
eLearning Australia Student Handbook

Dynamic, meaningful, online learning

Talia Carbis • eLearning Australia • 2009



Welcome!

Welcome to your online training!

GETTING STARTED



Dynamic, Online, Interactive eLearning...

Welcome to eLearning Australia. We trust you will enjoy your online training, and will finish your course with lots of new knowledge, resources and ideas! This student handbook is designed to present you with the information you will need to understand the eLearning system, as well as give you a point of reference if you don't know how to do something. This document will also explain our responsibilities to you, the student. As a student you have specific responsibilities to us in regards to your training and performance, these will be outlined below.

Your responsibilities include ensuring that all policies and procedures are understood, and adhered to. If you do not understand a statement in this handbook then you will need to seek clarification immediately. If you have any questions at any time then please don't hesitate to contact your trainer.

We look forward to working with you to achieve your educational goals!

Talia Carbis

Development Manager

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1. PAYMENT

1.1 Student Fees

eLearning Australia is required by the State Government to collect student fees for courses with an outcome of Australian Qualification Framework Level III or above.

Tuition Fee: \$1.70 per nominal hour for each module or unit of competency.

Student Services Fee: \$0.28 per nominal hour for each module or unit of competency

The total tuition fee per student will not exceed \$803.60 in any training year. The student services fee per student will not exceed \$200.00 in any training year. A student may be exempt from paying full/partial fees if they fall into a category below.

1.2 Fee Exemption

- A student who has not completed year 12, or was, or will be under 17 years of age at the end of February in the year in which the RTO delivered training. (Proof of age required).
- Where a student is an Aboriginal or Torres Straight Islander person.
- A student holds a health care card or pensioner card
- A student may also be exempt from paying tuition fees if it can be shown that payment would cause extreme financial hardship.
- A student is a school based apprentice or trainee.

Tuition fees are to be charged and collected for all modules or units of competency where training is conducted, including any modules completed through the Recognition of Prior Learning (RPL). Provision exists for partial and full exemptions.

Please note that course fees are not competency to GST.

Students eligible for concessions will be required to provide the appropriate identification and will be able to pay 100% of their fees to ensure they receive full concession entitlement.

1.3 Fee Payments

For all students, a portion of the total student fees is payable at commencement. Remaining balances of Student Fees are payable at 12 month intervals following payment of the first installment. eLA will provide a reminder prior to the due date.

Payment of tuition fees is required thirty (30) days from receipt of invoice.

1.4 Contacts

Information on wages, employer incentives, and training packages are available from the Department. Contact them on 1300 369 935.

Australian Apprenticeship Centers provide incentives and register training contracts with DETA, as well as give advice. These organisations are usually the first point of contact for student and employer queries. Contact: 1300 639 629

Apprenticeship info, including free advice, referrals, and support to all Queenslanders about apprenticeships, traineeships and training options is available from: <http://www.apprenticeshipinfo.qld.gov.au> or 1800 210 210.

1.5 Refunds

Students must read and understand this fees and charges information and organisation's refund policy before signing the enrollment form. Students must consult the attached course fees and charges list to ascertain the costs of their particular course.

10% of the fees charged is regarded as an administrative fee, is payable 2 weeks prior to enrollment, and is non-refundable.

Payments can be made by cash, cheque, credit card (Bankcard, Mastercard, Visa, EFTPOS), or paypal.

Fees are payable in advance for each competency. A student is not considered enrolled in the competency and therefore not eligible for the issue of the award, until the required fee is paid. Where a course is offered over a period longer than one semester, the total fees payable on enrollment are limited to that particular semester. The administrative fee is only payable once at the time of initial enrollment in a particular qualification.

Should a student wish to cancel his/her enrollment during the first 2 weeks of the competency then 100% of the non administrative fees will be refunded. If the cancellation occurs between 2 and 4 weeks of the course then 50% of the non administrative fees will be refunded. If the

cancellation occurs after 4 weeks, no refund will be made. A student requiring a refund must apply to the administration officer.

2 attempts at an assessment are included in the tuition and assessment fees. Please consult the Course Fees and Charges list for fees payable if more than 2 attempts are required. A qualification or statement of attainment, with an attached statement of results will be issued on completion of the qualification/course. A charge will be levied for reissue of these documents as per the Course Fees and Charges list.

All monies received are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible students.

eLearning Australia agrees, that once enrollment for a particular course is accepted, that this organisation will complete delivery of the course, or arrange for the student to complete the training at another nearby RTO with minimal disruption to the student.

Students who are enrolled in an apprenticeship or traineeship qualification should consult the attached Course Fees and Charges list for the fees payable.

There are some fee reductions available to specific students, as detailed in section 1.2

If a student ceases training with eLearning Australia due to cancellation of their apprenticeship, or change of Supervised Registered Training Organisation, they must contact eLearning Australia and request a refund for the unit of competency they have not yet completed.

2. STUDENT SUPPORT

2.1 Support

eLearning Australia is committed to supporting you in your online journey. We are available to offer you support, advice on your studies, and technical help with your training. Support services we supply include:

- Induction
- Enrollment Advice
- Weekly Reports
- Phone support
- Email support
- Technical computer support
- Technical competency based support
- Tutorials/Further study options
- Support Ticketing System
- Password assistance

If you have an issue then you should submit a support ticket (see 2.4). If it is not responded to within 3 working days, then contact your trainer via email.

2.2 Support Times

You can contact our support team Monday - Friday, 8am to 4pm via phone, or anytime via email or the ticketing system (emails & support tickets will only answered during working hours). If you have an urgent issue you can contact support via text message.

2.3 Support Staff

Support staff at eLA are called 'Trainers'. Your trainer is responsible for your reporting, and fixing your issues. It is your responsibility to stay in frequent communication with your trainer and let them know of any issues.

Luke Carbis

support@elearningaustralia.net.au

5450 2797

0424 155 366

2.4 Ticketing Support

If you have questions/problems/praise/ideas then you can send it via Get Satisfaction.
http://getsatisfaction.com/elearning_australia/

Students and employers should submit their problem here before emailing staff. All users are encouraged to vote on new ideas, and let us know via this system if they have a similar problem to someone else.

Students and employers should check here: http://getsatisfaction.com/elearning_australia/ if they have a question, before asking staff, as it may already be answered.

2.5 Literacy and Numeracy Support

The following resources are available for students who require additional literacy and/or numeracy support.

- Extension classes
- Online whiteboard tutorials during courses
- All support options listed in 2.1

2.6 Guidance Services

Students can contact admin@elearningaustralia.net.au or the office via phone to request guidance and recommendations on courses to

3. ATTENDANCE

3.1 Expectations

Your employer and yourself will come to an agreement on the times you will have to study online, these options include (but aren't limited too):

- One day a week- at work
- One day a week- at home
- Various part days at work
- At work, but before work time
- After work, at home, in own time

Whichever you and your employer decide on, it is important that you email your trainer so that they can enter this into the system. Once the frequency of training has been set, your due dates will be finalised, and you will have to inform your trainer in writing (email) if you aren't going to be online.

3.2 Due Dates

Whenever you are enrolled in a competency, you are given a due date, as stated in your training plan. If you are unable to complete the competency by the due date then you will need to fill out a 'Request an Extension' form. The link to this form is available on the front page of the training site.

4. STUDENT CODE OF CONDUCT

4.1 Misconduct

All students are required to follow general internet and personal etiquette standards.

Student behaviour must not cause damage or interfere with any other person using the training system. Any attempts made to ‘hack’, or ‘break’ the technology available via the eLA training site, or the training site itself is a genuine offense, and will be dealt with accordingly. Student misconduct will be reported to the Department of Employment and Training and the Arts (DETA), and if appropriate, the police.

4.2 Harassment

Harassment can come in many forms. No student should have to endure harassment from any staff member of eLearning Australia, or other student.

In the event that a student does feel harassed, they are to report the issue immediately to their trainer. The student must keep documentation (save online conversations/emails/messages, save text message, screenshots) of the issue so that it can be addressed quickly.

Harassment for any reason will not be tolerated.

4.3 Netiquette

Netiquette is a term used to describe polite, online behaviour. Outlined below are ways you can interact with appropriate net etiquette. (Thanks to [Maria Georgiou](#) for the basis of this material).

- Do unto others, as you’d have others do unto you. Be polite and courteous at all times, just because you are not engaged in real world conversation, does not mean you can abandon real world manners and ethics. Remember that you’re not communicating with a computer screen, but with a human being in possession of thoughts and feelings just like you. So before you fly off the handle, or send a rude or offensive message, think about the person on the receiving end.
- If you are new to a chat room or forum, the golden rule is to lurk before you leap. As various countries have different norms and cultures, the domains of cyberspace vary in their ideas of acceptable behavior. When entering a new domain, make sure you listen and observe for a while before speaking your mind, find out what people are talking about and what their acceptable practices are. If possible take a look at the list of FAQs before you participate. This way there is less chance of you offending someone.

- Do not TYPE ALL IN CAPITAL LETTERS for emphasis. IT LOOKS LIKE YOU ARE SHOUTING. If you need to emphasize a word, use asterisks, like *this* or lines, like _this_.
- Be aware that the biggest problem with the Internet is that the written word is not easy to interpret. When you speak something, people can hear the tone of your voice. If they can see you, they can take visual clues from your face and body to see if you intend humor or if you are trying to soften what sounds like a harsh sentence. All of this is lost in text, and sometimes responses can come across as mean or rude, even when the writer did not intend them this way. This is the reason some people use emoticons (visual clues) in their e-mails, it saves a lot of confusion.
- Be careful not to use rude or bad language online. Many providers will terminate your account.
- Respect the privacy of others. If someone sends you e-mail on one topic, don't add him or her to your mass e-mailings without their permission. NEVER sell or give their e-mail address without permission to anyone else who will use it for promotion or advertising. Remember... you wouldn't want people reading your mail, why should you read theirs? It is poor manners - and thus poor netiquette - to read other people's private material without permission.
- Don't break any laws. Cyberspace may seem like a completely different world, but remember that you're still in the real world, a world with laws and standards of ethics. When you're on the net, follow the same standard of behavior that you would in real life. Remember, if it is against the law in the real world, it is against the law in cyberspace.
- Be brief where appropriate. Don't make people read stuff they don't want to know about. Never waste bandwidth with unnecessarily long postings and repeated postings. One of the golden rules of replying to an e-mail is to try editing out unimportant information and anything that is repeated. Long e-mails and forum postings also tend not to be read, so all your effort may be wasted.
- Don't flame. Do not send rude or offensive e-mails or postings. It's bad manners and can get seriously out of hand (flame wars). So don't flame others and if you are flamed, do not respond: you will never win. If you are flamed in a forum or chat room, or via online message or email, contact the system's administrator and make your complaint. If you receive nasty e-mails, delete it or ignore the meanness and respond to the sender's actual points, minus the meanness.

- Always identify yourself. Never send e-mail without including your name at the bottom of the e-mail. Similarly, don't post forum messages without identifying yourself, this is seen as rude. (In e-mail, always fill in the competency box, so people can see what the mail concerns).
- Make a good impression. Remember that the written word is the only way you can represent yourself online, so spelling and grammar count. If you are going to be writing a large amount of text for other people to see, make sure you break it up using paragraphs, it will make it easier on the eye for those that will read it.
- Be patient with newcomers. Once you have become an Internet expert, it is easy to forget that you started out as a newbie too. Learning the protocol of cyberspace is much like learning a new language; it takes practice, and includes making mistakes. So if you come across someone else's mistakes on the net, don't put them down, just politely point them in the right direction for guidance (send them a copy of these rules to get them started on their way!).

4.4 Email Netiquette

- Check e-mail regularly... so you can respond quickly
- Archive messages after you read them... frees up storage space for more productive use
- Don't be hasty when you send... if you write a message when you're upset, wait before you send it
- Be professional... your e-mail is a reflection of you
- Keep messages polite. A please or thankyou will get you a long way!
- Don't send chain letters... they're as annoying on the internet as they are in real life
- Don't use all capital letters... it seems like you're shouting!

4.5 Forum Netiquette

- Before asking or responding in a newsgroup, take the time to feel the group out
- Stick to the topic of the discussion group. If you have a new topic, make a new thread.
- When quoting someone, use only the portion of the quote that is absolutely necessary
- Be brief and concise
- Don't send personal messages to an entire newsgroup, use e-mail
- Use correct grammar and spelling

4.6 Student Expectations

The follow list outline the expectations eLearning Australia has of its students.

★ Students will conduct themselves in an appropriate manner, as outlined through the Student Code of Conduct.

★ Students will stay in regular* contact with their trainer either via email, phone, or other acceptable methods of communication.

★ Students will inform their trainer if they're not going to be online for any reason.

★ Students will inform their trainer as they need passwords and finish exams.

★ Students will be polite and courteous to their trainer and other students at all times.

*regular communications is communication 2+ times a week.

4.7 Grievance Disputes/ Disciplinary Procedures

Student Misconduct

If a student is deemed to conducting themselves in an inappropriate way online, either by another student, an eLA staff member, or an employer, then that student's account will be suspended until the matter can be investigated. Each matter will be investigated by a supervisory staff member.

The repercussions for student misconduct are decided on a case by case basis. Penalties can range from no action, expulsion, or an official police report, depending of the severity and nature of the issue.

Staff Complaint

If you feel that a staff member has behaved inappropriately to you, a student, then you should forward your complaint to the Development Manager, talia@elearningaustralia.net.au. You can also post your complaint, or phone the office and ask to speak to Talia Carbis. If the complaint is unsubstantiated then it will be considered a Student Misconduct issue.

5. ASSESSMENT

5.1 What is Competency Based Assessment?

Competency based assessment is checking that the job can be done properly- not just once, but every time. It can then be confidently said that a person is competent.

5.2 How will assessment take place?

Employers/Trainers will assess continually by:

- Watching the apprentice/trainee on the job
- Discussions with student's supervisors
- Asking the apprentice/trainee questions regarding their job
- Client feedback on quality of the completed job.
- Online exams
- Workplace assignments

5.3 Online Exams

At the end of each competency there is a final exam. In some competencies, there will be an exam after 3 or 4 modules, and then another for the next 3 or 4 modules. You will need to view the course outline and the start of each competency for the assessment items in your particular competency. Online exams are for a set number of modules/outcomes, but are then marked by your trainer to find a result for each outcome. You must get at least 50% on each *outcome* to pass.

5.3.1 Online Exams Procedure

1. Complete relevant outcome, including outcome exams (with 100% to pass).
2. Spend some time studying your material (workbooks, textbook, lessons). Make sure you are CONFIDENT with the material.
3. Email your trainer (support@elearningaustralia.net.au) to ask for the password for the final exam. In the email make sure you include your full name, the competency you are doing, and which final exam you need the password for (some competencies have more than one).

4. Complete the exam. You should only ask for the exam when you are ready to complete it, i.e. you should do the exam within 3 days of asking for the password.
5. Complete the Feedback Form. This must be done on the same day as the exam is completed.
6. Email your trainer to let them know that both the exam and the feedback have been completed.
7. You will receive a response from your trainer with 2 working days with your results, and either your next competency, a message to continue with your current competency, or a resit.
8. If you have to do a resit, you will be given the passwords for the individual modules you need to resit. You need to study your material again, and then complete the resit. Then you need to email your trainer so that they can finalise your exam, and let you know what's next.

5.4 Assignments

In some competency you will have assignments you need to complete. All assignments must be completed before a competency can be finalised. Assignments should be completed in Google Docs, and shared with your trainer.

5.5 Competency Grading

Grading for each competency is based on an average of all your assessment for that competency- exams, and assignments. Here's an example:

Competency X

Exam 1: 80%

Exam 2: 78 %

Assignment 1: PASS

Assignment 2 PASS

Assignment 3: PASS

Total Grade for Competency X = $(80 + 78)/2$

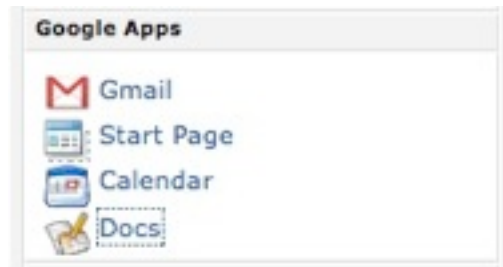
Total Grade for Competency X = $158/2$

Total Grade for Competency X = 79%

6. GOOGLE APPS FOR EDUCATION

6.1 Gmail

You have been issued with an eLearning Australia email address (username@elearningaustralia.net.au), which you can access from [mail.google.com/a/elearningaustralia.net.au](mailto:username@elearningaustralia.net.au) OR by selecting 'gmail' on the training site.



6.2 Chat

When you are logged into your new eLearning Australia email, you will be able to access the chat feature on the left hand side. Here you can add other eLearning Australia users, and chat to them when they're online.

If you add support@elearningaustralia.net.au to your list, you will be able to chat to our support team whenever you need help!

6.3 Documents

In the top left hand corner of the screen when you're logged into your gmail is the following options:

[Mail](#) [Calendar](#) [Documents](#) [Contacts](#)

Selecting 'Documents,' will take you to a list of all the documents you have either written, or have access to. Your trainer will have shared with you a number of documents to get you started. Here you can upload your workbooks, and create new documents for assignments. Use of google docs is limited to training.

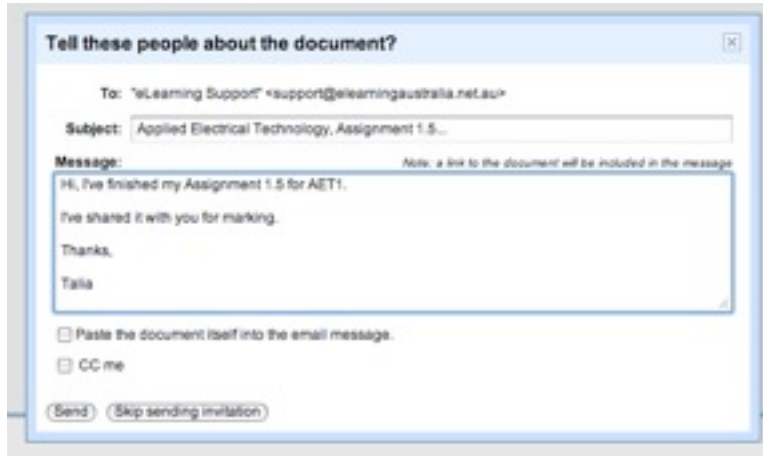
6.3.1 Sharing Documents

1. Open your document (make sure the name of your document is the competency you're doing, and the assignment number. Your username would be helpful also). Click 'share' in the top right hand corner, and choose 'Share with Others'.





2. Enter in your trainer's email: support@elearningaustralia.net.au and click, "invite collaborators". Make sure you choose 'as collaborators' and not 'as viewers', so that your trainer can put your marks in, so you know what the correct answer is.



3. Add a message to your trainer (this will come to them in an email). Make sure you say what competency it is for, what assignment number it is, and that it's ready for marking.

4. Select 'send'.

6.4 Calender

Part of the suite of Google Apps is an online calender. Please use the calender to track your due dates for assessment. There are no excuses for late exams.

6.5 Terms of Use

Please read through the terms of use which you accept when you first log into your email. If these are breached then your account with eLearning Australia and Google will be suspended.

7. POLICIES

7.1 Occupational Health & Safety Policy

Due to the nature of the online course delivery, there are possible injuries that can occur from excessive time spent in front of a computer. These include RSI, neck and back injuries, and eye weaknesses. It is the responsibility of the student to ensure that they have a break from the computer every 10 minutes, and walk around.

7.2 Noise Pollution Policy

Noise Pollution occurs when there is excessive noise in a space. It is the responsibility of the student to ensure that their work space does not exceed sound recommendations.

7.3 Equal Opportunity Policy

No student of eLearning Australia will be discriminated against by the organisation for any reason, including race, sex, or employer. It is the intent of the company to provide each apprentice, trainee or student with the training they have paid for.

7.4 Environmental Policy

eLearning Australia makes a particular effort to reduce its carbon footprint, and encourages students to do the same. eLA has made available the Google Apps for Education suite to all students so that they can complete workbooks and assignments online, and email or share easily with their trainer so there is no need to print them out.

We encourage all students to be environmentally friendly, and not print out workbooks/ assignments or other training materials unnecessarily.

7.5 Quality Policy

eLearning Australia is dedicated to creating training material of a high quality. Feedback is an important part of the quality control process. All students must fill out a feedback form at the completion of a competency, we request that student fill it out with as much detail as possible so that any changes and improvements can be made.

eLearning Australia reviews this feedback every 3 months and implements the necessary changes.

Any issues students have during the completion of their course should be explained to their trainer, so that prominent issues can be rectified as soon as possible.

7.6 Privacy Policy

All student data collected is protected, and will not be sold, or disclosed to any unauthorized personnel.

7.6.1 Access to Student Records Policy

Students are able to access their own records at any time. This includes access to exam results, feedback from previous subjects, and other student records. If you require any of your records for any reason, you should contact your trainer.

8. APPEALS AND COMPLAINTS

8.1 Informal Complaint

- a) The initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of the school, e.g. the trainer, who will make a decision and record the outcome of the complaint
- b) Person(s) dissatisfied with the outcome of the complaint to the trainer may then complain to the relevant manager, who will make a decision and record the outcome of the complaint
- c) Person(s) dissatisfied with the outcome of the complaint to the relevant manager may initiate a 'formal complaint'.

8.2 Formal Complaint

- a) formal complaints may only proceed after the informal complaint procedure has been finalised
- b) the complaint and its outcome shall be recorded in writing
- c) on receipt of a formal complaint the principal shall convene an independent panel to hear the complaint; this shall be the 'complaint committee'
- d) the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
 - 1. the company CEO
 - 2. the trainer
 - 3. an independent person
- e) the complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- f) the relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- g) the complaint committee will make a decision on the complaint

h)the complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.

8.3 Appeals

If at any stage, for any reason you disagree with the marking of an assessment piece, or the decision of a staff member you have the right to make an appeal. The first step in the appeals process is the informal appeal, the process for which is outlined below.

a)The initial stage of any appeal shall be for the student to communicate directly with the operational representative of the school, e.g. the trainer, who will make a decision and record the outcome of the student

b) Person(s) dissatisfied with the outcome of the appeal to the trainer may then appeal to the relevant manager, who will make a decision and record the outcome of the appeal

c) Person(s) dissatisfied with the outcome of the appeal to the relevant manager may initiate a ‘formal appeal’.

8.3.1 Formal Appeal

a)formal appeals may only proceed after the informal complaint procedure has been finalised

b)the appeal and its outcome shall be recorded in writing

c)on receipt of a formal appeal the company CEO shall convene an independent panel to hear the appeal; this shall be the ‘appeal committee’

d)the appeal committee shall not have had previous involvement with the appeal and should include representatives of:

1.the company CEO

2.a trainer

3.an independent person

e)the student shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation

f)the relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation

g)the appeals committee will make a decision on the appeal

h)the appeals committee will communicate its decision on the appeal to all parties in writing within 5 working days of making its decision.

9. RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFERS

9.1 Overview of Credit Transfer

If you have already completed study prior to enrolling with eLearning Australia, you may be eligible for a credit transfer. The competencies you have completed must be directly related to the qualification you're undertaking.

For example: If you completed the competency TAADEL401B : Plan and organise group-based delivery, and TAAENV401B : Work effectively in vocational education and training at a different TAFE or RTO; and you've enrolled in the TAA40104: Certificate IV in Training and Assessment, you won't have to do TAADEL401B and TAAENV401B again.

9.2 How to obtain a credit transfer

To obtain a credit transfer you will need to supply your trainer with a copy of your academic history. The academic history will be verified and you will be credited with the appropriate subjects.

The academic history should be supplied when you first enroll in the qualification, but can be supplied at any time, before you start the competency to be credited.

9.3 Overview of Recognition of Prior Learning

If you have significant experience in the qualification you're enrolled in, or you have competencies from a superseded qualification, you may be eligible for an RPL.

Example 1: If you completed the competency TPNUE002 Occupational Health and Safety from the package UTE31199, and you're now enrolled in the UEE30807 (which has superseded UTE31199), you could possibly be RPL'd for PART, or ALL of UEENEEE001B Apply OHS practices in the workplace.*

Example 2: If you have extensive experience in business- supervising or managing a workplace, and can show you've been involved in professional development etc. you may be eligible to be RPL'd for the BSB40807, or part of there of.**

** Please note: this is just an example, and not all students who have completed TPNUE002 are eligible for RPL of UEENEEE001B. Students will need to submit the RPL application, and other steps detailed below to see if they are eligible.*

*** Please note: RPL is a case by case process, and there are many factors to take into consideration when assessing an RPL. Your case may be different to another person's and there is no way of telling what you would be RPL'd for without completing the RPL process.*

9.4 RPL Process

1. Complete the Application for RPL form (this is available on request from your trainer)
2. You will be contacted, and an interview time will be arranged
3. Verbal interview will be conducted by a trainer
4. Reference from your current, or previous employers are collected, as well as any evidence of study, professional development, or anything else to prove your competence.
5. A decision is made as to whether or not the trainer needs more information to make a final judgement. If no more information is required then the paperwork will be sent to the eLA office to be processed. You may have to complete gap training before you are deemed competent.
6. If the trainer decides that further evidence is required, then a practical day will be arranged and you will show your skills in your workplace.
7. At this point a decision must be made about your competence in the area. You are either deemed competent, referred for gap training, or required to complete the competency.
8. If you disagree with the assessment of the trainer, you can submit an appeal, as detailed in section [8.3](#) of this document.