



STUDENT HANDBOOK

RTO 90870

Local Government Training Institute

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Section One

Information About LGTI

Overview

At LGTI we offer a flexible learning approach designed to help you learn while you work.

As a Registered Training Organisation we offer a variety of learning approaches that will help you to develop relevant and practical workplace skills.

Our flexible approach also allows you to gain credit for previous formal study or workplace experience through Recognition of Prior Learning (RPL).

Our friendly staff members are always available to assist with your enquiries.

Please contact us you have any questions or require help at any time.

Phone: (02) 4922 2333

Email: reception@lgti.com.au

Types of Programs offered by LGTI

Short Course Programs: These are short courses delivered face-to-face in a classroom setting. The majority are aligned to nationally recognised Units of Competence and some also align to licencing requirements from SafeWork NSW. Short courses range from 1- 3 days in duration. Most include assessment during training, but some include post training assessment.

Certificate Programs: These are full or partial qualification programs ranging from Certificate III level through the Diploma level. They are offered via correspondence, with the student required to undertake self directed learning and assessment with support from the LGTI Student Engagement Coordinator and LGTI assessors.

Benefits of undertaking training with LGTI

- LGTI offers a wide variety of courses and qualifications
- Our programs are ideal for people working full-time, part-time or casual
- Certificate Program courses can be commenced at anytime throughout the year
- Short Courses are run regularly at the LGTI training rooms or can be delivered at your workplace
- Short Courses are designed to support the training needs of employees across Local Government and Industry
- LGTI courses are conducted by qualified trainers and assessors who have extensive workplace experience in their area of expertise.

Section Two

Getting Started

Pre-Registration Information

Prior to commencing the program applicants receive course information including:

- registration procedures and criteria
- fees and cost to the student
- opportunities for Recognition of Prior Learning

Fees and Charges

The Local Government Training Institute will provide you with a quotation for the course fees prior to enrolment. This quote will take into account:

- the method of study
- length of the qualification
- government funding (if available)

The first installment payment is required before commencement of your studies. There are various payment options available so contact us for details.

The fees may be subject to change from time to time, however once your registration is received, the fee will be locked in.

Your fees (including withdrawal fees) and payment schedule are confirmed in an agreement between you and the Local Government Training Institute. You will be asked to sign this agreement upon registration. A withdrawal fee may be charged if you leave the course at any stage prior to completion.

In the event that your employer is funding your qualification and you leave that employer for any reason, LGTI will require your employer to pay any amounts already invoiced, along with any withdrawal fees. The employer may seek to recover these costs from you.

In the event fees are not recovered from the party with whom the training was contracted (i.e. employer, employee, private client,) the matter will be referred to a debt recovery agency.

Additional Administration Fees

Additional administration fees may apply if student request and receives an extension or takes longer than the allocated time for the completion of the qualification outlined in the training contract.

What information do I need to provide?

When you register you will need to provide the following information:

- Full Name
- Certified copy of identification, such as Driver's License and Medicare Card
- Your postal address
- Your email address
- Your phone number
- Your mobile number
- Employer name
- Employer address
- Employer Email address
- Employer phone number

Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI).

More information can be found on the USI Website: <http://www.usi.gov.au/Pages/default.aspx>

What is a USI?

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from 1 January 2015 onwards.

Creating a USI

While you may create your own USI, training organisations are also able to create a USI for you. As part of our service to our students, LGTI will assist you to create a USI if you need assistance.

More information about USI can be found in Terms and Conditions on the registration form.

What will I receive at the start of the program?

At the start of the program students will receive:

- Opportunity to apply for direct credits or recognition of prior learning
- Assessment criteria and procedures
- Study Plan- Full Qualification Programs only
- Information about support options
- Short confirmation email- Short Courses only

What assistance will I get when I do the program?

- Access to the assessor in the classroom (short courses only)
- Regular calls, at least every three months to keep you on track- monthly for traffic control and management courses
- If contacting us by email, our first response to you will be within 24 hours
- If needed, we can put you in touch with your assessor, so you can discuss assessment tasks
- Other assistance as requested or required

If you contact us by phone or email, we will give you our first response within 2 business days. It may take longer to actually finalise any questions or issues. We will answer you within 2 business days – even if it is just to tell you we got your message and we are looking into the enquiry. We will also give you an estimate of how long it will take to provide the final answer.

Your employer or supervisor should assist by:

- Allowing you to undertake workplace activities and project tasks
- Allowing you to practice your required skills and competencies in the workplace
- Monitoring your work in relation to organisational and international standards
- Providing you with alternative activities to foster your skills in a range of circumstances.

Supervisor/employer responsibilities are covered in more detail in the Supervisor's Handbook.

What are my responsibilities?

It is important that all students understand that they are responsible for meeting the course requirements.

Students are also responsible for:

- Informing LGTI if there is any change to their enrolment details, including withdrawal and change of units (Change of Enrolment Details form is available at the end of this guide)- Certificate Programs only
- Completing and submitting assessment tasks as agreed

- Requesting an assessment extension if they are unable to complete the task by the due date. Students will need to contact LGTI at least one week before the unit due date to arrange and extension. (Assessment Task Extension Request form is available at the end of this guide)
- Ensuring that all work they submit is their own work. If the work of others is used in the assessment task the author must be acknowledged.

VERY IMPORTANT - PLEASE TAKE NOTE

- There will be times that you will need to ask question from other people in your organisation, and talk to other people completing the course. That is ok!
- We encourage and support your collaboration with other people.
- However, your work needs to be authentically your own.
- If your work looks to similar (or the same) as someone else's, you may be asked to explain this situation.

How much time will I need to complete a Certificate Program course?

1. How much time will be needed to complete the Qualification?

Different qualifications require different lengths of time to complete. The usual time frame is 1 – 2 years. It is possible for you to reduce the time taken to gain the qualification if you successfully complete all your units ahead of the time.

2. Time needed to complete each unit of work

This will depend on your own experience and the time that you can spend completing activities. You will be given a Study Plan which lists the due date for each unit. This provides you with a timeline and gives you an indication of the time frame needed to complete the full certificate. You may find that you have to put more time into some units than others, depending on your own personal skills and knowledge.

If you finish one unit ahead of time you can either start the next unit or have a short break from study, between units of work.

3. Time needed on study at home?

Apart from time spent researching policies and gathering evidence at work, you may need to spend some time out of work hours on your activities and assessment tasks.

We suggest you identify a minimum number of hours that you can spend and plan your time so that you can manage the hours. Try to be flexible with your time so that you can fit it into your busy schedule.

Check the end of this document for our Guide to Managing Your Time and Studies

What happens if I change my information?

Change of details

If you change your enrolment details in any way, including change of address, change of name or change of elective choices, you must notify LGTI as soon as possible.

If you change details, please send LGTI a completed Change of Training Details Form (at the end of this guide).

Withdrawal from the course

If you decide to withdraw from the course you must notify LGTI as soon as possible. You may be required to complete a Withdrawal Form and pay a pro rata withdrawal fee.

If you do not notify LGTI of your intention to withdraw from the course. You will still be liable for course fees as they become payable.

If you wish to withdraw from the course, please send contact LGTI - you may be asked to submit a completed Withdrawal Form (at the end of this guide).

If your studies are employer and/or government funded, your employer and the appropriate government authorities will be informed.

Completing Each Unit - Certificate Programs

How do I obtain copies of resources?

1. Email:

LGTI's learning and assessment resources will be emailed to the email address listed on the enrolment form.

2. Post:

Some students may not have access to the internet. Students can request resources be posted out to them.

Contact us at any time if you need assistance accessing resources.

How do I complete each unit?

Each unit will generally have a LGTI Learner's Guide and an Assessment Handout.

The **Learner/Student Guide** will provide you with the information that you need to complete a unit. The learner's guide is the text for each unit, and includes learning content for the unit. The guide will provide activities and tasks that you need to complete.

Where you are completing IT units (such as spreadsheets, databases or complex documents), or units from the certificates in Business Administration, LGTI purchases student guides from suppliers such as smallPrint. These will be posted out to you. Please contact us if you do not receive these resources.

The **Assessment Handout** will give you information about all the assessment tasks that need to be completed for you to be marked as competent in that unit. Once your assessor has marked you as 'competent', you have completed that unit.

It is important that you read both the Learner's Guide and the Assessment Handout while doing each unit so that you understand exactly what is required in order to gain competency.

Typically, the assessment tasks are contained in the student guide. You may also receive instruction regarding the requirement to compete additional assessment tasks for these units, which may include participating in a professional conversation with your assessor by phone or media. This is an efficient way to be able to demonstrate your underpinning knowledge to determine your competence in the unit.

If at any time you are unsure what tasks to complete, or you are unclear on where to locate information, or are unclear on how to complete your assessment tasks, please call us.

If you believe you are able to meet all the performance criteria for a unit and you can support your claim with evidence you may be able to apply for Recognition of Prior Learning (RPL). Further details on tasks and the RPL process are included in the next section.

Where do I keep copies of my assessments?

LGTI strongly recommends you keep copies of completed assessments and the evidence you will gather as you work through each unit.

You might like to:

- Keep paper copies in a folder
- Create an electronic file structure on your computer to store all of your tasks and evidence

Please note that fees will apply if you request a copy of your assessment/s from us.

Section Three

Assessment Guide

What do I do to obtain the qualification? - Certificate Programs

The qualification is based on national standards of competencies, known as units. Each qualification has a specific number of units that must be completed to be awarded the accreditation (Certificate or Diploma).

What are my assessment options?

- A. Complete assessment tasks
- B. Complete a Recognition of Prior Learning (RPL) assessment if you believe you already have the competency in a unit or units. This should be done at the beginning of your studies.

Option A: Assessment Tasks

Both the Learner/Student Guides and the Assessment Handouts contain activities and/or tasks.

Activities

In your learner guide you may find a number of activities. These activities are known as formative assessments and allow you to build your skills and knowledge as you work through the unit. These tasks allow your assessor to check on your understanding as you progress along your learning journey. Some of these activities may be optional, while others may be required for lodgement with your assessment tasks. The assessment handout will provide clear instructions on exactly what must be completed.

Assessment Tasks

Assessment tasks are generally found in the assessment handout for the unit you are working on. Where you are completing IT units, or some Business units, LGTI purchases student guides from external suppliers. The assessment tasks are included in both the student guide and the assessment handout and clear instructions on how to complete your tasks are included in the assessment handout.

The learner/student guide and the assessment handout should make it very clear what you are required to complete for your assessment tasks for that unit.

The tasks could be focused on practical demonstration in your workplace, through observation, role play or question and answer. These questions could be verbal or written and could include a variety of responses and formats. You are required to complete all assessment tasks in order to complete the unit.

Contact us if you need any further guidance on how to complete assessment tasks, or if the instructions in the learner/participant guide or assessment handout are unclear to you. You may need to contact us before starting a task, or after you have started. Anytime you feel stuck and can't move forward, please contact us for assistance.

When you complete the assessment tasks for a unit you must:

- Keep your own copy of the assessment task work plus evidence
- Attach the following documents to the copy you send to LGTI:
 - o An assessment cover sheet
 - o Supervisor validation sheet (where required)
- Forward the assessment task information and evidence to LGTI.

You may submit your assessment task in one of the following ways:

- **Email:** assessments@lgti.com.au
- **Post:** Assessments
Local Government Training Institute
PO Box 3137
Thornton NSW 2322

After you have submitted your assessment task:

- LGTI will email you to confirm they have received your assessment work
- If you do not receive an email from LGTI confirming receipt of the task you should contact us
- Your assessment work will be reviewed and feedback provided to you within 2- 4 weeks of receipt of your assessment

If you do not receive your results within 4 weeks please contact us and we will follow up the progress of marking with our assessors

- When assessment is finalised, you will receive a copy of your Record of Assessment

Option B: Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL), is a process for giving candidates credit for skills, knowledge and experience gained through working and learning. It can be gained at any stage of their lives, through formal and informal learning, in Australia or overseas, through work or other activities such as volunteering.

RPL process involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning).

If you are applying for RPL you will not need to complete the Assessment tasks for particular unit/s. You will be provided with and RPL Tool instead. This may help you to complete your qualification in a shorter time frame.

For details on how to apply for RPL, refer to the Recognition Guide in Section 6.

How much evidence do I need to provide?

Your descriptions of tasks completed and evidence supplied to support your claim for RPL should contain enough details to help the assessor reach a decision. Your assessor will be looking at the quality of your evidence submitted, rather than the quantity of evidence that you provide.

Successful judgment of competency will only be made when the assessor is confident that the required outcomes of the unit/s have been achieved and consistent performance has been demonstrated. The evidence that you provide must comply with the 'rules of evidence' from the Australian Quality Training Framework. This means that you must ensure that the evidence is:

Relevant - your evidence relates directly to each element and performance criteria.

Authentic - your evidence proves that you have the skills and knowledge required and your claim can be verified

Current - your evidence provides proof that your learning is still valid

Sufficient - you have enough evidence to support your claim against each element and selection criteria

Extension for Submission of Assessment Tasks

Your Study Plan will list the due dates for each unit. If you require an extension, you will need to contact LGTI at least one week prior to the unit due date to request an extension. Your application must include compelling reasons for why you are unable to meet your agreed timeframes and is subject to review prior to being granted.

If you wish to apply for an extension to the due date for a unit, please send LGTI a completed Assessment Tasks Extension Request form (at the end of this guide).

When do I get a Certificate?

When you have completed all units, and been advised that you are competent, you will receive a nationally recognised Certificate and transcript from LGTI.

This qualification that will be recognised anywhere in Australia. It may help you with future career opportunities.

What happens if I need my Certificate re-issued?

Replacement certificates may be requested by completing the form Application For Replacement Certificate. The application must be accompanied by a statutory declaration. A fee will apply to reprint a certificate/statement of attainment.

LGTI will process applications for replacement certificates within 7-10 business days, after payment has been processed. However, during busy periods there may be a delay.

Contact us to get your application started.

Section Four

Legislative Issues

Legislative compliance

LGTI observes all relevant Commonwealth and State legislative and regulatory requirements which govern the activities of our Registered Training Organisation.

The requirements include:

- Workplace Health and Safety
- Anti Discrimination
- Equal Employment and Opportunity
- Confidentiality and Privacy
- Higher education
- Vocational Education and Training
- Workplace harassment, victimization and bullying

LGTI policies and practices incorporate these requirements in to all aspects of our work and our trained staff members are aware of their responsibility towards compliance.

Workplace Health & Safety

- LGTI believes that health and safety is of the utmost importance
- LGTI complies with all relevant Codes Of Practice and WH&S Acts
- It is the responsibility of all LGTI staff to implement and maintain WH&S systems in a manner appropriate to their duty and authority
- All students have a responsibility to ensure the safety of themselves and their fellow students
- All students have an obligation to take reasonable care at all times to prevent injury or harm and to follow safe working procedures.

Student Records and Privacy

In the course of its business, the Local Government Training Institute (“the RTO”) may collect information from students or persons seeking to enrol with the RTO, either electronically or in hard copy format, including information that personally identifies individual users. The RTO may also record various communications between individuals and the RTO.

In collecting personal information the RTO will comply with the privacy requirements of the Higher Education Support Act 2003 and the Information Privacy Principles set out in the Privacy Act 1988 (Cth).

Collection and use of personal information

The RTO will only collect personal information by fair and lawful means which is necessary for the functions of the RTO and is committed to ensuring the confidentiality and security of the information provided.

The personal information supplied by individuals to the RTO will only be used to provide information about study opportunities, to enable efficient course administration, and to maintain proper academic records. If an individual chooses not to give the RTO certain information then the RTO may be unable to enrol that person in a course or supply them with appropriate information.

Disclosure of personal information

Personal information about students studying with the RTO may be shared with the Australian Government and designated authorities, such as SafeWork NSW. This information includes personal and contact details and course enrolment details.

The RTO will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- b) the individual concerned has given written consent to the disclosure;
- c) the RTO believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d) the disclosure is required or authorised by or under law; or
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the RTO shall include in the record containing that information a note of the disclosure.

Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

Security of personal information

The RTO will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that the RTO holds about them. Requests to access or obtain a copy of personal information must be made in writing.

There is no charge for an individual to access personal information that the RTO holds about them; however the RTO may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Written requests for access to, or to obtain a copy of, personal information held by the RTO should be sent to: reception@lgti.com.au

Publication

The LGTI Privacy Policy can be accessed here: <P:\Business Planning and Compliance\Policy and Procedure\RTO Policies\LGTI Privacy Policy.docx>

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, the RTO will advise students on enrolment about these procedures and provide a copy if requested.

Appeals and Grievance Procedures

LGTI has a fair and equitable process for dealing with student's grievances or appeals. We encourage dialogue and discussion with all students as soon as possible so that matters can be resolved. Students who have any concerns are asked to contact initially.

RTO Manager

Phone: 4922 2333

Email: reception@lgti.com.au

Local Government Training Institute will provide their students with the appropriate appeals process to enable them to make an appeal against an assessment if they disagree with their assessment result. There is a two-stage review and appeal process:

Stage 1 – A review of the assessment by the RTO Manager. The Manager will arrange for the assessor to review the assessment task. This must be requested within fourteen (14) days of receiving the original results.

Stage 2 – If the student is still dissatisfied with the assessment result, they can appeal to the Manager who will then arrange for another qualified training staff member to review the assessment result. The Manager will advise the student of their decision. Any appeal must be lodged within fourteen (14) days of receiving the results of the original review as in Stage 1.

Stage 3 - If this appeal is also unsuccessful, the student can request Local Government Training Institute to nominate an external workplace assessor to re-assess the evidence, however this will be at the student's expense.

All appeals will be recorded in writing and will be processed as soon as practical. Local Government Training Institute will endeavour to notify the appellant in writing, of the progress or outcome of their appeal within 14 days.

In the event a student has any complaint or grievance with the quality of training or assessment, the conduct of the trainer or assessor, the standard of the facilities, issues related to fees, charges or refunds, we will endeavour to investigate and resolve the issue in a way that is fair and equitable.

Where it takes more than 60 calendar days to process and finalise the complaint or appeal, LGTI will:

- a) inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- b) regularly update the complainant or appellant on the progress of the matter

All enquiries will be treated as strictly confidential and may be processed by contacting the CEO, Local Government Training Institute on (02) 4978 4043 or emailing: ceo@arrowco.com.au

Transition of the Training Package, Qualification and Unit of competencies

In order to comply with the NVR Standard 25- regulated by the National VET Regulator- Australian Skills Quality Authority (ASQA), if LGTI has a Training Package/ qualification on its scope which has been superseded by a new Training Package qualification, LGTI must:

- Manage the transition from superseded Training Packages, Qualification and Unit of competencies within 12 months of their publication on the national register from superseded accredited courses so that we only deliver currently endorsed Training Packages and currently accredited courses.
- Apply to have the replacement Training Package qualification added to its scope of registration no later than 12 months from the date of publication of the replacement qualification on the national register.
- Provide timely and adequate advice and guidance to students and ensure students are given the opportunity to transfer to replacement Training Package qualifications and accredited courses or other currently endorsed Training Packages or accredited courses.
- Transfer continuing students of the superseded qualification into the replacement qualification no later than 12 months from the date of publication of the replacement qualification on the national register, unless they will be genuinely disadvantaged.

Definitions	
Transition	All actions required to change the delivery operations of an RTO from an existing training product to a replacement endorsed or accredited training product; including resourcing, registration and transfer of students.
Continuing student	A student who has enrolled and commenced training and/or assessment.
Transition Arrangements	Transition Arrangements provide details for managing the phasing out of a superseded or expired training package qualification or accredited course. This includes arrangements and timelines for the transfer of students to the new training package or course, and if appropriate, arrangements for students to complete the superseded or expired qualification or course.

Section Five

Managing Your Studies

A Practical Guide to Study and Time Management for Busy People

Why choose flexible learning over classroom learning?

Flexible learning suits self-starters and people who really want to learn.

It can help you achieve your careers goals, if you are trying to:

- Start your career
- Change careers
- Build skill, security or earning power in your current career

It is important to read the Student Guide and complete your induction so you are really clear on what is expected of you and what support is offered to you.

Motivation

This type of learning is tailored to fit in with your day to day life. But the motivation and discipline has to come from you.

Think about the reasons you have for choosing to do the course, and what you want to achieve.

You may find some units more interesting than others, however, it is important to treat the topic seriously and reward yourself for when you do complete it.

There will be times when the workload may feel overwhelming. You may fall behind. If this happens, it is important to keep going. Call us so we can set new deadlines for you to work towards.

Managing Time

You alone are responsible for managing your time. Avoid thinking of your course as an obstacle to be overcome – rather a challenge to be taken on. It is important to stick to your course deadlines.

When juggling work, study, family and social commitments, your time is limited and valuable to you. This is why a schedule or plan is vital to your success.

Plan your week. Set aside the time for things you normally do:

- Work
- Socialising
- Relaxing
- Other commitments (eg sport, family errands, walking dog)

You can then see what parts of your week you can commit to study. Are you a morning person or a night owl? Make sure you schedule study at times that work for you.

Getting Support

Let your boss, colleagues, friends and family know about your studies. They can offer support, and help out to allow you to stay focused on during study times.

Ask for help – even the most successful students need help now and then. We are interested in your progress so call us whenever you need to.

Don't leave any course issues or problems unsolved – the longer you leave it, the larger they seem. The sooner you get in touch with us, the sooner we can help and solve the problem.

Trainers, assessors can provide guidance with course work, while support staff can help with study skills and administrative issues.

If you contact us by phone or email, we will give you our first response within 24hrs. It may take longer to actually finalise any questions or issues. But we will answer you within 24hrs – even if it is just to tell you we got your message and we are looking into the enquiry. We will also give you an estimate of how long it will take to provide the final answer.

Strategies

Make sure you have a space to do your studies. You will benefit from creating your own space where you can keep your resources and notes organised.

You need to manage the distractions and interruptions that are usually inevitable. Strategies at home may include:

- Closing the door to your office or study room
- Turning off your mobile phone
- Closing distracting websites
- Ask your family/colleagues to respect your study times and place
- Do a family roster for chores that will help you free up time for your studies
- Take breaks that give you time to do household errands, pick up children from school or make phone calls

If you do get interrupted, let the person know you are studying. Politely and assertively explain that you will respond to them later.

If you are doing study in the workplace, it can be useful to put up a note so people can choose to come back another time. In the past, our students have put notes on their door that might say "Please come back later, unless urgent" or "Knock only if urgent". Or if you do not have an office, putting up a little sign that says "Please do not disturb unless urgent".

Generally, other workers are happy to return at another time, or send an email instead. If they can't return or the matter is urgent, at least they have permission to disturb you in those cases.

At work, put your study times in your calendar, and stick to them as much as possible.

Break large tasks down into segments, which are easily achievable. Use small blocks of time for completing small chunks of your assessment tasks.

Section Six

Recognition Guide

What is Recognition?

Recognition is the acknowledgement of the skills and knowledge a person has acquired through previous training, work or life experience, which may be used in completing a unit of competency or a whole qualification. As a part of the recognition process you may be eligible to receive Recognition of Prior Learning (RPL) Recognition of Current Competency (RCC), or Credit Transfer, all of which are described in more detail in the glossary.

How does LGTI's Recognition Process work?

In making an application for recognition you need to be able to supply evidence to LGTI to demonstrate that you have already acquired the knowledge and skills which are matched against the course, or qualification you wish to undertake through LGTI. You may be able to get recognition for relevant, formal education, training, and relevant documented work experiences.

In assessing an application for recognition LGTI will take into account the relevance and currency of the evidence supplied.

Steps in LGTI's Recognition Process

Step 1	Pre enrolment information provided to potential students, including information on recognition.
Step 2	A potential student may indicate to LGTI that they wish to be considered for recognition. Application for Credit Transfer is the only recognition that is applied before enrolment. All other recognition is applied after enrolment.
Step 3	Once the student is enrolled; LGTI will supply an RPL or RCC Tool
Step 4	An assessor is appointed to assist the student through the recognition process for each unit.
Step 5	Evidence is submitted to the assessor for recognition.
Step 6	Assessor reviews evidence which may include an interview or Question/Answer session with the student.
Step 7	Assessor makes assessment decision and provides feedback to the candidate on those units they will receive recognition, and those units they will not receive recognition. NOTE: If LGTI rejects recognition the student will be advised accordingly with reasons for non-approval. If there are gaps in the student's evidence, the assessor will advise the student accordingly and recommend actions the student should take to demonstrate their competence.
Step 8	Once the recognition process has been finalised, the student undertakes the remaining units in the course, in accordance with the study plan for that student.

Who can apply?

Anyone thinking of undertaking a qualification through LGTI, is eligible to enquire about recognition. If you believe that your prior learning and/or experience means you can provide evidence to show that you are already competent, this process applies to you.

How much will it cost?

Discounts apply for both Credit Transfer and Recognition of Current Competence (RCC) on the full qualification price. There is no discount for Recognition of Prior Learning (RPL). You will be provided with a quotation regarding the qualification price (including discounts- if applicable) prior to enrolment.

How do I apply?

Let LGTI know the course you are intending to enrol in, and that you wish to seek recognition for your previous training, education or work experience.

What happens next?

Credit Transfer: You will need to provide certified copies of transcripts on enrolment.

RCC and RPL: After enrolment you will be provided with an RPL Tool or RCC Tool. You will be asked to provide evidence of prior learning or current competence.

Please contact LGTI if you would like help with gathering your evidence. We can also discuss the specific types of evidence that may be appropriate for your situation.

What could I provide to receive recognition?

- Certified copies of qualifications and statements of results, academic record or transcript (e.g. Certificate / Diploma / Degree) for courses completed through a Registered Training Organisation (RTO).
- Documentation related to completed assessments for which you do not have a qualification or statement of attainment.
- Official course outline or course descriptions showing course topics and hours involved for courses other than those delivered by LGTI.
- Certified proof of any name change (e.g. marriage certificate) if different from that on the certificate

Note:

1. **Certified:** All photocopies must be certified a true copy by a Justice of the Peace; certification by any other professional is not acceptable under VET Quality Framework.
2. Your assessor will need to ensure that are taking into consideration the **rules of evidence**, when assessing an application for recognition. Providing information about a course you completed a number of years ago, may not be sufficient for you to receive recognition. For more information on the rules of evidence, please refer to the glossary.

Other information could include:

- letters/reports from referee
- examples of evaluations/recommendations
- verbal or written evidence
- workplace document/records
- samples of work

Glossary

Recognition includes:

Credit Transfer: When you have completed a unit of competency either by itself or as a part of another course, and where the title and code are exactly the same as the unit you are seeking credit against, credit can be granted, as long as the rules of evidence can be satisfied by the assessor. Credit Transfer only applies to qualifications no more than three (3) years old.

Recognition of Current Competency (RCC): RCC allows you to gain recognition for skills and knowledge you already have. If you have already completed formal training in a unit with the same content or have completed training in the same unit more than three (3) years ago, you can apply for recognition through RCC.

Obviously any current competency that RCC identifies must be relevant to the course of study and your skills and knowledge must be current to earn recognition.

Recognition of Prior Learning (RPL): RPL allows you to gain recognition for skills and knowledge you already have. If you have already worked in the field and know some (or all) of the content of the unit, RPL is a way of undertaking recognition for this learning or experience and may reduce the amount of time spent studying.

RPL can also be used to give recognition for your life skills- skills and knowledge you have learnt at home or through clubs, hobbies and the like.

You have undertaken a training course and have been assessed or tested in some way. You can provide evidence that you were assessed as competent, for a unit or subject.

Rules of evidence

Suitable evidence must be valid, current, sufficient and authentic.

When evidence is being assessed for RPL assessors are obliged to ensure that it meets the established rules of evidence, which are:

Validity: Does the evidence relate directly to the unit(s) of competency? The assessor needs to ensure that the evidence provided by the candidate directly covers the unit(s) of competency for which they are seeking Recognition.

This may be more difficult with historical evidence than recent evidence. Therefore it is important to start with the recent evidence and to use the historical evidence to confirm and verify judgements. Additional evidence can be gathered through observation of performance or questioning to ensure that the evidence provided relates directly to the units of competency concerned.

Currency: Does the evidence provided indicate that the candidate is currently able to use the skills and knowledge? While historical evidence can be used to confirm competence, it is critical that appropriate evidence is available or is obtained to show that the candidate is currently able to use the skills and knowledge for which Recognition is sought.

The recency of historical evidence can be an important indicator of the extent to which prior learning may have contributed to the candidate's current competence. However, prior learning achieved many years previously may not contribute much to current competence if it has not been reinforced through relevant experience or further learning opportunities.

Qualifications, documentation of experience and other indicators of prior learning obtained three (3) years prior to the Recognition process or earlier are unlikely to be adequate evidence of current competence. The assessor needs evidence that the skills and knowledge have been used, reinforced and updated by more recent learning or work opportunities.

In general, any qualifications or statements of attainment that are more than three (3) years old, will need to be supported by evidence that the relevant skills and knowledge are, or have been used in a currently working environment.

Sufficiency: Is the evidence provided enough to ensure that the candidate is competent in the area for which they are seeking recognition? While there is no exact amount of evidence that needs to be collected, assessors need to ensure that the candidate has provided enough to enable them to make a confident judgement that competence has been achieved. It is important to ensure that the candidate can apply the skills and knowledge over time and transfer the skills and knowledge to a number of different contexts.

It is critical that the evidence addresses the full range of skills and knowledge identified in the relevant unit of competency and the four dimensions of competency – task management, contingency and job/role environment skills.

Sufficiency of evidence is really a question of the coverage of the unit of competency rather than the number of pieces of evidence collected by the assessor.

Authenticity: Is the evidence collected that of the candidate? The assessor needs to ensure that the evidence is actually the work of the candidate and not someone else. This can be a particular issue if assessments are carried out online.

To ensure authenticity, the assessor may check records, get confirmation from supervisors or trainers, and have evidence sighted and signed by a Justice of the Peace.

Information about evidence

Examples of suitable evidence may include:

- Competency assessments and testimonials from your supervisors
- Certificates from previous training courses and qualifications
- Work documents you have created or used while performing the tasks in the workplace
- Any licences

- Resume
- Indentures/trade papers
- Position descriptions
- Endorsed photographs of work undertaken or produced
- Specific evidence as identified by assessor
- Diaries/task sheets/job sheets/log books
- References/letters from previous employers/supervisors
- Work reports
- Correspondence
- Meeting documents
- Files
- Conference records
- Performance appraisals
- Any other documentation that may demonstrate industry experience related to units applied for

Qualifications

Additional educational/ management qualifications provide a useful picture of a person's academic background, but are not in themselves evidence of competency and performance in relation to specific units (unless they are accompanied by evidence of relevant work-based projects undertaken as part of a qualification).

This is mentioned because some RPL applicants tend to place too heavy a reliance on qualifications, in some cases presenting them in lieu of evidence.

Resumes/CVs and current job descriptions

These documents are useful in describing the recent and current contexts in which a person works but, on their own, cannot be deemed to be evidence. They must be supported by work examples, valid third party reports and other forms of evidence.

Third party reports

To be valid, third party reports must address a person's performance specifically in relation to relevant unit/s of competency. Third party reports should establish the writer's working relationship with the person, provide examples of what the third party has observed, be signed, dated and presented in an identifiable document.

Work documents

Documents such as examples of work, reports, correspondence, meeting documents, files, conference records etc must be identifiable. Each individual piece of evidence should be able to stand on its own. That is, assessors should be able to see that any single piece of evidence is: directly related to the person and the organisation for which the work was performed; be dated; have file identification and, where necessary, be signed and/or verified.

Historical evidence

The currency of evidence can be a big issue. A general rule of thumb is that evidence that is older than three (3) years must be supported by more up to date evidence of the continued application of the relevant competence. If the continuum can be demonstrated, then the historical evidence can be used; if not, then current competence must demonstrate in an appropriate way.

Section Seven

Appendicies - Glossary and Forms

Glossary of Terms

Here are some terms that will be commonly used throughout your time with LGTI.

Term	Meaning
Analyse	Break the topic/subject down into parts and consider individual parts and how they relate to each other
AQF	Australian Qualifications Framework – a national, quality assured framework for training and education Australia wide
Assessment Plan	A form submitted by a candidate along with the assessment task which outlines the knowledge/skills they have gained and provides evidence to support their learning. The assessor completes the form during the assessment process as they determine if the candidate has met unit requirements.
Assessor	A qualified person who assesses your work against the requirements of the Unit of Competency to determine competency
Choose	To pick one from a number
Comment	To make a critical and thoughtful observation (written or verbal) about a subject
Competent	To make a critical and thoughtful observation (written or verbal) about a subject
Describe	Gives a description of a process, event or finding. Does not give an opinion
Discuss	To look at both sides of a question or concept and detail the strengths /weaknesses of both sides. Uses examples to support the points of each side.
Evidence	Information, facts, documents, observations etc that support your point of view
Explain	Uses examples to express your viewpoint in a way that others can understand
List	A dot point list of items/events etc for a particular purpose
Outline	A summarised version of information which provides only the main points but not the details.
Packaging Guidelines	Guidelines which detail the compulsory components of a training package – competency standards, assessment guidelines and AQF qualifications – along with the optional support material for any course.
Record of Assessment Outcome	A form completed by an assessor when a candidate submits a unit’s assessment tasks. The assessor determines if the candidate is competent and provides reasons for the decision
Resources	Any additional material that provides information on the topic relevant to your learning
Review	To look at the major points of a concept or issue and analyse, and comment on them in an organized and logical way
RPL	Recognised Prior Learning – provides you with credit for previous learning or work-place experience that is relevant to the Unit of Competency. If awarded you can complete the unit more quickly
State	To express something in your own words in a simple and straightforward manner
Training Package	An integrated set of nationally, endorsed competency standards, assessment guidelines and AQF qualifications for a specific industry.
Unit of competency	A unit of work that has specific requirements which have to be met by the learner. When the learner meets these requirements they are deemed competent. A number of units make up a certificate course and the learner must be competent in all of them in order to gain a qualification



ASSESSMENT TASK COVER SHEET

An Assessment Task Cover Sheet needs to be included at the front of each completed assessment.

E: assessments@lgti.com.au

Mail: Local Government Training Institute, PO Box 3137, Thornton NSW 2322

Course Code & Title:	
Unit Code:	
Unit Title:	
Type of Assessment:	Assessment Tasks <input type="checkbox"/> Additional Evidence <input type="checkbox"/>
Name:	
Employer:	
Name of Trainer: (if you attended classes)	
Date submitted:	
STUDENT DECLARATION I declare that the completed assessment tasks I have submitted are my original work, and not the work of others. Answers are in my words, and have not been copied from other sources or students. Information from any other source has been correctly referenced. The material contained in the assessment tasks has not been submitted for any other form of credit, in any other learning environment.	
Student's Signature	
Contact Phone Number (for follow-up or feedback)	
Email address	
ASSESSMENT SUBMISSION CHECKLIST – all boxes must be ticked	
1.	I have completed all sections of this cover sheet including contact details <input type="checkbox"/>
2.	I have added this cover sheet to the assessment task <input type="checkbox"/>
3.	I have answered all the assessment tasks and questions to the expected standards <input type="checkbox"/>
4.	I have put my name on each page I am submitting <input type="checkbox"/>
5.	I have attached portfolio of evidence (examples of relevant work documents) <i>If required by the Assessment Handout</i> <input type="checkbox"/>
6.	I have labelled my portfolio of evidence using evidence summary on the back of this cover sheet <input type="checkbox"/>
7.	I have kept a copy of my assignment <input type="checkbox"/>



CHANGE OF PERSONAL DETAILS FORM

EXISTING DETAILS

Full Name	Date of Birth
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NEW DETAILS (complete ONLY the relevant section where your details have changed)

New Name (Note: if you Marry / Divorce and change your name you must provide a copy of your Marriage or Divorce Certificate)	
New Address	Email Address
	Phone (H)
	Phone (W)
	Phone (Mob)
Qualification Code	Qualification Name
New organisation/employer	

I declare that the new details provided above are correct.
Please amend LGTI records accordingly

Signature:Date:



REQUEST TO WITHDRAW FROM QUALIFICATION

Students who wish to withdraw from their qualification must do so in writing. Students will receive a Statement of Attainment for any units for which they have been deemed competent prior to withdrawing.

Please complete this form and send it to:

email: assessments@lgti.com.au

Local Government Training Institute

PO Box 3137

Thornton NSW 2322

Full name: _____

Organisation: _____

Work Address: _____

_____ Postcode: _____

Contact telephone number: _____

Email address: _____

Qualification: _____

Reason for Withdrawal: _____

STUDENT DECLARATION

I wish to withdraw from the qualification for which I am enrolled with the Local Government Training Institute.

Student's Signature: _____ Date: _____

SUPERVISOR / MANAGER'S DECLARATION

I, _____ acknowledge that the employee will be withdrawn from this qualification.

Supervisor Signature: _____ Date: _____



ASSESSMENT TASK EXTENSION REQUEST

Students who require an extension to the dues date of their completed assessment tasks must do so in writing.

Please complete this form and send it to:

email: assessments@lgti.com.au

Local Government Training Institute

PO Box 3137

Thornton NSW 2322

Full name: _____

Organisation: _____

Work Address: _____

Postcode: _____

Contact telephone number: _____

Email address: _____

Unit code: _____

Unit title: _____

Due date: _____

New Proposed Date of Submission: _____

STUDENT DECLARATION

I hereby commit to have my completed assessment tasks and all relevant evidence forwarded to the Local Government Training Institute on the date I have nominated.

Student's Signature: _____ Date: _____

SUPERVISOR / MANAGER'S DECLARATION

I agree with the new proposed date of submission of completed assessment tasks by the employee, and have discussed any difficulties they are having completing this unit.

Supervisor's Signature: _____ Date: _____



STUDENT ACKNOWLEDGEMENT OF CONTENT

This declaration needs to be completed and forwarded to LGTI.

Please complete this form and send it to:

email: assessments@lgti.com.au

Local Government Training Institute

PO Box 3137

Thornton NSW 2322

- I have read and understood the contents of the Local Government Training Institute Students Handbook.

- I have read and understood the stated extracts of policies, procedures & guidelines and will adhere to them during the training component of my course with Local Government Training Institute.

Qualification Name:.....

Student Name:.....

Student Signature:.....Date: