Trainee Handbook

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Welcome to UNSW Global and UNSW Institute of Languages

UNSW Global Pty Ltd is a not-for-profit provider of education, training and advisory services and a wholly owned enterprise of the University of New South Wales, and is a Registered Training Organisation (RTO).

UNSW Institute of Languages is a part of UNSW Global Education, a business group of UNSW Global Pty Ltd.

A complete listing of our accredited training programs, including unit descriptors, can be found on page 5. These programs currently include:
• Certificate IV in TESOL 40649SA

Unique Student Identifier (USI)

From 1 January 2015, all students enrolling in nationally recognised training are required to have a USI. UNSW Global requires new students to supply a USI at the time of enrolment. Information about obtaining a USI can be found at: http://www.usi.gov.au

Rights and Responsibilities

UNSW Global requires all trainers and trainees to:
• be accountable for personal decisions and actions
• behave honestly and with integrity
• act with care and diligence
• treat others with respect and courtesy
• refrain from any form of harassment or intimidation
• maintain professional confidentiality
• provide true, accurate and full information when it is requested
• comply with Australian laws

Admission

UNSW Global is committed to providing equal opportunity and promoting inclusion for all trainees.

Orientation

When you start your training with UNSW Global, your orientation will generally include:
• a discussion of learning outcomes
• an outline of how delivery and assessment will occur
• an introduction to relevant personnel, facilities and resources
• WHS issues and procedures
• a discussion of participant and trainer expectations and responsibilities

Attendance

UNSW Global expects you to attend all training. You must attend a minimum of 80% of the scheduled course hours. Non-attendance will impact on your ability to complete assessments or the course successfully.

Please notify your trainer if you know you are going to be absent from class. In the rare event that we need to postpone a class we will contact you as soon as possible either by phone, email or text message.
Refund of Fees

All requests for refunds must be made in writing.

Requests made more than 14 days prior to training commencement will receive a full refund of fees paid less any non-refundable deposit amount. Requests made within 14 days of training commencement will receive a refund of 50% of fees paid less any non-refundable deposit amount. There are no refunds once a course has commenced.

If you fail to attend a course, no refund or transfer to another course will be made.

UNSW Global Pty Limited reserves the right to cancel or alter the details of any advertised course, and refuse enrolment to any individual(s) as permitted by law.

Studying with UNSW Global

Accredited training with UNSW Global is offered off the job through face-to-face classroom based delivery, Recognition of Prior Learning (RPL) or a combination of the two. All accredited training programs can be customised to meet the specific contexts of corporate clients and can be delivered in-house.

Trainers and Assessors

UNSW Global trainers and assessors are selected on the basis of relevant professional, academic and business qualifications, extensive workplace experience, as well as their training credentials. As a minimum they hold the Certificate IV in Training and Assessment (TAE40110).

Training

During training you will be expected to:

- participate in small group and individual activities, lectures, practical problem solving exercises and independent learning projects in order to practise and apply theory
- undertake reading and research activities in addition to theory and practical sessions throughout the program

You will be provided with learner guides that include notes, readings, practical exercises, assessment tasks and tools.

Language, literacy and numeracy

Participants who have difficulty with Language, Literacy and/or Numeracy, are to advise UNSW Global Training staff of their support needs to allow an assessment to be made prior to the commencement of the training.

Based on the level of support identified in the assessment, and/or subsequent training, participants may be supported by the facilitator during the training and /or be referred to Government agencies or Registered Training Organisations who can assist in Workplace English Language and Literacy (WELL) Program, Adult Migrant English Program (AMEP) and Skills for Education and Employment (SEE).

Below are the links to these agencies:

- Department of Human Services www.humanservices.gov.au
- Department of Industry www.industry.gov.au
- TAFE NSW www.tafensw.edu.au
- UNSW Institute of Languages. www.languages.unsw.edu.au
- Department of Education and Training. www.education.gov.au
Recognition of Prior Learning (RPL)

You may apply for recognition of existing competence which you have gained through previous studies and/or life and work experience. Competency is demonstrated through a portfolio of evidence mapped against the qualification. UNSW Global’s RPL process is as follows:

1. Enrol in a course.
2. Enquire about the process through your trainer.
3. Receive the RPL kit.
4. Prepare a portfolio of evidence.
5. Submit the portfolio for assessment.
6. Interview with assessor (if necessary).
7. Assessment and report.
8. Appeal (if necessary).

The RPL fee is the same as the tuition fee. RPL is granted for units of competency and for complete qualifications; it is not granted for partial units of competency.

Recognition of qualifications issued by other RTOs

UNSW Global recognises qualifications and Statements of Attainment issued by other RTOs under the Australian Qualifications Framework (AQF). You may use qualifications and Statements of Attainment to gain credit towards the same or related course offered by UNSW Global.

Assessment

All assessments comply with Training Package or Accredited Course requirements and may include observation, oral and written questioning, project work and both individual and group work tasks. Your trainer will inform you about how and when assessment will occur on your course.

In competency based assessment you will be judged as ‘competent’ or ‘not yet competent’. In the event that you are judged ‘not yet competent’, additional support will be provided to help you to complete the particular unit and prepare for an additional assessment event.

Assessment Completion Timeframes

On accredited training courses all course assessments must be submitted within 8 weeks of course completion unless later submission or re-submission up to a maximum of 6 months from course completion is agreed by the Course Coordinator.

Further extension beyond 6 months from course completion may only be granted due to exceptional circumstances. Exceptional circumstances can include medical circumstances and family/personal circumstances and must be supported by documentation where appropriate.

Students will have a maximum of 12 months from course completion to complete all assessment requirements of a qualification. Students who fail to complete their qualification within 12 months from course completion will have their enrolment cancelled and will have the option to re-enrol which will incur additional fees.

The granting of extensions is entirely at the discretion of the Manager, Modern Languages, Testing and Training.
Plagiarism

The basic principles are that you should not attempt to pass off the work of another person as your own, and it should be possible for a reader to check the information and ideas that you have used by going to the original source material. Acknowledgement should be sufficiently accurate to enable the source to be located speedily. If you are unsure whether, or how, to make acknowledgement ask your trainer.

If plagiarism is discovered, penalties will apply. These may include counselling, a verbal warning or being asked to resubmit an assessment task.

Assessment Appeals

Appeals regarding any aspect of the assessment process must be made in writing to the Manager, Modern Languages, Testing and Training, UNSW Institute of Languages within 14 days of results being notified to the trainee.

Following consultation with the assessor, the appeal may be referred to a review panel. The panel may:
• uphold the assessment decision
• use their judgement to revise the assessment decision
• request further evidence to enable them to reach a decision
• arrange for reassessment by another assessor.

The appeal decision should be reached within three weeks of an appeal being lodged. There is no fee for reassessment. Participants may be reassessed once per assessment.

Study Tips

• **Plan your time.** When you start your course, make a study plan which outlines when you will be attending class, when assessments are due and how these relate to other aspects of your life such as work schedules, family events and other commitments.

• **Use your professional judgement.** If the quality of your work would not be acceptable to your manager, then it will probably not meet the standard required by your trainer/assessor.

• **Be specific.** When you are asked for them, describe concrete examples of what you do, how you do it and why you do it. Avoid broad statements and generalisations.

• **Write your own answers.** When you work with a group or partner, make sure that you have your own record of the discussion and decisions you made.

• **Make a copy** of your assessment before you submit it.

Feedback and complaints

UNSW Global is committed to a process of continuous improvement based on feedback from course participants, trainers and other stakeholders. We welcome comments which may help us to improve our services, products and processes.

In some situations you may feel that you want to make a complaint. In such situations, UNSW Global realises the need to have complaints or appeals addressed efficiently and effectively:

• In the first instance, complaints should be resolved by a process of discussion, cooperation and conciliation directly with the person(s) concerned.

• Where it is not possible to resolve the matter directly, the complaint is referred to the Manager, Modern Languages, Testing and Training, UNSW Institute of Languages. The Manager, Modern Languages, Testing and Training may ask for the complaint to be put in writing.

• If further investigation is required the complaint will be referred to the Group Executive Education, UNSW Global Education for consideration.
• If the complaint is still not resolved it will be referred to the Chief Executive Officer, UNSW Global Pty Ltd for final consideration and a decision on the outcome of the complaint.

Complaints which cannot be resolved internally may be directed to the Australian Skills Quality Authority (ASQA). If the above steps have been taken, or if special circumstances apply, ASQA will then investigate the complaint. For more information, go to the complaints section of the ASQA website (http://www.asqa.gov.au/complaints.html).

All complaints and their outcomes are recorded. Complaints received in writing will receive a written response.

**Legislative compliance**

UNSW Global policies, procedures and Code of Conduct meet State and Commonwealth legislative and regulatory requirements, including those relating to:

- Workplace Health and Safety
- Privacy
- Anti-Discrimination Equal Employment and Opportunity
- Vocational Education and Training
- Workplace Harassment, Victimisation and Bullying

**Privacy**

UNSW Global collects personal information in order to create and maintain participant records. We are committed to maintaining and storing participant information securely. Participants may request access to their records at any time. A full copy of the Privacy policy is available at www.unswglobal.unsw.edu.au/privacy.html

**Workplace Health and Safety (WHS)**

Course participants are responsible for adhering to UNSW WHS policies and procedures, following instructions on safe work methods, promptly reporting hazards or accidents and ensuring that their conduct does not endanger others. If you have any concerns regarding WHS issues speak to your trainer.

**Smoking**

You are not permitted to smoke on UNSW Global property. This includes training facilities, common areas, toilets, fire stairs and the entrance to buildings.

**Accredited Training Courses**

**Certificate IV in TESOL 40649SA**

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<thead>
<tr>
<th>Unit</th>
<th>Unit code</th>
<th>Unit title</th>
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<tbody>
<tr>
<td>1.</td>
<td>AABBG</td>
<td>Demonstrate understanding of the basic terminology of traditional grammar</td>
</tr>
<tr>
<td>2.</td>
<td>AABBH</td>
<td>Design and deliver an ESL teaching program</td>
</tr>
<tr>
<td>3.</td>
<td>ABBBK</td>
<td>Design and develop an ESL learning framework</td>
</tr>
<tr>
<td>4.</td>
<td>AABBL</td>
<td>Identify and use basic grammatical concepts and traditional metalanguage</td>
</tr>
<tr>
<td>5.</td>
<td>AABBM</td>
<td>Plan an integrated lesson using communicative language teaching methodology</td>
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