



CASTLE PERSONNEL SERVICES LTD

REGISTERED TRAINING ORGANISATION

STUDENT HANDBOOK



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CASTLE PERSONNEL

1. GENERAL

1.1 CASTLE PERSONNEL'S RESPONSIBILITIES

Castle Personnel undertakes to meet the requirements of a Registered Training Organisation. The responsibilities associated with meeting the requirements of Registered Training Organisation are set out in Castle Personnel's Code of Practice, Policy Manual and in this Student Handbook.

Our courses are nationally recognised training programs which meet industry and vocational training competency standards, and will prepare students for work or further study.

1.2 COURSES OFFERED

Castle Personnel currently offers courses in the following qualifications:

- Certificate I in Transition Education 21671VIC
- Certificate II in Asset Maintenance PRM20104
- Certificate II in Business BSB20107
- Certificate II in Retail SIR20207
- Certificate II in Community Services Work CHC20208
- Certificate III in Community Services Work CHC30808
- Certificate IV in Disability Work CHC40308
- Certificate IV in Training and Assessment TAE40110

1.3 LOCATIONS & CONTACT DETAILS

Castle Personnel has offices located at Newcastle, Maitland, Toronto with our Head Office at Mayfield. Prospective students should contact Castle Personnel's Head Office for further information about courses. Our office is open Monday to Friday between the hours of 9.00am and 5.00pm.

Courses will be conducted at Castle Personnel's Head Office at Mayfield.

Please find below the contact details for Castle Personnel's offices:

Mayfield (Head Office)

242 Maitland Road

Mayfield NSW 2304

Phone: (02) 40142222

Fax: (02) 40142233

Email: castle@castlepersonnel.com.au

Website: www.castlepersonnel.com.au

Maitland

Lot 2 Cinema Centre

Ken Tubman Drive

Maitland NSW 2320

Ph: (02) 4934 3487

Fax: (02) 4934 3022

Newcastle

Suite 9, Level 1

Riverwalk Building

710 Hunter Street

Newcastle NSW 2300

Ph: (02) 49297711

Fax: (02) 49297713

Toronto

Suite1, 2 James Street

Toronto NSW 2283

Ph: (02) 4959 7222

Fax: (02) 4959 7088



1.4 FACILITIES AND EQUIPMENT

All Castle Personnel's training venues have been selected on the basis of their convenience and facilities available to appropriately deliver training. All equipment is maintained regularly to ensure effective and efficient operations prior to the commencement of each session. Students will have access to all necessary instructional and assessment facilities, materials and equipment.

2. STUDENT SERVICES

As a quality and dedicated Registered Training Organisation, Castle Personnel will provide to students with information services which offer timely and appropriate information, advice and support services relating to:

- **Selection and Admission** – Either employers can nominate employees to participate in courses or individuals can enrol in any public course available (subject to the individual satisfying any applicable entry requirements).
- **Course fees and charges, including fee refund policy** – Course fees are clearly identified on Castle Personnel's website. The payment of fees does not guarantee the successful completion of a course. Please refer to Section 3 of this Handbook for further information concerning the payment of course fees and refunds.
- **Castle Personnel's Code of Practice** – At an early stage of the enrolment process, students are made aware of Castle Personnel's Code of Practice (which is available on Castle Personnel's website). As part of this process, students are informed of the requirements and standards Castle Personnel must meet as a Registered Training Organisation.
- **Training Delivery and Assessment procedures** – At the commencement of each course, students will be guided through an outline of the delivery and assessment process. All assessments are standardised and meet the National Assessment Principles.
- **Complaints and Appeals procedures** – Every student has the right to appeal assessment decisions or lodge a complaint. The procedures for doing so are outlined later in this handbook and on the website.
- **Course induction** – Castle Personnel's trainers will conduct an information session for students at the commencement of each course and will answer any questions/concerns students may have.

3. THE ENROLMENT PROCESS

3.1 ENROLLING IN A COURSE

Once students have chosen the course in which they would like to participate, to enroll, students should either:

- Phone Castle Personnel's Head Office **OR**
- Access an enrolment form on Castle Personnel's website

(refer contact details at 1.3 Location and Contact Details)



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Students will be notified by mail of confirmation of Castle Personnel's acceptance of the student into their chosen course.

3.2 RECOGNITION OF PRIOR LEARNING (RPL) AND RECOGNITION OF CURRENT COMPETENCY (RCC)

At the time of enrolment, students may apply to have their skills and knowledge assessed for RPL and RCC.

Castle Personnel recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations.

The advantages of RPL and RCC include (but are not limited to):

- Preventing the duplication of training
- Completing training in a shorter time
- Increasing education and employment options
- Reducing the costs of further education or training

In order to apply for RPL and/or RCC, students should read the checklist of competencies relevant to the qualification in the Training Information (which can be obtained from Castle Personnel) and compare their knowledge and skills against each unit of competency.

If a student thinks he/she may be eligible for RPL and/or RCC, he/she should complete the RPL/RCC section of the Enrolment Application and supply valid, authentic and sufficient evidence so as to allow an assessor to make a determination.

Once an assessment has been conducted and a determination made, Castle Personnel will provide a written report to the student on the outcome of the assessment. As a result of the assessment, the duration of a training course may be reduced, however is not guaranteed. Castle Personnel will make such determinations at its sole discretion.

3.3 COURSE FEES

Details of course fees are available on Castle Personnel's website (refer contact details above).

On enrolment students will be required to make payment in respect of course fees unless the student qualifies for a fee exemption (ie. students in receipt of a Disability Support Pension or other applicable Centrelink benefits). Students who receive a Commonwealth benefit or allowance may be eligible to receive a discount on course fees. For further information on exemptions and discounts on course fees, please contact the RTO Manager at Castle Personnel's Head Office.

Certain courses may require certain clothing and/or additional material which is not covered by course fees. Students will be advised of such further costs at the time of enrolment.

Acceptance of enrolment will not be guaranteed until the payment of course fees.

Course fees must be paid at least 2 weeks prior to the commencement of each course.

If course fees have not been paid at least 2 weeks prior to the commencement of the course, Castle Personnel reserves the right to refuse a student access to the course until course fees have been paid.



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A 10% surcharge will be applied to course fees (or other applicable fees) which remain outstanding in the 2 week period prior to the commencement of the course.

3.4 PAYMENT METHODS

Payment of course fees (and other applicable fees) can be made by cheque or money order (made payable to Castle Personnel).

Cheques and money orders accompanying enrollment forms should be mailed to:

Castle Personnel
242 Maitland Road
Mayfield NSW 2304

A tax invoice in respect of course fees will be provided to the payee at the time of payment.

3.5 REFUNDS

3.5.1 COURSE CANCELLATIONS

Refunds will only be provided to a payee in respect of course fees when Castle Personnel cancels a course. Castle Personnel will honour student enrolments to the best of its ability, and due to flexible teaching arrangements will not cancel courses unless extenuating circumstances prevail.

Should a course be cancelled, students will be notified as soon as practicable.

In the unfortunate event of a course cancellation, students enrolled in these courses (or relevant payees) will be given a 100% refund in the form of a cheque made payable to the original payee.

3.5.2 CIRCUMSTANCES WHERE REFUNDS MAY BE PROVIDED

Castle Personnel will not accept responsibility for changes in personal circumstances or work commitments which may occur after the commencement of a course and require a student to withdraw from a course.

Circumstances which will not ordinarily be regarded as grounds for a refund include:

- Change in job
- Change in work hours
- The inconvenience of travel to course locations
- Moving residence
- Redundancy/retrenchment

In the following circumstances students may be entitled to receive a full or partial refund of course fees (and any other monies paid):

- An overpayment was made
- The student paid the course fees, however, within 2 weeks of commencing the course, the student becomes entitled to a fee exemption or discount on course fees
- The student enrolls in a course to repeat a failed course, however is granted a pass in that course through the Assessment Appeal Process
- The student withdraws from the course at least 2 weeks prior to the commencement of a course



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- Extended hospitalisation or illness (minimum 2 weeks) preventing the student from attending classes. These circumstances should be supported by a medical certificate
- Other extenuating circumstances which will be considered on a case by case basis by Castle Personnel, which has the absolute discretion to refuse a refund

Students who wish to claim a full or partial refund should complete a Withdrawal/Refund Application Form and provide it to Castle Personnel's RTO Manager.

3.5.3 CREDITS AND TRANSFERS

Requests for credit or transfer, due to changes in personal circumstances will only be considered up to 7 days prior to the scheduled commencement date of the relevant course and will incur a \$75 administration fee. Requests for credit or transfer must be made in writing attaching any supporting documentation.

Extenuating circumstances will be carefully evaluated and considered on a case by case basis. Credits and transfers are redeemable subject to the availability of courses. Castle Personnel cannot guarantee enrollment on the basis of credit or transfer.

4. STUDENT REQUIREMENTS

4.1 WORKBOOKS AND MATERIALS

Castle Personnel will provide Learning Materials and Workbooks to students at the start of a course.

4.2 ATTENDANCE

Qualifications awarded to students by Castle Personnel are based on either classroom based attendance, flexible workplace projects, self-paced distance learning and or on-the-job training on the location designated by a student's employer.

Students are responsible for managing their attendance and are expected to attend at least 80% of practical classes and actively participate in learning and assessment activities in order to achieve competency. Attendance records are kept for every class and signed off by the trainer/assessor.

Students enrolled in self-paced distance learning or workplace projects will be required to work to agreed timeframes for assessable units or tasks.

Extenuating circumstances which result in a student failing to attend at least 80% of practical classes or not meeting timeframes required for assessable units or tasks, should be raised with Castle Personnel's RTO Manager. Extenuating circumstances resulting in poor attendance will be carefully evaluated and considered on a case by case basis.

4.3 WORKING UNDER SUPERVISION

It is Castle Personnel's policy that students should only practice skills which they are learning in a course, under the supervision of a fully qualified practitioner whilst participating in work experience as a part of course requirements prior to graduation.



4.4 SOME USEFUL TIPS

In order to make the most of a course, students should:

- Come to class well rested
- Have breakfast or a meal prior to commencing class
- Come ready to learn – leave outside concerns and work behind for a few hours
- Not allow mobile phone interruptions during class time. This is very disruptive to the whole group
- Allow plenty of time to get to class – plan to be 15 minutes early
- Pre-read any material that is sent to them
- Wear appropriate loose and comfortable clothing
- Where personal protective equipment if this is a requirement of the student's course

5. STUDENT ASSESSMENT

5.1 THE ASSESSMENT PROCESS

All assessments are conducted in accordance with the Australian Quality Training Framework for RTOs against the standards outlined in the units of competency in the relevant qualification. Assessments may include:

- Recognition of Prior Learning (RPL) / Recognition of Current Competency (RCC)
- Pre-assessment to determine individual training needs
- Observational assessment throughout the training to see how the student is progressing
- Formal assessment against the units of competency at the completion of the training

Assessments may also be conducted in a simulated workplace and may involve the collection of sufficient evidence to demonstrate achievement of each unit of competency. This may include:

- Assessment of a student's knowledge and understanding
- Assessment of a student's skills
- Observation of the attitudes demonstrated by the student

Assessments methods may include you:

- Demonstrating skills
- Producing a piece of work
- Participating in group discussions
- Answering written or oral questions
- Making an oral presentation
- Developing a portfolio of work
- Participating in role plays
- Solving a case study
- Submitting research assignments
- Completing self-assessment checklists

course fees cover quality and nationally recognised training and assessment. To that end, qualifications and credentials cannot be purchased, and payment for any course does not guarantee a student will achieve the competencies required or receive the qualification.



5.2 COMPETENCY ASSESSMENT RESULTS

Students will be assessed as Competent (C) or Not Yet Competent (NYC).

If a student receives a NYC result, they will be briefed in private as to areas they need to concentrate on in order to achieve a C result. Students will be provided with a second opportunity to undergo the assessment in which they received the NYC result. This opportunity may involve repeating sections of the course. A student who cannot demonstrate competency after a second attempt will be counselled and advised of options available to them. This may include further training (for which a fee may be payable).

5.3 RESULTS GENERALLY

- The results of student assessments are provided (where possible) within one week of submission of the assessment. Results will be signed off and entered into Castle Personnel's Course Administration Database. Results may be forwarded to an employer if so requested by the student.
- Statements of Attainment for an accredited course will be issued within 10 working days of successful completion of units *for workshops only*.
- Please note 'Subjects' or 'Modules' generally comprise several units of competency which are assessed concurrently at the conclusion of each subject and at times at the end of the course.
- Student records are confidential and remain the property of Castle Personnel.
- Students have the right to view their records.

5.4 ISSUE OF QUALIFICATIONS

On the successful completion of a course, a student will be issued with the appropriate qualification. In the event that the entire qualification is not completed, a Statement of Attainment may be issued for the individual units of competency which the student has successfully completed.

5.5 APPEALS AND COMPLAINTS

Students have the right to appeal assessments and make complaints. All appeals and complaints will be dealt with by Castle Personnel in a constructive and timely manner.

5.5.1 THE APPEALS PROCESS

- a) A student wishing to appeal the result of an assessment or non-issuance of a qualification, should contact the trainer/assessor of the course in the first instance, who will immediately discuss the result with the student in order to attempt to resolve the problem.
- b) If the problem cannot be resolved, the student has the right to be assessed again either by the same assessor, or request that another assessor undertake the assessment.
- c) If the student is still not satisfied with his/her result, an Appeals Form must be completed. Castle Personnel's General Manager and RTO Manager will consequently meet with the student to discuss the assessment/course. Details of the meeting will be recorded in writing. As soon as practicable after the conclusion of the meeting the RTO Manager will advise the student of the outcome of the Appeals Process and subsequently the decision relating to the result of the assessment or non-issuance of the qualification.



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- d) In the event that the student is not satisfied with the outcome of Castle Personnel's Appeal Process, the student may contact VETAB NSW to have the matter addressed. Complaints may be submitted by:
- Electronic complaints form available at – www.vetab.nsw.gov.au
 - In writing to: Locked Bag 21, Darlinghurst NSW 1300

5.5.2 THE COMPLAINTS PROCESS

Castle Personnel is a customer focused organisation and endeavours to use student and other complaints as an opportunity to improve the services Castle Personnel offers.

- a) In the first instance, students should make a verbal complaint to the trainer/assessor of the course in which they are participating or the RTO Manager. The trainer/assessor or RTO Manager will endeavor to resolve the complaint to the best of their ability.
- b) If the student is not satisfied with the resolution, a Complaints Form should be completed and mailed to Castle Personnel's General Manager at:

Castle Personnel Services Inc.
Attention: General Manager
242 Maitland Road
Mayfield NSW 2304

- c) If the complaint cannot be resolved informally, Castle Personnel's General Manager may subsequently meet with the complainant to discuss the complaint. Meetings with the complainant will be recorded in writing and the complainant informed of any action taken on the basis of the complaint.
- d) In the event that the student is not satisfied with the outcome of Castle Personnel's Complaint Process, the student may contact VETAB NSW, as per addresses above, to have the matter addressed.

6. STUDENT SUPPORT SERVICES

Most of our courses blend face to face practical classroom teaching with self-study and individual or group coaching/mentoring.

Castle Personnel hopes that students will succeed in their learning. If students are experiencing difficulties through their course, trainers and assessors will be available to assist to the best of their ability.

Students are encouraged to discuss any problems or issues they may be experiencing in learning. Trainers and assessors will work with students to try to identify the issues students may be facing in learning and adjust the class accordingly.

Such assistance may include:

- Explaining parts of the learning that have not been understood
- Repeating classes (subject to availability)
- Providing extra time on practical assessments and testing (as appropriate)
- Providing individual or group coaching at specified times (or subject to agreement)

Castle Personnel offers guidance and welfare advice where this assistance is required. In the event that Castle Personnel is not in a position to provide this assistance, a student may be referred to other appropriate support persons/organisations.



7. LEGISLATIVE COMPLIANCE

7.1 APPLICABLE LEGISLATION

Castle Personnel is committed to ensuring legislative requirements are met in all aspects of its status as a Registered Training Organisation and how it conducts its business generally. In particular, Castle Personnel is required to comply with the requirements of legislation including (but not limited to):

Commonwealth

- *Age Discrimination Act (Cth) 2004*
- *Disability Discrimination Act (Cth) 1992*
- *Disability Services Act (Cth) 1993*
- *Racial Discrimination Act (Cth) 1995*
- *Sex Discrimination Act (Cth) 1984*
- *Privacy Act (Cth) 1998*

New South Wales

- *Vocational Education and Training Act (NSW) 2005*
- *Occupational Health and Safety Act (NSW) 2000*
- *Workers Compensation Act (NSW) 1987*
- *Anti-Discrimination Act (NSW) 1977*
- *Apprenticeship and Traineeship Act (NSW) 2001*
- *Privacy and Personal Information Protection Act (NSW) 1998*

7.2 CASTLE PERSONNEL'S POLICIES

In addition to complying with the above and other relevant legislation, at all times Castle Personnel expects all employees, students and trainers/assessors to abide by its policies, including but not limited to those relating to:

7.2.1 EQUAL EMPLOYMENT OPPORTUNITY

All students are entitled to, and will be given equal consideration and treated with equal respect. Castle Personnel staff, trainers and assessors will in no way discriminate against a student because of a student's sex, pregnancy, race or ethno-religious background, marital status, disability, homosexuality, transgender status, age or carers' responsibilities.

7.2.2 HARASSMENT

Harassment and victimisation is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It includes:

- physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse
- distributing or displaying offensive material (pictures, cartoons etc)
- making offensive telephone calls
- making suggestions about sexual activity or sexual favors with threats or promises
- telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability
- isolating, segregating, or humiliating, questioning or ignoring another's capabilities because they are of a particular gender or belong to a minority group



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Castle Personnel will follow up on complaints of harassment. If a student experiences any incident of harassment, the student should first talk to the trainer/assessor about the problem. Castle Personnel has a process which deals with harassment and the handling of complaints which will be followed once a complaint has been made. Harassment is a serious issue. It will not be ignored and the complainant will not be victimised.

7.2.3 DISABILITY

Castle Personnel will make reasonable adjustments in order to cater for the needs of students with a disability or disadvantage, including but not limited to:

- Where possible, using training venues and facilities which are accessible and offer specialised equipment (depending on need). Students should inform Castle Personnel at the time of enrolment of any particular requirements.
- Allowing support persons to attend class with students at no charge

7.2.4 LANGUAGE AND LITERACY ADJUSTMENTS

Castle Personnel will endeavor to assist students requiring specialised assistance by:

- Allowing and arranging for support persons (such as signers and interpreters) to attend classes
- Ensuring that training is delivered at a reasonable pace for the various types of learners in each class
- Using Plain English and explaining terminology with practical examples.
- Assessing using written and practical tasks

7.2.5 OCCUPATIONAL HEALTH & SAFETY (OH&S)

Castle Personnel is committed to ensuring that its trainers/assessors are educated in areas including but not limited to:

- OH&S legislation as it relates to their educational environments
- Principles and practice of effective OH&S management
- Common hazards in educational environments
- OH&S management systems and policies
- Procedures for reporting to Castle Personnel's Management

in order to:

- Provide a safe learning environment
- Monitor the health and environment of students
- Provide safe systems of work, i.e. safe ways to perform specific tasks
- Provide safe equipment
- Provide information, training, instruction and supervision, e.g. about hazards, procedures, policies

Responsibilities of Castle Personnel's students include (but are not limited to):

- Conducting themselves in a safe and healthy manner
- Protecting his/her own safety at all times



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- Ensuring the prevention of disease or injury to themselves, fellow students, and trainers/assessors through any act or omission
- Identifying and reporting to his/her trainer/assessor any obvious hazards from equipment, facilities or the environment
- Refraining from smoking in non-smoking areas
- Refraining from drinking / eating in the workrooms
- Using any equipment provided for health and safety purposes
- Obeying any reasonable instruction in relation to OH&S
- Ensuring that they are not affected by alcohol or drugs such that they endanger their own or another person's safety
- Complying with any policy that applies at the workplace.

7.2.6 EVACUATION

In the case of an emergency requiring evacuation of the building during one of Castle Personnel's courses the trainer/assessor will notify his/her class that they will be evacuating the building and will be required to follow designated procedures which students will be advised of at the commencement of the course.

7.2.7 SECURITY

Students are responsible for their own personal belongings. Castle Personnel will not accept any responsibility for stolen or damaged personal property.

Student records are kept in a lockable filing cabinet in the administration offices. Only those with authority are able to access them. Subject to archiving, student records will not leave Castle Personnel's premises.

7.2.8 RECORDS

Castle Personnel is required to keep training results records for a period of 30 years. Such information includes the personal details of students such as full name, contact details, commencement and completion dates of training, as well as competency outcomes. All records are confidential and available to students on request. Records are maintained for accuracy and currency. Students may be required to pay an administration fee for the re-issue of records and awards.

7.2.9 AMENDMENTS TO STUDENT HANDBOOK

This version of the Student Handbook is current as at 30 April 2010. Castle Personnel reserves the right to amend the contents of the Student Handbook to comply with legal requirements and/or to accommodate changes to course offerings, policies and/or procedures.



Language, Literacy and Numeracy Assessment

Please complete the following questions without the assistance of a third party.

1. What course / qualification have you enrolled in?.

2. What do you expect to gain from completing this training.?

3. List some of the topics / subjects you would like to learn as part of your training.

4. List some of the things you like to do with friends or family.

5. Wendy went shopping with \$100 and bought a skirt for \$67 , how much change should Wendy receive from the shop assistant. ?

6. John has sold his bike at a garage sale and received \$420 he wants to divide this amount equally and give it to each of his three children , how much should each child receive?.

7. Trudy wanted to buy her friends lunch, the items cost \$3.55 and \$ 6.74. How much change would she receive from \$15.00?.



Statement of Understanding

I have read and understood the following policies, procedures & guidelines and will adhere to them during my learning with Castle Personnel.

Student Name:.....

Student Signature:

Today's Date:

Course Name:.....

Trainer /Assessor Name:

Trainer / Assessor Signature:.....

Today's Date: