



Burnham & Associates Training Consultancy

Pre-Enrolment Information

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Access and Equity Policy

Access to training services provided by Burnham & Associates Training Consultancy will be available to all people without discrimination. Where necessary, arrangements will be made for those clients with disabilities requiring special needs as well as those clients requiring language/literacy and/or numeracy support programs (refer to QAELLN) as part of our client welfare and guidance service.

Participant selection will be non-discriminatory, access to specific courses being guided by any special entry requirements, for example, where Government Regulations set down special conditions.

All staff responsible for access and equity have been provided with information and induction, and are bound by the requirements of Burnham & Associates Training Consultancy's Code of Practice.

Privacy Policy

Burnham & Associates Training Consultancy have a privacy policy in place to ensure the confidentiality of their client's personal information. This policy reflects the principles which apply to the handling of personal information under relevant State and Commonwealth privacy laws.

Burnham & Associates Training Consultancy use the personal information which they collect about their clients for the purpose of carrying out their functions, for related purposes and for the purpose to which the client has consented. Burnham & Associates Training Consultancy will only disclose personal information in accordance with the Privacy Act or when the client has provided written consent for Burnham & Associates Training Consultancy to do so.

The client has the right to access their personal information at any time, applications detailing request for personal information should be made in writing and forwarded to Burnham & Associates Training Consultancy.

Burnham & Associates Training Consultancy take care to maintain the integrity of their client's personal information and to protect that personal information from unauthorised access.

Burnham & Associates Training Consultancy's employees are aware of their responsibilities to protect the client's personal information and are bound by confidentiality requirements.

Refund Policy

Fees and Charges: Participant fees and charges will vary depending on the course/program or training/assessment service being offered. Some programs may be government funded, some may be partially government funded and others will be fee for service. Full course costs will be identified on the relevant enrolment forms.

Refund: An Application/Enrolment fee, *payable on enrolment*, will apply to all training/assessment services. This fee covers the initial administration/client interview and includes an initial *non-refundable* deposit of 20% of the total course/program or training/assessment price. Should Burnham & Associates Training Consultancy cancel any course, participants are entitled to a full refund of monies paid or funds may be transferred to a future course.

Notwithstanding the above, any participant who gives notice of an intention to withdraw from a course, 14 days before commencement, shall have the balance refunded of any fees paid. No refund is available to participants who fail to appear at course commencement or who leave before finalising the course/competency/module unless they can provide a medical certificate or show extreme personal hardship. That being the case, fees may be refunded on a pro-rata basis. However, should participants wish to finalise incomplete course/modules/unit of competency in a future course, the original fee payment can be used as credit towards that course within six months of initial payment.

Notification must be in writing or facsimile to Burnham & Associates Training Consultancy. The cost of any trainee handouts, training aids provided and any assignments correction fees due for services rendered will not be refunded.

Harassment Policy

Burnham & Associates Training Consultancy have an harassment policy in place to ensure all personnel are protected from unfair discrimination, harassment and other forms of unacceptable behavior in accordance with the relevant state and Commonwealth Anti-Discrimination Acts.

Burnham & Associates Training Consultancy will seriously and confidentially investigate any complaint of discrimination or harassment received. Complaints should be addressed to the Principle of Burnham & Associates Training Consultancy.



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Training and Assessment

As a Registered Training Organisation (RTO) Burnham & Associates Training Consultancy, working within the VET sector, issue Statements of Attainment and Qualifications that are recognised nationally within the Australian Qualification Framework.

Burnham and Associates Training Consultancy trainers and assessors have the appropriate qualifications and experience to deliver the training/assessment relevant to the course/program/service being offered, and are aware of their responsibilities under Burnham & Associates Training Consultancy's Code of Practice and the requirements of the Australian Quality Training Framework and AQTF 2007 Standards, which underpin the enterprise Code of Practice.

Burnham & Associates Training Consultancy have developed and implemented training and assessment strategies using the 'Evidence Approach', a holistic strategy to evaluate the evidence collected and judgements made. Assessment using the evidence approach is competency based and considers evidence obtained holistically, through integrated assessment advants, e.g. formal assessment, oral assessment, assignments, third party reports, observation and practical demonstration. This approach also allows for the establishment of a fair, flexible, appropriate and non-threatening assessment environment enabling those clients with disabilities to achieve their full learning potential.

Burnham & Associates Training Consultancy believe in the continuous improvement model and as such value feedback from their clients and staff for incorporation into future training/assessment programs.

Training programs offered by Burnham & Associates Training Consultancy are broadly classified as 'Accredited' or 'Non-Accredited' training.

Accredited Training: Successful completion of accredited training programs will lead to the issuance of either;

- A Statement of Attainment – issued on completion of one or more units of competencies achieved under nationally endorsed standards (in partial completion of a Qualification) or
- A Qualification – issued on completion of all units of competency as specified for that qualification within the relevant training package. A Record of Results will also be issued detailing all the units of competency successfully completed to gain the qualification.

Non-Accredited Training: Training programs not aligned to nationally recognised outcomes, although this training may contribute to the achievement of nationally recognised qualifications through the Recognition process (RPL/RCC).

Assessment / Reassessment:

Assessment outcomes will be recorded as; Competent – C; Not Yet Competent – NYC; Not Competent - NC.

Any participant who received a result of 'Not Yet Competent' for any form of assessment will be given a maximum of two attempts to complete the assessment requirements. Failure to achieve a satisfactory outcome at this time will result in a Not Competent result recorded. Participants wishing to gain competency would then be required to re-enroll, pay the required fees and undertake the assessment at the time the unit is next being offered.

For more information refer to: www.aqf.edu.au & www.trainandemploy.qld.gov.au & www.training.com.au/AQTF2007

Recognition of Prior Learning

Assessments that lead to an AQF Qualification and / or Statement of Attainment may require a recognition process (a process whereby competencies gained through previous work or life experiences can be formally recognised), therefore recognition processes, such as Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and on-and off-the-job assessment, are provided to validate evidence collected and judgments made.

Participants who consider they have the competencies as set down for a particular accredited or recognised course/module/unit of competency may make a written application to Burnham & Associates Training Consultancy to have those competencies recognised. In your application you will need to specify the course/module/program for which recognition of prior learning is being applied and give your personal details.

A 'Skills Recognition Evidence Guide/Candidate Kit' will be provided to the client and an interview time arranged to assess the evidence provided against the specified competency criteria, and to identify any skills training gaps.

All appropriate reference documentation should be submitted at the time of interview to substantiate the application for recognition of prior learning. Documents submitted should be originals or certified copies.

Please Note: that the savings made by undertaking the Recognition Process is generally in time, not financially as enrolment fees still apply.

Recognition (Credit Transfer)

It is the policy of Burnham & Associates Training Consultancy to recognise the AQF Qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO).



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Complaints Procedure

Burnham & Associates Training Consultancy will strive to deal with any grievances as soon as it/they arise, in order to avoid any further disruption or the need for a formal complaint. Participants with any grievance regarding any aspects of their training are encouraged to:

1. Discuss the issue with the instructor concerned as soon as possible
2. If unresolved, discuss the issue with the Principal of the organisation
3. If unresolved, discuss the issue with the Principal of the organisation and a mutually agreed mediator, perhaps an industry training representative

If steps 1-3 fail to resolve the issue, it may be pursued through legal avenues, e.g. the Anti-discrimination Board, Consumer Affairs, National Training Complaints Hotline, Ph: 1800 000 674 or other bodies as appropriate.

The above procedure should also be followed for appeals against results. Participants have a maximum period of six weeks in which they can appeal against results.

Disciplinary Procedures

Any participant who, in the opinion of Burnham & Associates Training Consultancy, is found cheating could face disciplinary action which may result in the participant being asked to leave the course and may have the particular study unit/s assessment disregarded.

Legislation

Participants working in the rural, horticultural, conservation and animal care and production industries need to be aware of, and adhere to, a number of Laws, Acts and Regulations. For example: Workplace Health and Safety.

It is recommended that each participant make themselves familiar with the legislation requirements that govern the industry sector they are working in - for more information refer to: www.legislation.qld.gov.au or the relevant State / Territory and/or Commonwealth department(s)

Licensing and registration requirements also apply to specific industries. Some individual units of competency may be subject to licensing arrangements before training is commenced or before undertaking related work in the industry.

Being successfully assessed against a competency does not automatically mean that a regulatory license is issued.

Competency standards where licensing arrangements may be relevant include those dealing with:

- operating vehicles, machinery and equipment such as chainsaws, motor vehicles, tractors, forklifts and earthmoving machinery
- driving or transporting machinery and equipment on public roads
- firearms
- chemical purchase and use
- assess to and activities on private or protected lands
- management activities related to particular animal and plant species
- waste water
- soil disturbance and conservation
- irrigation
- water allocations
- underground water
- landscape construction
- natural bush clearing

NOTE: The above list is by no means comprehensive, and is to be used as a guide only.

It is recommended that each participant make themselves familiar with the licensing requirements of the industry sector they are interested in - for more information refer to: www.agrifoodskills.net.au or the relevant State / Territory and/or Commonwealth department(s)



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Disability Type Definitions:

These definitions may be useful in helping you complete the Disabilities section on the back of the enrolment form. Information supplied will help Burnham & Associates Training Consultancy provide their clients with appropriate support to enable their clients to achieve their learning potential.

Hearing/Deaf

Hearing impairment is used to refer to a person who has an acquired mild, moderate or even severe or profound hearing loss. A person who is deaf has a severe or profound hearing loss and mainly relies upon vision to communicate.

Physical

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. For example: Amputation, Arthritis, Cerebral Palsy, Multiple Sclerosis, Muscular Dystrophy, Paraplegia, Quadriplegia or Post-Polio Syndrome.

Intellectual

Low general intellectual functioning and difficulties in adaptive behaviour.

Learning

Significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities.

Mental Illness

Psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

Acquired Brain Impairment

Acquired Brain Impairment is an injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired Brain Impairment can occur as a result of trauma, hypoxia, infection, accidents, violence, substance abuse, degenerative neurological disease or stroke. These impairments may either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

Vision

A partial loss of sight causing difficulties in seeing up to and including blindness.

Medical Condition

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. For example: AIDS, Cancer, Chronic Fatigue Syndrome, Crohn's Disease, Cystic Fibrosis, Asthma, Diabetes, Multiple Sclerosis and Muscular Dystrophy.