



# LEARNER eBOOK

**INSPIRATIVE TRAINING PTY LTD TRADING AS VATIVE**

**TOID: 70227**

**CORPORATE PARTNERS PTY LTD TRADING AS VATIVE – TRULY INNOVATIVE**

**TOID: 91467**

# Contact Information

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Inspirative Training Pty Ltd | TOID 70227  
trading as Vative

Corporate Partners Pty Ltd | TOID 91467  
trading as Vative – Truly Innovative

## Head Office

260A Blackburn Rd, GLEN WAVERLEY VIC 3150

## NSW Office

55 Pymont Bridge Road, PYMONT NSW 2009

## QLD Office

76 Brunswick Street FORTITUDE VALLEY, QLD 4006

**Email:** [customer.service@vative.com.au](mailto:customer.service@vative.com.au)

**Web:** [www.vatve.com.au](http://www.vatve.com.au)

**Phone enquiries:** 1300 82 84 83

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# Contents

<b>Contact Information</b>	<b>2</b>
Inspirative Training Pty Ltd   TOID 70227	2
Corporate Partners Pty Ltd   TOID 91467	2
<b>Welcome to Vative</b>	<b>6</b>
<b>Our Purpose, Vision &amp; Mission</b>	<b>7</b>
Purpose Statement (Why)	7
Vision Statement (Where)	7
Mission Statement	7
Our Organisational Values	7
Primary Focus Virtues	7
<b>About us</b>	<b>8</b>
<b>Our Training Programs</b>	<b>8</b>
<b>Trainers and Assessors</b>	<b>9</b>
<b>The Enrolment Process</b>	<b>9</b>
Suitability and appropriateness of your course	9
Pre-Training Review	10
Learner Support	11
Training and Assessment	12
Unique Student Identifier (USI)	13
Traineeships	14
<b>Program Structure</b>	<b>15</b>
Course Duration	15
Learning and Assessment Resources	16
Workplace Based Training and Assessment	16
Mode of Learning	16
<b>Vative's Responsibilities</b>	<b>17</b>
Learner Privacy	17
Learner Rights	17
<b>Learner Information</b>	<b>18</b>
Access to your Records	18
Changes to Qualifications	18

Appeals, Complaints and Grievances.....	18
Submitted a complaints to Australian Skills Quality Authority (ASQA).....	19
Recognition of Previous Learning Outcomes.....	20
Credit Transfer.....	20
Recognition of Prior Learning.....	21
Course Completion and Certification.....	21
<b>Government Funding.....</b>	<b>22</b>
Inspirative Training Pty Ltd, trading as Vative.....	22
Corporate Partners Pty Ltd, trading as Vative – Truly Innovative.....	22
<b>Access and Equity.....</b>	<b>23</b>
<b>Third Party Engagements.....</b>	<b>24</b>
<b>Access to records.....</b>	<b>25</b>
Student Portal.....	25
<b>Workplace, Health &amp; Safety.....</b>	<b>25</b>
<b>Drugs and Alcohol.....</b>	<b>26</b>
<b>Fees and Charges.....</b>	<b>26</b>
Administration & Materials Fees.....	26
VICTORIAN FEES & CHARGES.....	27
NEW SOUTH WALES FEES & CHARGES.....	27
QUEENSLAND FEES & CHARGES.....	28
<b>Withdrawal Fees and Refunds.....</b>	<b>29</b>
Withdrawing prior to enrolment.....	29
Withdrawing post enrolment.....	29
<b>Key Personnel Involved in Training.....</b>	<b>29</b>
Your Trainer and Assessor.....	29
The RTO Manager.....	29
RTO Support Staff.....	30
Australian Apprenticeship Centre (AAC).....	30
NCVER.....	30
<b>Learner Responsibilities.....</b>	<b>31</b>
Attendance Requirement.....	31
<b>Employer’s Responsibilities.....</b>	<b>31</b>
Workplace Based Delivery.....	31

<b>Course Components</b> .....	<b>32</b>
Enrolment.....	32
Monthly training sessions.....	32
Monthly team and/or one-on-one coaching.....	33
Monthly in-class assessments and activities.....	33
Time on the job to implement improvement projects.....	34
Internal support from your workplace Sponsor/Mentor.....	34
Available phone and email support from your Trainer and Assessor.....	34
End of course reflection and completion.....	34
Certification and celebration.....	34
<b>Australian Skills Quality Authority</b> .....	<b>35</b>
<b>Student Misconduct</b> .....	<b>36</b>
Student Plagiarism and Cheating.....	36
<b>Disciplinary procedure for course participants</b> .....	<b>37</b>
<b>User Choice</b> .....	<b>38</b>
<b>Additional Useful Contacts</b> .....	<b>39</b>

# Welcome to Vative

With the sole purpose of empowering change to build a better future, Vative's Registered Training Organisations, Inspirative Training Pty Ltd (RTO ID 70227) and Corporate Partners Pty Ltd (RTO ID 91467), hold accreditation from the Australian Skills Quality Authority. This accreditation allows us to offer nationally recognized qualifications across Australia.

Learners embarking on vocational education and training with Vative have the opportunity to enrol in courses focusing on Competitive Systems and Practices. These courses span from Certificate III level to Graduate Certificate level, each offering varying levels of complexity in application. Aligned with the goal of cultivating Continuous Improvement capabilities, our courses entail a series of training sessions and assessment activities aimed at enhancing your skills through practical improvement projects.

This Learner eBook has been crafted to furnish you with all essential information regarding your course commitments and access to crucial resources while undertaking accredited training with Vative.

# Our Purpose, Vision & Mission

## Purpose Statement (Why)

Empowering Change to Build a Better Future.

## Vision Statement (Where)

For every person we engage with to have a breakthrough experience that changes them and/or their organisation for the better.

## Mission Statement

We provide people and organisations the opportunity to connect with purpose, develop a meaningful vision, set an achievable strategy, enhance leadership qualities, and develop skills.

We provide innovative services globally through direct engagements, technology and online solutions focused on implementation and sustainable results!

# Our Organisational Value

## Primary Focus Virtues

Service – We willingly support others to achieve their goals

Innovation – We always embrace challenges with enthusiasm and creativity

Excellence – We constantly seek our greatest potential

## About Us

At Vative, we engage with employers spanning across diverse industries, dedicated to enhancing operational capabilities within their business. Our mission is embedded in the belief that the most valuable asset of any business is its people. Through our collaborative efforts with industry, we aim to cultivate a culture of continuous improvement by providing quality training programs and coaching employees through operational excellence.

With a rich history of guiding businesses and their workforce towards excellence, we specialise in empowering individuals to identify and address process deficiencies across all facets of their operations. Through targeted training and coaching initiatives, we equip learners with the tools and insights necessary to unravel complex challenges and drive change within their organisations.

As a Registered Training Organisation, our commitment to excellence ensures that our training programs are compliant to the regulatory bodies that govern National Recognised Training in Australia using practical proven Continuous Improvement methodologies to address process issues. By addressing process inefficiencies using Lean and Six Sigma principles, we enable employees to streamline their workflows and enhance their productivity by removing waste within their day-to-day operations.

At Vative, we are dedicated to empowering businesses and their employees to build a better future.

## Our Training Programs

Vative's Registered Training Organisations (RTOs) offer a comprehensive scope encompassing four levels of Competitive Systems and Practices.

Under Corporate Partners Pty Ltd RTO scope, available for NSW and QLD residents, we provide:

- ✔ Certificate III in Competitive Systems and Practices
- ✔ Certificate IV in Competitive Systems and Practices

Under Inspirative Training Pty Ltd RTO scope, available for VIC, TAS, SA, and WA residents, we offer:

- ✔ Certificate III in Competitive Systems and Practices
- ✔ Certificate IV in Competitive Systems and Practices

Furthermore, our programs available nationally under Inspirative Training Pty Ltd RTO scope include:

- ✔ Diploma of Competitive Systems and Practices
- ✔ Graduate Certificate in Competitive Systems and Practices

It's important to note that regardless of which Registered Training Organisation you enroll with, our processes and training materials remain standardised across both RTOs. This ensures consistency in deployment for our national clients across every state in Australia.



## Trainers and Assessors

To ensure the highest quality delivery of your Competitive Systems and Practices course, Vative's Trainers and Assessors, known as Business Transformation Specialists, possess the expertise and qualifications required to meet the standards set forth by the Australian Skills Quality Authority.

All of Vative's Trainers and Assessors adhere to the following minimum requirements to deliver compliant training to you and your organisation:

- ✓ A current Certificate IV in Training and Assessment (an endorsed TAE - Training and Education Training Package).
- ✓ Up-to-date industry skills and knowledge in Lean and Lean Six Sigma methodologies.
- ✓ Relevant certifications and qualifications pertaining to the units of competency covered within your Competitive Systems and Practices course.
- ✓ Demonstrated experience in delivering Vocational Education and Training at the qualification level in which you have enrolled.

In addition to these qualifications, our Trainers and Assessors boast extensive experience in change management, enabling them to effectively guide learners through the process of innovation. You can learn more about our dedicated team on our [website](#).

## The Enrolment Process

### Suitability and appropriateness of your course

At Vative, we prioritise the need to ensure that learners enrolling in our Competitive Systems and Practices courses are well-suited and adequately prepared to meet the competency requirements specific to each course level.

Understanding that different levels of the course demand varying levels of proficiency, we carefully assess each learner's suitability before enrolment. Our Competitive Systems and Practices courses are designed to actively involve employees in process improvement initiatives. To assess each Learner's suitability and appropriateness in the course, Vative conducts a comprehensive enrolment process. Through this process, learners undergo a series of assessments designed to evaluate their readiness and appropriateness for the intended course. This process, detailed below as 'The Enrolment Process,' serves as a crucial step in ensuring learners embark on a course that aligns with their skill level, including their personal and professional objectives.

## Pre-Training Review

Upon your nomination for training by your employer, we will organise a Pre-Training Review (PTR) and Enrolment session specifically for you. The primary goal of this review is to ensure that you are comprehensively briefed on all entry prerequisites and specific criteria essential for successfully completing the program.

During the Pre-Training Review, you will gain a thorough understanding of the following aspects related to your course enrolment, which are also detailed in this Learner eBook:

- ✔ Overview of the course and its nominal duration.
- ✔ Assessment outcomes linked to competency-based learning.
- ✔ Attendance requirements and the structure of the training.
- ✔ Details regarding fees and charges.
- ✔ Procedures for course withdrawal if needed.
- ✔ Clear delineation of roles and responsibilities for yourself, Vative, and your employer.
- ✔ Explanation of the roles and responsibilities of the Federal Government regulator ASQA.
- ✔ Where applicable, an overview of the roles and responsibilities of the State Government Funding regulator.
- ✔ Importance of available learner support options post-completion of Language Literacy and Numeracy assessment.

## Learner Support

We are committed to understanding and addressing any educational or support needs you may have to ensure your success. As part of this process, you will be required to complete a Language, Literacy, Numeracy, and Digital Assessment to pinpoint any additional support required.

Should you have any additional needs, we encourage you to openly discuss these matters directly with your relevant Trainer and Assessor. Alternatively, you may confidentially contact the RTO Manager or the Chief Executive Officer of Vative to access such support services and contact details.

Examples of the additional support we can provide include:

- ✔ Offering learning materials in alternative formats, such as large print.
- ✔ Identifying helpful learning resource centers.
- ✔ Recommending appropriate Assistive Technology for learners with disabilities.
- ✔ Providing additional learning materials.
- ✔ Suggesting potential adjustments to learning and assessments.
- ✔ Ensuring you are acquainted with Vative's policies and procedures designed to support your training.

We will inform you of any limitations we may encounter in providing the support you need for your specific circumstances. In such cases, we will collaborate with you and your organisation to explore alternative information, supports, or pathways before the course commences.

This information will be utilized to develop your personalised Learning Action Plan, ensuring that your learning journey with us is tailored to your individual needs and goals.

## Training and Assessment

Vative recognises the valuable wealth of personal knowledge and life experiences that you bring to the program. You will be actively encouraged to identify your own learning needs, set objectives, determine preferred strategies and schedules, and exercise maximum control over the selection of learning materials, strategies, timing, and types of assessments within the constraints of the course requirements.

To empower you to monitor and manage your own learning journey effectively, you will receive:

- ✓ Comprehensive information detailing learning objectives and clear explanations of how successful achievement will be recognised.
- ✓ Learning materials and activities designed to accommodate diverse needs, including variations in educational backgrounds, life experiences, English proficiency, numeracy skills, gender, culture, age, location, and disabilities.
- ✓ Regular, transparent, and objective feedback on your progress.
- ✓ Adequate time and opportunities to rectify misconceptions and practice skills that are partially mastered.

In instances where challenges arise in meeting learning objectives, you will be provided with information about potential alternative pathways, options to overcome barriers, and access to supportive networks. Assessment procedures prioritise confidentiality and focus on highlighting your capabilities rather than limitations. They are designed to be flexible, incorporating a variety of assessment tools, and involve discussions and negotiations regarding future goals and development opportunities.

## Unique Student Identifier (USI)

The Unique Student Identifier or USI is a reference made up of 10 numbers and letters that:

- ✔ Creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- ✔ Will give you access to your training records and transcripts
- ✔ Can be accessed online, anytime and anywhere
- ✔ Is free and easy to create and
- ✔ Stays with you for life

If you are a new or continuing student undertaking nationally recognised training you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

### How do I create or find my USI

Creating a USI will only take a few minutes and it is free. [Click here](#) and follow the prompts. Once you have created your USI please provide it to Vative.

Alternatively if you would like Vative to create or locate your USI on your behalf please complete the authorisation form (found in the Pre-training review), and provide Vative with copies of the identification listed on the form.

## Traineeships

Australian Apprenticeships/Traineeships are the best way to combine training and employment that leads to a nationally recognised qualification. Apprenticeships and traineeships are available to anyone of working age (15 years or older) and generally do not require any entry qualifications. You can be a school-leaver, re-entering the workforce, already working and wanting to up-skill or gain a qualification (eligibility criteria applies) or, intending to change careers. Formalised training pathways at Vative are through Traineeships

Traineeships at Vative can be full-time or part-time. The supervised training can occur under a 'fee for service' arrangement or through a State based funding scheme, such as

Skills First (Victoria) Smart and Skilled (NSW) or User Choice (QLD) or similar.

Traineeships offer and structured training that can be on-the-job, off-the-job or a combination of both. The training is competency based which means training can be completed faster if the required skill level is attained.

Existing skills and prior experience are recognised and course credit granted, potentially reducing formal training time.

The Australian Apprenticeship Support Network (AASN) provides support services to trainees and employers on behalf of the Australian Government and is the first point of contact in relation to apprenticeships and traineeships.

The State Training Authorities, (the STA), oversees the strategic direction and management of the apprenticeship and traineeship system and is responsible for:

- ✔ Providing leadership and quality assurance through the development of strategic policy on the implementation, operation, maintenance, funding and incentives for apprenticeships and traineeships
- ✔ Determining and approving the types of apprenticeships and traineeships available, based on industry advice
- ✔ Managing the contract with the AASN for outsourced regulatory and support services to apprentices, trainees and employers
- ✔ Providing funding (where applicable) to registered training organisations (RTOs) for the delivery of training services
- ✔ Monitoring the quality of delivery and outcomes for traineeships
- ✔ Promoting and providing information on the apprenticeship system and its products.

Traineeships are available at Certificate II, Certificate III, Certificate IV, and Diploma levels in a diverse of occupations.

All trainees will be released from work and undertake training off the job.

Traineeship qualifications that are approved for delivery are listed on the Apprenticeships and Traineeships Database [click here](#).

## Program Structure

### Course Duration

Each of our Competitive Systems and Practices courses is designed with a nominal duration of 12 months. However, depending on individual or organisational circumstances, this timeframe may be subject to extension.

The structure of each Competitive Systems and Practices course encompasses the following components:

- ✔ Structured Off-the-Job Training: Learners benefit from 4 hours of classroom learning per month, facilitated by our Trainers and Assessors.
- ✔ Off-the-Job Coaching: Following each training session, our Trainers and Assessors may provide one-on-one coaching or group support to assist you with any necessary assessments required for qualification completion.
- ✔ On-the-Job Project Application: Upon completion of off-the-job learning, you will undertake improvement projects as part of your qualification assessment criteria. The time commitment for these projects may vary but typically ranges from 8 to 16 hours per month.
- ✔ On-the-Job Learning: As new and enhanced systems and practices are implemented, you will continue to learn and refine your skills in applying these improved processes. This ongoing learning process involves continually seeking ways to enhance and optimize processes over time.

## Learning and Assessment Resources

All course materials and supporting documentation for training and assessment are developed and supplied by Vative. All learners will be provided with a learning and assessment workbook which contains the learning and assessment material.

## Workplace Based Training and Assessment

Our training is workplace-based. This means that we engage with employers to nominate new or existing staff who they believe will benefit from participating in one of our accredited courses – either because it is relevant to their current area of work, or because the employee intends to transition to that area of work.

We have therefore designed learning and assessment pathways to suit workplace training with a mix of formal structured training and structured workplace experience with assessment activities through which Learners can acquire and demonstrate skills and knowledge from the relevant units of competency. All learners will be given adequate time to practice new skills prior to their assessment.

Assessment will include any combination of the options outlined below:

- ✔ Question and answers to show the learners knowledge (written or Verbal)
- ✔ Group / class activities
- ✔ Practical demonstration of skills (observed directly by the assessor)
- ✔ Project and activities to consolidate the skills and knowledge

All assessments are fair and well explained. They are confidential and focus on what you can do rather than cannot do. They are flexible, use a variety of assessment tools and include suggestions and negotiations about future goals/development.

## Mode of Learning

We use a variety of means to deliver your training including:

- Face to Face** Your training will be organised at a suitable venue on or near your workplace arranged by your employer for you, your fellow learners and your trainer to attend in person.
- Virtual** You will be asked to participate in a Zoom or Microsoft Teams Session with your trainer and fellow students online.
- Combination** Or it may be a combination of face to face and virtual

The details will be communicated to you during your enrolment.



# Vative's Responsibilities

## Learner Privacy

Vative will take all reasonable steps to protect the personal information it holds, this includes measures to protect electronic materials and materials generated and stored in hard copy.

Vative staff directly involved with Learner welfare and or Learner results may access Learner files. An auditor appointed by ASQA, Skills Victoria or any other registering body for the purpose of reviewing training participation and progress may also access Learner files.

All Staff are bound to act in accordance with the Information Privacy Act 2000 and Vative's Privacy Policy.

Where information held by Vative is no longer required to be held, and the retentions not required by law, then the Academy will destroy the information by a secure means.

## Learner Rights

We are committed to ensuring that your rights are protected at all times. We will do this by providing you with:

- ✓ Accurate marketing information
- ✓ Sufficient information about our courses and training and assessment requirements so that you can make an informed decision
- ✓ Information about how your personal information will be handled and stored.
- ✓ Information about our Appeals, Complaints and Grievance process

Under the consumer rights, it is a requirement for Vative to communicate to client and Learner what might occur if there was a change in ownership or if the RTO was to close.

# Learner Information

## Access to your Records

You have the right to view your own files and may do so upon written request sent directly to Vative RTO Manager.

Access to a file by a third party, other than those specified above, will only be provided with your written consent.

Should you require your Statement of Attainment or Certificate to be reissues, this will be done within 15 working days of your written request. Alternatively, you have the right to personally collect your records by call in advance and making an appointment with our RTO Manager.

## Changes to Qualifications

Accredited qualifications and course are regularly reviewed for currency and relevancy to industry requirements. When a qualification is updated, the old qualification is 'superseded'. If this should occur, we will ensure this change is communicated to affected learners with information o the proposed course of action which can be either:

- ✔ The learner will be required to complete all training and assessment within a period of one year from the date the replacement training product was released, OR
- ✔ Learners will be transferred into its replacement course.

## Appeals, Complaints and Grievances

Despite all efforts to provide excellence in its services to its Learners and clients Vative acknowledges that complaints may arise that require formal resolution. Vative shall ensure that:

We have a system in place for addressing appeals, complaints, and grievances, defined as:

- ✔ **Appeal:** In law, an appeal is a process for requesting a formal change to an official decision
- ✔ **Complaint:** A statement that a situation is unsatisfactory or unacceptable.
- ✔ **Grievance:** An official statement of a complaint over something believed to be wrong or unfair.

This process is outlined in our Appeals, Complaints and Grievance Policy and Procedure, available to you under Compliance & Quality at the footer of our [website](#).

Vative undertake to treat all appeals, complaints, and grievances confidentially, with the objective of reaching a resolution in a timely matter.

It is important to us that you feel comfortable lodging an appeal, complaint, or grievance knowing that you will be treated respectfully and that the process will adopt the principles of natural justice and procedural fairness. Please be assured that you will not be adversely affected. We look at all feedback as a means to review, evaluate and improve your learning experience as well as take appropriate corrective actions to eliminate or mitigate the likelihood of recurrence.

For all formal appeal, complaint, or grievance, please use form attached to the above mentioned policy and also provided as Attached A: appeal, complaint, or grievance form.

You have the right to present a complaint and to appeal any decision/s (including assessment decisions), and to be treated fairly in the process. Vative will treat all complaints and appeals in confidence.

Where an appeal, complaint, or grievance cannot be resolved through discussion and conciliation, Vative acknowledges the need for an appropriate external and independent agent to mediate between the parties, whose details are listed below.

## Submitted a complaints to Australian Skills Quality Authority (ASQA)

ASQA supports learners through effective regulations of Vocational Education and Training (VET) industry. ASQA accepts information from learners about problems with training providers and uses this information to ensure providers are delivering quality training and assessment services.

Before you can submit a complaint to ASQA you will need to go through our formal Appeals, complaints and grievance procedure. Please contact the ASQA information line on 1300 701 801 for more information.

## Recognition of Previous Learning Outcomes

All Registered Training Organisations are required to facilitate the progression of Learners through their course by giving credit for learning outcomes they have already achieved. This credit may reduce the amount of learning required to achieve your qualification. This credit may occur through Credit Transfer or Recognition of Prior Learning.

### Credit Transfer

If you have already successfully completed the same (or Equivalent) unit of competency in a previous qualification Vative will accept and provide credit to you provided this is evidence by:

- ✔ Australian Qualifications Framework (AQF) certification documentation issued by another RTO (or AQF authorized issuing organization) , or
- ✔ Authenticated VET Transcript issued by the Registrar.

This means that you will not need to complete this same unit of competency again.

If you have indicated during your Pre-training Review (PTR) that you wish to apply for Credit Transfer, someone from our Quality team will be in contact with you.

Please note that we are not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/ or modules completed elsewhere.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process whereby we assess the competency of a prospective or current learner, against the requirements of a Nationally Recognised qualification or specific units of competency.

We will consider competency achieved through:

- ✔ Formal learning linked to an AQF qualification or statement of attainment;
- ✔ Non-formal learning including training programs which do not lead to an AQF qualification or Statement of attainment; as well as
- ✔ Any learning gained through work-related or other life-activities

The application must provide all necessary evidence to demonstrate that they have the required skills in the area of competency for which they are seeking RPL.

If you have indicated during your Pre-training Review (PTR) that you wish to apply for RPL, someone from our Quality team will be in contact with you.

Learners will incur a fee for the RPL process and assessment.

## Course Completion and Certification

On completion of your accredited qualification or training course we are responsible for issuing you with a;

- ✔ Statement of Attainment (or transcript of results), and appreciate
- ✔ Certification Documentation (certificate)

These will be issued to you following the verification of your successful completion of your accredited qualifications or training course and declaration signed by you, your Employer and you Facilitator stating that everyone is satisfied that all elements of the training program have been assessed as competent.

Your Facilitator will collate your completion paperwork and submit it to our RTO Manager who will audit your evidence and then organise for your certificate to be issued within 30 days.

# Government Funding

Vative provide Learners and their employers State Government subsidised training through its funding capability. The following State contracts against Vative's Registered Training Organisations:

## Inspirative Training Pty Ltd, trading as Vative

### VICTORIA – Skills First

Vative holds a current funding contract with the Victorian Department of Education and Training to deliver Government subsidised qualifications. Funding for each qualification varies and may not be applicable for certain Competitive Systems and Practices qualifications within Vative's scope, further detailed information is available upon request.

To be eligible for a government-subsidised training place if you are:

- An Australian citizen
- An Australian Permanent Resident
- A New Zealand citizen residing permanently in Australia
- Must be physically present in Victoria while participating in training and assessment

Skills First funding is limited to:

- Two courses at a time
- Two courses in a year

## Corporate Partners Pty Ltd, trading as Vative – Truly Innovative

### NEW SOUTH WALES – Smart and Skilled

Vative holds a current funding contract with the New South Wales Department of Education and Training to deliver Government subsidised qualifications. Funding for each qualification varies and may not be applicable for certain Competitive Systems and Practices qualifications within Vative's scope, further detailed information is available upon request.

To be eligible for a government-subsidised training place if you are:

- An Australian citizen
- An Australian Permanent Resident
- A Humanitarian visa holder
- A New Zealand citizen residing permanently in Australia
- Must be physically present in NSW while participating in training and assessment.

# Corporate Partners Pty Ltd, trading as Vative – Truly Innovative

## QUEENSLAND – User Choice Skills Assure

Vative holds a current funding contract with the Queensland Department of Employment, Small Business and Training to deliver Government subsidised qualifications. Funding for each qualification varies and may not be applicable for certain Competitive Systems and Practices qualifications within Vative's scope, further detailed information is available upon request.

To be eligible for a government-subsidised training place if you are:

- An Australian citizen
- An Australian Permanent Resident
- A New Zealand citizen residing permanently in Australia
- Be employed to undertake a Traineeship
- Have entered a training contract for a qualification approved by the QLD Government

## Access and Equity

In accordance with legislation, no individual will be discriminated against (and access to courses will not be limited) on the basis of:

- |                               |  |
|-------------------------------|--|
| ✔ Sex                         | ✔ Breastfeeding  |
| ✔ Sexuality                   | ✔ Race   |
| ✔ Relationship status         | ✔ Religious or political conviction  |
| ✔ Status as a parent or carer | ✔ Disability   |
| ✔ Pregnancy                   | ✔ Membership or non-membership of an association or organisation of employers or employees |
| ✔ Age                         |  |

All Learners will be recruited in an ethical and responsible manner, which promotes inclusiveness and is consistent with the National Training Package. The dignity and privacy of an individual will be respected at all times.

# Third Party Engagements

Vative may engage a range of third parties from time to time in order to support the delivery of its services.

Services mean training, assessment, related educational and support services and/or any activities related to the recruitment of prospective students. It does not include services such as student counseling, mediation or ICT support.

Third party means any party that provides services on behalf of Vative but does not include a contract of employment between an RTO and its employee.

Third party arrangements do not include arrangements for the hiring trainers and/or assessors as contractors or arrangements for advertising of Vative services. Arrangements also do not apply where an individual contributes evidence of competency, such as workplace supervisors in traineeship or apprenticeship arrangements.

Vative is responsible for all services delivered under its registration, regardless of where these are conducted, including in other countries. This responsibility applies to all RTO obligations, including:

- ✔ Providing data;
- ✔ Cooperating with ASQA;
- ✔ Complying with advertising and marketing standards;
- ✔ Informing prospective students;
- ✔ Dealing with complaints and appeals;
- ✔ Collecting fees; and
- ✔ Record keeping.



## Access to records

You have the right to view your own files and may do so upon written request directly to Vative's RTO Manager.

Access to a file by a third party can only be provided with your written consent. Upon reasonable request and notice, Vative staff shall provide you with access to your personal student records and reissue statements of attainment or qualifications achieved within 15 working days. Alternatively, you have the right to personally collect your records by calling in advance and making an appointment with our RTO Manager.

## Student Portal

Upon enrolling with Vative, you will receive an email with login details to access your student portal. Through your student portal you can view your current enrolments and awarded qualifications, you can also track your progress, and view a log of all emails and SMS messages that have been sent to you. Your student portal will also be your access to aNewSpring, your online learning platform. If your qualification is offered online.

We recommend you use the student portal on a regular basis to track your progress through your training program.

## Workplace, Health & Safety

Vative is committed to ensuring the health, safety and welfare of its staff and students while working for or participating in activities.

All students enrolled with Vative have both a moral and a legal responsibility for ensuring that his or her own work environment is conducive to good occupational health and safety by:

- ✓ Complying with all workplace health and safety instructions, policies and procedures
- ✓ Not willfully or negligently placing at risk the health and safety of any person
- ✓ Taking personal action to eliminate, avoid or minimise hazards of which he or she is aware.
- ✓ Seeking information or advice, where necessary, before carrying out new or unfamiliar work.
- ✓ Making proper use of all safety devices and personal protective equipment
- ✓ Maintaining dress standards appropriate for the work being done
- ✓ Ensuring that appropriate protective clothing and footwear is worn, at all times
- ✓ Being familiar with emergency and evacuation procedures and the location and use of emergency equipment (where appropriate)
- ✓ Complying with the instructions given by emergency response personnel, such as emergency wardens and first aiders.

Any WH&S matters, hazards, incidents or near misses are to be reported to the Chief Executive Officer by submitting an WH&S Form, available within this eBook.

If you have a health condition that may become acute while attending your course, please advise your Trainer before commencement of enrolment. All information will be treated in confidence and is only needed so that appropriate support can be provided should an emergency arise.

## Drugs and Alcohol

All students enrolled at Vative are required to comply with the below:

- ✔ Students are not to attend training facilitated by Vative if they are adversely affected by alcohol or drugs.
- ✔ Students who are using prescription drugs that may affect their performance or safety are required to notify their Trainer/Assessor so that appropriate accommodations can be considered.
- ✔ Illegal drugs are not to be brought onto, consumed or administered on Vative or Vative client's premises.
- ✔ Students found to be in breach will undergo disciplinary action as described in this eBook.

## Fees and Charges

Vative's fees and charges for each course vary depending on the state where the training is conducted, as they are subject to government-regulated course fees and funding.

### Administration & Materials Fees

The following Materials and Administration fee will be charged for each Workplace based student upon enrolment, this fee may be payable by a student's employer (where applicable):

- ✔ Administration Fees: \$100 per Learner is incurred for the facilitated online enrolment
- ✔ Material Fees: \$50 per Learner is incurred for either printed material or access to Vative's Learning Management System for e-learning materials.
- ✔ Carbon Off-set Fees: \$4 is applicable when client elects for printed learning material over available electronic. Proceeds from this fee are 100% donated to Carbon Positive Australia to plant new trees. This initiative is part of Vative's commitment in community climate action for a healthier environment.

Material and admin fees are subject to change and can be waived at the CEO's discretion.

## VICTORIAN FEES & CHARGES

Certificate III in Competitive Systems and Practice			
Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$3,600	\$3,600	NIL	\$154
Certificate IV in Competitive Systems and Practice			
Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$4,350	\$4,350	NIL	\$154
Diploma of Competitive Systems and Practice			
Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$5,785	\$5,785	NIL	\$154
Graduate Certificate in Competitive Systems and Practice			
Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$3,934	NIL	NIL	\$154

## NEW SOUTH WALES FEES & CHARGES

Certificate III in Competitive Systems and Practice			
Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$6,640	\$4,470	\$1,400	\$154
Certificate IV in Competitive Systems and Practice			
Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$6,410	\$3,130	\$3,280	\$154

## NSW Concessions under Smart and Skilled Funding

Learner Fees are subject to Concession discounts under Smart and Skilled where individuals hold a current and valid:

- Healthcare Card issued by the Commonwealth;
- Pensioner Concession Card;
- Veteran's Gold Card;
- An alternative card or concession eligibility criterion approved by the Minister for the purposes of the Skills First guidelines;
- The spouses card for a Dependent Spouse (or Dependent Child of a card holder);
- Referred Job Seeker;
- Or if the student self identifies as Aboriginal or Torres Strait Islander.

Under a Concession, Learner fees will be at a rate of \$240

## QUEENSLAND FEES & CHARGES

Certificate III in Competitive Systems and Practice			
Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$4,430	\$3,662	\$768	\$154
Certificate IV in Competitive Systems and Practice			
Learner Costs	Government Funding	Learner Fees	Admin & Material Costs
\$7,520	\$6,592	\$928	\$154

# Withdrawal Fees and Refunds

## Withdrawing prior to enrolment

If training is withdrawn subsequent to the acceptance of the proposed contract, and/or not commenced within 90 days of signing, a 20% Operational and Administrative fee will be applied to the affected service element(s).

## Withdrawing post enrolment

In the event that a Learner departs from their employment or, in consultation with the client, decides to withdraw from their training, written notification must be provided to Vative.

Withdrawals of funded participants will result in charges corresponding to their completion progress:

- ✓ \$2,700 if assessed less than 50% complete
- ✓ \$1,500 if assessed more than 50% complete

The Enrolment and Administration fees are considered non-refundable.

Learners who have been granted a refund will transacted within 30 days from notification date.

# Key Personnel Involved in Training

The Competitive Systems and Practices qualification that you are enrolled in involves not only yourself and your trainer, but also your employer (if applicable), Vative and the Australian Apprenticeship Centre (if applicable).

The following is an outline of responsibilities and duties:

## Your Trainer and Assessor

Your trainer serves as your primary point of contact throughout the course. You're encouraged to reach out to your trainer at any point during business hours via phone or email. During the induction, your trainer will provide you with their contact information for easy access. If you encounter any difficulties reaching your trainer, feel free to contact the Vative office directly.

## The RTO Manager

Should you have any questions about the training or encounter any concerns with your trainer, you can inform the RTO manager through a confidential conversation or by following the procedures outlined in this manual for Appeals, Complaints, and Grievances.

## RTO Support Staff

The below listed positions are available for any additional support you may need, please contact our office and ask to speak with the relevant role for your enquiry:

Contact	Support
RTO Manager	USI, Student surveys, certificates, complaints and anomalies
Quality Officer	Student records & portal update/access, USI, certificates, anomalies

## Australian Apprenticeship Centre (AAC)

The Federal Government contracts the Australian Apprenticeship Centre to oversee the initiation of the traineeship registration process. If applicable, a representative from the AAC will finalise a training contract with both you and your employer, formally enrolling you in an Australian Traineeship based in the workplace. Additionally, a representative will either visit or contact you midway through the course to ensure that all training requirements are being fulfilled.

## NCVER

Vative is involved in the National Student Outcomes Survey, overseen by the National Centre for Vocational Education and Research (NCVER). During your enrollment with Vative, you may be asked to participate in a Student Survey. The feedback gathered from these surveys is integral to our ongoing efforts for improvement, enabling us to maintain high standards in training and assessment.

As part of its registration requirements, Vative is obligated to furnish a summary report of student feedback to its Registering Body, serving as an indicator of its performance. Completing the survey should take approximately 10 minutes of your time.

## Learner Responsibilities

To make sure you get the most benefits out of your training, Vative encourages all Learners to:

- Contact your trainer at the earliest possible convenience if a session needs to be cancelled or rescheduled.
- Prepare and revise previous training lessons.
- Complete any activities, questions and workplace project/s set by your trainer as agreed by you and your trainer.
- Apply the skills learned in the training sessions to your work tasks (where applicable).
- Complete a feedback and/or a training evaluation form which your Trainer may distribute throughout the duration of the training course. This is to assist Vative, Governments and VET Regulators to implement their continuous improvement strategies.

## Attendance Requirement

You will need to attend 100% of the training in order to successfully complete the qualification. Those who miss any part of the training may be given the opportunity to re-sit the part missed in other classes however this decision is to be made by the Trainer on a case-by-case basis.

## Employer's Responsibilities

Where applicable, your employer is expected to do everything in their power to assist you in completing this course.

This includes, but is not limited to:

- Giving you time each month to do the training
- Giving you the opportunity to fulfill your workplace based delivery obligations
- Making sure there is somewhere appropriate to do the training
- Ensure appropriate training facilities, supervision, equipment and resources are available

## Workplace Based Delivery

Under VET Regulations and Government guidelines, an employer has a responsibility to ensure Learners undertake Workplace Based Delivery, this allows the Learners to practice their new skills on the job during their normal working conditions

# Course Components

Your course journey flows through the following format:

- ✓ A pre-training review to determine suitability and appropriateness.
- ✓ Online enrolment into your course.
- ✓ Monthly training sessions.
- ✓ Monthly team and/or one-on-one coaching.
- ✓ Monthly in-class assessments and activities.
- ✓ Time on the job to implement improvement projects.
- ✓ Internal support from your workplace Sponsor/Mentor.
- ✓ Available phone and email support from your Trainer and Assessor.
- ✓ End of course reflection and completion.
- ✓ Certification and celebration

## Enrolment

At this point you will complete an online enrolment and your enrolment representative (or Trainer and Assessor) will have the opportunity to discuss and confirm the training plan, including your application for recognition of prior learning.

Based on your needs, abilities and circumstances, and the requirements of the training package, Vative develops the plan; each training plan defines the core, elective and relevant competencies for your qualification.

Any variations to the training plan are to be agreed to by all parties (Learner, employer and Vative) prior to noting those variations on the training plan. Your trainer will provide you with a student eBook. You will also be provided with a training manual, which contains all your learning and assessment material. These manuals are for you to keep.

## Monthly training sessions

Throughout your monthly structured training sessions, your trainer and assessor will deliver module which encompasses units of competency aligned to your qualifications, this may either commence, continue, or complete the units subject to your course. You will participate in learning activities either individually, amongst your peers as a group or directly with your trainer and assessor.

At the end of each training session, your trainer and assessor will provide you with detailed information on what tasks and assessment evidence needs to be completed.



## Monthly team and/or one-on-one coaching

After each monthly training session, you will receive coaching to support you with the learning and completion of your required tasks to earn competency towards your units.

The Coaching may be conducted in one of the following formats:

### Classroom based

- One-on-one with your trainer and assessor
- Within a group with your trainer and assessor

### Workplace Based

- One-on-one with your trainer and assessor
- Within a group with your trainer and assessor

## Monthly in-class assessments and activities

In order for a unit to be deemed competent, you will be required to complete assessment tasks. Vative has a range of methods to ensure you are assessed in the most fair and equitable manner. These assessment methods are described to you in your training plan and may be a combination of:

- ✔ Formative assessment. An activity or project which contributes to the knowledge and skill mapped to the unit of competency.
- ✔ Summative assessment. An activity or project which contributes to the knowledge and skill mapped to the unit of competency.
- ✔ Question and Answer activities mapped to the required knowledge of the unit of competencies.
- ✔ An activity that will be observed by your trainer and assessor mapped to the performance criteria of a unit of competency.

Assessments will be scheduled to be collected and validated by both you and your trainer and feedback will be provided, achieving either an outcome of:

- ✔ Satisfactory Competent when the assessment requirements are met.
- ✔ Not yet competent when the assessment is not sufficient to the standards of the required knowledge and performance criteria.

## Time on the job to implement improvement projects

Every course requires you to complete an improvement project, the project difficulty will vary depending on the course level of Competitive Systems and Practices you have enrolled into.

You will be provided sufficient time by your employer and guided by your trainer and assessor to implement the project assessment work. This information will be provided to you by your trainer and assessor, and employer sponsor/mentor.

## Internal support from your workplace Sponsor/Mentor

Your course is supported by your employer, you will be allocated an internal sponsor (also known as a mentor) who is responsible to ensure Learners receive adequate time and internal guidance in the implementation of projects and completion of assessment activities between each training session.

## Available phone and email support from your Trainer and Assessor

Your Trainer's contact information, including phone number and email, will be given to you at the outset of your initial interaction. You can reach out to your Trainer during standard operating hours, which are Monday to Friday, from 8 am to 5 pm. Please be aware that your Trainer may be engaged in facilitation and unable to answer calls; in such cases, we recommend reaching out via email if you encounter difficulty connecting over the phone.

## End of course reflection and completion

Upon finishing your course, you may be asked to fill out feedback forms mandated by the Government. These forms assist us in meeting our Government data submission obligations and offer valuable insights for enhancing our course delivery. Additionally, a completion declaration will be signed by you, your employer, and your trainer. This signifies that all parties are content with the competency of all training program components.

## Certification and celebration

Your trainer will collate your completion documents and submit it to Vative's administration team who will audit your evidence, complete you on the student management system and issue your digital qualification certificate to your provided email.

# Australian Skills Quality Authority

ASQA supports students through effective regulation of the vocational education and training industry. ASQA also accepts information from students about problems with training providers and, in some cases, can reissue student records.

As the national regulator of Australian vocational education and training (VET) providers, ASQA uses information received through student complaints to ensure that providers are delivering quality training and assessment services.

Before you can submit a complaint to ASQA about a training provider, you will

- ✔ Complete your provider's formal complaints process
- ✔ Confirm that ASQA can consider all or part of your complaint

You can read more about complaints and how to submit them to ASQA, [Click here](#). If you are unable to use the form, please contact the ASQA Info line on 1300 701 801.

Before you submit a complaint to ASQA, please be aware that:

- ✔ ASQA takes a risk-assessment approach to complaints—our resources are limited so must focus on the most serious complaints.
- ✔ ASQA's role is not to act as a student advocate for individual students. Rather, ASQA uses the information reported through complaints to inform how it regulates training providers.
- ✔ ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed and the process can be lengthy if audit activity is involved.
- ✔ Read ASQA's Privacy Policy ([Click here](#))

# Student Misconduct

## Student Plagiarism and Cheating

- Plagiarism** is the presentation of the work of another person/other persons as they are one's own failing to properly acknowledge that person/those persons.
- Collusion** Is the act of a student presenting work which is the outcome of working with others as his or her own.
- Cheating** is the practice of deceptive acts for the purpose of obtaining competency result in any assessment event. Cheating includes assisting another student to deceptively obtain a competency result.

## Trainers & Assessors

- ✓ Trainers & Assessors must know and consistently implement the policy of Vative regarding plagiarism
- ✓ Trainers & Assessors must provide information to students regarding referencing
- ✓ Trainers & Assessors must ensure that students understand the definitions provided in this policy
- ✓ Trainers & Assessors must be vigilant and detect plagiarism

## Students

- ✓ Students must understand and comply with this policy
- ✓ Students must ensure all sources of information are referenced
- ✓ Students must take reasonable precautions to ensure work cannot be copied

## If a Student plagiarises / cheats:

- ✓ Vative will automatically issue the Student with a Not Yet Competent result for the unit/s of competency under assessment and request the student to re-submit and provide evidence of their own competency. This may occur in the presence of the Trainer if required.
- ✓ If the student is found to have plagiarised on more than one occasion the Trainer & Assessor of Vative will intervene and determine if a suspension or cancellation of enrolment is required.

Appeals can be lodged using Vative Appeals, Complaints and Grievance procedure.

# Disciplinary procedure for course participants

The following information outlines the procedures to be followed when codes of conduct or performance by participants are below the accepted standards of Vative.

## Minor Occurrences

Typically, discipline required from minor incidences and occurrences will be in the form of informal oral warnings. The trainer/assessor should have a full discussion with the participant regarding the issue and will give the participant an opportunity to respond or provide additional information. Even though informal warnings are verbal, each one will be noted on the student file. This will include, date, time and reason for warning. be in the form of informal oral warnings. The trainer/assessor should have a full discussion with the participant regarding the issue and will give the participant an opportunity to respond or provide additional information. Even though informal warnings are verbal, each one will be noted on the student file. This will include, date, time and reason for warning.

## Formal Disciplinary Action

Where the incident or occurrence is considered beyond a minor breach or is an ongoing minor breach that has not been suitably rectified, as part of moving to formal discipline, the trainer/assessor will:

- ✔ Hold a discussion in private with the participant. The trainer/assessor should state the problem clearly and allow the participant to respond.
- ✔ Undertake a thorough fact find which includes collection of information relating to the problem/issue from all parties involved, including those who have been witness to the breach.
- ✔ Follow-up with the participant after all the information has been gathered, to report the findings. If the trainer/assessor intends to move forward to formal discipline, this should be communicated to the participant at this point.
- ✔ At this point the trainer or assessor should include a brief statement of the problem/issue and the expectations of Vative, details of the time and place where the meeting to be held between the participant, trainer and Vative's RTO Manager.
- ✔ Provide written notification of intention to move to formal action within 48 hrs.

Another discussion will take place in the presence of a manager where a written report will be tabled that should be identified as a disciplinary warning. The report will describe in detail the circumstances that prompted its writing, date, time, and location, what was said, heard or observed, indicate why the behaviour is unacceptable, review the decisions reached during the discussion regarding how the participant should correct the problem.

State that if the behaviour continues, additional corrective measures may be taken, which may result in the termination of the training agreement, expulsion from the training program, etc.

If the written warning does not lead to any mutually agreed outcome, the participant can expect termination of the training agreement. The participant should be notified in writing of the termination of the training agreement. The letter should outline the reason(s) for the termination and dates of the termination.

At any point of the disciplinary process the participant wishes to raise a grievance, he/she should lodge a formal complaint using the Appeals, Complaint and Grievance Form. All documentation completed and collected will be stored in the students file

## User Choice

User Choice is a national policy governing the flow of public funds to registered training organisations (RTOs). The purpose of User Choice is to make vocational education and training (VET) more responsive to the needs of industry and employers.

To achieve the level of responsiveness to the needs of the VET client, a number of commitments are made in the User Choice policy. Under User Choice, public funding for training would flow to an individual training provider as selected by the employers involved in Australian Apprenticeships/trainees/studentships. The funding arrangements are promised to:

- ✓ Allow employers to select the provider of their choice;
- ✓ Empower employers to negotiate about aspects of training including content,
- ✓ Location and timing; and
- ✓ Provide a greater level of contestability amongst training providers, therefore
- ✓ Improving responsiveness and diversity between public and private providers.

For more information on User Choice [Click here](#).

## Additional Useful Contacts

State and Territory Training Authorities (STAs) are government departments in each State or Territory responsible for the operation of the Vocational Education and Training (VET) system (including Australian Apprenticeships) within that jurisdiction.

Each STA participates in the formulation of national policy, planning and objectives, and promotes and implements the agreed policies and priorities in the State or Territory.

### Victoria

Department of Education and Training  
2 Treasury Place, East Melbourne  
Ph: (03) 9637 2000  
Web: [www.skills.vic.gov.au](http://www.skills.vic.gov.au)

### New South Wales

State Training Services  
NSW Department of Education and Communities  
Locked Bag 53, Darlinghurst NSW 1300  
Ph: 13 28 11 (NSW callers) or (02) 9266 8704 (interstate callers)  
Web: [www.training.nsw.gov.au](http://www.training.nsw.gov.au)

### Queensland

Department of Education and Training  
LMB 527 GPO, Brisbane QLD 4001  
Ph: 1300 369 935  
Web: [www.training.qld.gov.au](http://www.training.qld.gov.au)  
Australian Apprenticeships Referral Line

**To find an Australian Apprenticeships Centre in your region please visit [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au) or call 13 38 73.**

**Appeals, Complaints, Grievance and OHS Form**

Name of Person Reporting:

Company (if applicable):

Date:

**Reported to**

RTO Manager

Chief Executive Officer

Appeal

Complaint

Grievance

WHS

**Description of Issue**

**Expected Outcome**

**Action already taken by person reporting issue**

Appellant/Complainant

Signed:

Date

Appellant/Complainant

Signed:

Date



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**INSPIRATIVE TRAINING PTY LTD TRADING AS VATIVE**

**TOID: 70227**

**CORPORATE PARTNERS PTY LTD TRADING AS VATIVE – TRULY INNOVATIVE**

**TOID: 91467**