPL). This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the assessments contained in the Unit of Competency. If you wish to apply for RPL or credit transfer please notify SPASA on enrolment.

SPASA believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

SPASA aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Training Manager on 1800 802 402 who will provide the information you need to complete an RPL.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged.

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency(s),
- Meets any Regulatory requirements
- Is your own evidence and can be authenticated
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF)
- Is sufficient to make a judgment about the above

SPASA is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- C which means that you have been deemed competent against that Unit of Competency(s)
- NYC which means you are not yet competent.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed not competent in your initial assessment, you are allowed a second attempt. However, if you are deemed not competent in the third attempt, you will be required to re-enroll. Please talk to your assessor if you have any concerns.

COMPLAINTS AND APPEALS

Students may apply for reconsideration of an assessment outcome. Appeals must be made in writing, within 28 days of the student being advised of their assessment outcome.

The following procedure applies when an application for appeal is received:

Your appeal of an assessment decision is referred immediately to the Training Manager. The Training Manager will arrange for a re-assessment or moderation of the original assessment tasks as soon as reasonably practicable.

You will be offered the opportunity to undertake additional training before this re-assessment, if required.

Moderation of assessments or reassessment will be conducted by a different assessor.

You may be offered up to 2 re-assessments.

If after the reassessment, you are still deemed not-yet-competent and remain unsatisfied with the assessment outcome, you are encouraged to meet with the Training Manager to discuss the assessment process and the assessment outcome.

If after consultation with the Training Manager you remain unsatisfied with the assessment process, you may request to be provided the Complaints and Appeals Form and the matter will be dealt with in accordance with SPASAs 'Complaints Handling Policy and Procedure'.

MAKING A COMPLAINT TO ASQA

Should you choose to make a complaint to the Australian Skills Quality Authority (ASQA), you should complete the *Complaint about a registered training organisation* form, located on the ASQA website. You can also submit the form by emailing: complaintsteam@asqa.gov.au.

If you wish to submit the complaint in hard copy you can print and fill out the form, and post it to:

Complaints team
Australian Skills Quality Authority
GPO Box 9928
Melbourne VIC 3001

Staff will provide assistance to students during the complaint handling process. If you require additional help you may call the ASQA complaints team on 1300 701 801, or email complaintsteam@asqa.gov.au.

SPASA's full Complaints and Appeals Policy and Procedure is available at www.spasa.com.au

ACCESS TO YOUR RECORDS

As an accredited RTO, SPASA must keep all your records for a defined period. SPASA will only collect and retain personal information and training records that are required for the administration of your training and issuing of your certificate/qualification. This information will only be accessible by SPASA personnel and any other person authorised in writing by you, and released where required to meet government reporting requirements

As a student, you may request access your training records which includes learning activities and participation, assessment and certification, by contacting the Training Manager on 1800 802 402. Please allow up to 5 business days for us to respond to your request.

BULLYING AND HARRASSMENT

SPASA is committed to ensuring that the training and assessment environment and our workplace are free from discrimination and harassment. Employees, contractors, members and non-member clients are made aware that discrimination and harassment is not tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against any employee or contractor who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately.

Our complete policy on Bullying, Harassment and Discrimination can be provided on enrolment if requested.

FEES AND REFUNDS

SPASA charges fees for services provided to member and non-member students undertaking training and for other related services that SPASA may provide. These charges are generally for items such as tuition fees, enrolment fees, course materials, text books, student services and other related training and assessment services.

Reissuance of certificates

If you lose or misplace an issued certificate SPASA will charge you a fee of \$25.00 to reprint/reissue the certificate. Please contact the Training Manager for more information.

Payment of Fees

To ensure students are well informed of the financial considerations of their enrolment, SPASA provides fee information to each student prior to enrolment.

SPASA's Schedule of Training Fees and Charges are available to all members and non-members on course application and prior to the payment of Fees. The full schedule of fees and charges is also available at www.spasa.org.au

Consequences for failure to pay course/enrolment fees

Where a student/employer has failed to pay scheduled Fees training may be discontinued or the qualification award withheld until payment of fees has occurred.

Notice of enrolment cancellation

If you wish to cancel your enrolment, you must provide SPASA a minimum of 7 days' notice in writing by email / letter **and** along with the completion of the Application for Refund Form.

Students who may not be eligible for the refund of fees but are requesting a refund are still provided with the relevant application form so that all requests can be properly considered by the Chief Executive.

Refunds

SPASA has a separate policy, which describes the circumstances in which a refund may be available to students. Please refer to SPASA's Refund of Training Fees Policy for more information.

Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this Participant Handbook, which outlines the conditions my rights and responsibilities as a participant of SPASA.

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date