



Recognition of Prior learning Candidate Handbook

MEEE-BTA Mission Statement and Goal

The Mission of MEEE-BTA is to provide an industry aligned, contemporary standard of quality education service.

Building Trades Australia's goal is to align skills and knowledge MEEE-BTA candidates hold, to qualifications that serve the industry as trade practitioners.

MEEE-BTA Equity & Code of Practice

MEEE-BTA is committed to meeting the fair expectations of candidates that all services will be conducted with efficiency, impartiality and integrity whilst observing standards set out by Australian Skills Quality Authority (ASQA). <http://www.asqa.gov.au/>

MEEE - BTA policies not replace any applicable provision of an Australian Act or Regulation.

All MEEE-BTA representatives must not harass, discriminate, or support others who harass and discriminate against colleagues, candidates or members of the community on the grounds of sex, pregnancy, age, race (including their colour, nationality, descent, ethnic or religious background), marital status, disability, homosexuality or transgender. Such harassment or discrimination may constitute an offence under the Anti-Discrimination Act 1977. All forms of harassment and discrimination may constitute a breach of the Occupational Health and Safety Act 1983 if a risk of physical or psychological injury results from the harassment or discrimination.

MEEE-BTA Code of Practice	
RPL (Recognition of Prior Learning)	CODE MEEE-BTA is committed to ensuring candidates are supplied with relevant RPL information at initial contact, including third party business information. Information is provided with relevant RPL tools following RPL application. Prior to an assessment, candidates receive current and accurate information. Information regarding third-party assessment or other arrangements are provided.
Issuance of Qualifications	MEEE - BTA will promptly provide copies of all qualifications achieved. Qualifications and statements of attainment will be issued within 21 days after MEEE-BTA is satisfied that the candidate holds the skills and knowledge required for its issue; and recognises the candidate as having the skills and knowledge required for its issue. Qualifications include anti-fraud safe-guards.
Financial Management	MEEE - BTA applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies as well as fees protection for candidates.
Records and Information Management	MEEE-BTA is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past candidates. All staff employed by MEEE-BTA are required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act 1998.
Client feedback	BTA encourages and appreciates any and all feedback provided by stakeholders of BTA, including vocational placement employers, candidates, staff etc. Annually BTA will distribute Learner Engagement surveys which candidates are to complete and submit, but at any other time that a candidate would like to make a suggestion, recommendation, complaint or comment candidates are encouraged to do so via BTA's administration. Candidate and stakeholder suggestions, complaints, comments or recommendations are taken seriously and considered by administration and BTA management for viability and reform
Legislative Compliance	MEEE-BTA Management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's, including

	but not limited to the <u>Standards for Registered Training Organisations (RTOs) 2015</u> , National Vocational Education and Training Regulator Act 2011, OH&S, Registering Bodies, Harassment, Discrimination, Equal Opportunity and Vocational Education and Training legislation.
Marketing Accuracy	MEEE-BTA Management and staff are committed to marketing that is accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.
Complaints and Appeals	The complaints and appeals policy of MEEE-BTA ensures that all complaints are dealt in a transparent, fair, constructive and timely manner.

Workplace Health and Safety

All MEEE-BTA staff and candidates must observe the MEEE-BTA Occupational Health and Safety Guidelines at all times whilst on MEEE-BTA premises and all work sites.

In order to comply with the *Workplace Health and Safety Act 1995* and to fulfil our obligations to minimise exposure to risk and hazards within the workplace, all candidates MEEE-BTA, must also comply with MEEE-BTA's Workplace Health and Safety code at all times.

Privacy Policy

MEEE-BTA's commitment to individual rights, ethical standards and social justice includes commitments to the appropriate collection, storage and use of information, and to the protection of the privacy of personal information.

While we treat candidate information with the highest standards of confidentiality and privacy, there are occasions when we may disclose this information to third parties where required by law, or where necessary to conduct business. For example, MEEE-BTA shares candidate information if required by federal and state Australian Governments or designated authorities under certain circumstances.

Candidate Services

Language Literacy and Numeracy Assistance

Studying to acquire new skills can be somewhat daunting, and can become a complex and highly variable process for anyone. MEEE-BTA can advise candidates with regard to increasing their literacy and numeracy skills. Candidates will need to self-identify that they need assistance with literacy and numeracy.

Assistance with literacy and numeracy can be found via External Numeracy and Literacy support services:

- **Centrelink** offers a language; literacy and numeracy program that can help improve speaking, reading, writing and basic math skills. Eligible job seekers can get help through the Language, Literacy and Numeracy Training Program (LLNP) to improve their chances of finding and keeping a job, as well as making their everyday lives easier. More information on the Language, Literacy and Numeracy Training Program can be found on the centre link website.

Recognition of Prior Learning (RPL)

Should you apply for RPL?

If the RPL application is successful, the Candidate could:

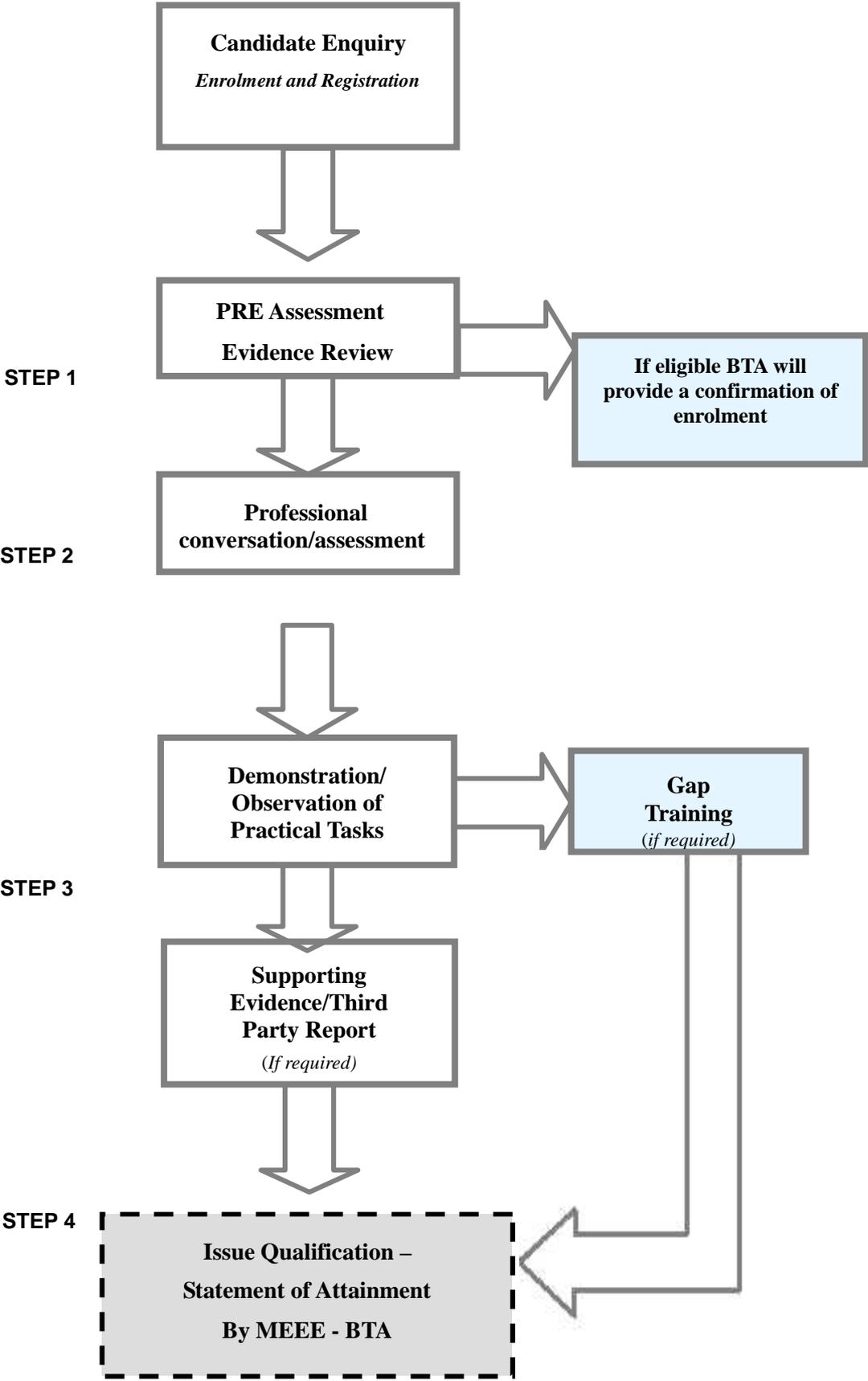
- reduce or eliminate the need for any training in skills and knowledge they already have.
- save time by not needing to attend any or a reduced number of classes and completing unnecessary work.
- save money because they will not have to buy other learning material.
- complete their qualification in a shorter time.
- advance to a higher level qualification in a shorter time if desired.

What is Recognition of Prior Learning (RPL)?

RPL is the acknowledgment of skills and knowledge obtained through learning achieved outside the formal education and training system and includes work and life experience including paid and volunteer work and skills attained through leisure pursuits such as musical, mechanical or linguistic abilities. RPL recognises any prior knowledge and experience and measures it against the qualification for which Candidates are being assessed. The individual may not require further training if he or she already possesses required competencies. Where competencies are lacking, further training is required to be a successful RPL candidate.

Meee/BTA will effectively and efficiently facilitate the RPL process in conjunction with assessor to ensure a fair, valid and reliable assessment outcome in accordance with the related competency standards.

RPL Assessment Process: The following gives an overview of the RPL process.



Competence

Competence is the demonstration of skills and knowledge that the Candidate has gained through life and work experiences as well as any training that they have successfully completed that can be matched against a set of industry performance standards referred to as units of competency. These units are grouped together to form a specific industry qualification.

Each **unit of competency** is divided into a number of **elements of competency** which are a set of activities that lead to an overall achievement or demonstration of competence. Each of these elements is further broken down into a set of **performance criteria** which give a more detailed description of the skills and knowledge the Candidate needs to be able to demonstrate. Matching the evidence against each of the elements/performance criteria will help the Candidate to reach their qualification more quickly

How to prepare for RPL assessment

In order for skills to be formally recognised as part of a national qualification, Assessors must make sure that the Candidate has the required skills and knowledge to meet the industry standard as specified in the relevant Training Package.

The Candidate must be involved in the RPL process so that all the experience, skills and knowledge they have gained over time can be correctly identified and suitably demonstrated. This evidence is gathered and used in recognition of all or some of the units for the qualification they wish to gain.

All assessment requirements will be discussed with the Candidate in advance and they will be given the opportunity to ask questions and clarify requirements. Being prepared for the assessment process and knowing what needs to be provided can save valuable time and ensure that the RPL assessment is as simple and stress-free as possible.

Here are some tips to make the application process and interview easier.

- The Assessor will ask the Candidate to talk about their work experiences/roles and their employment history.
- If the Candidate has certificates from any training courses they have completed, bring along either certified copies or the originals to the interview with the Assessor and they can make a copy of them.
- Bring along any other documentation that would support the Candidate's claim that they have done this work over time. The following is a list of some of the documents that can provide examples of work history:
 - brief CV;
 - certificates/results of assessment;
 - any licences;
 - tickets held, e.g. forklift, chainsaw;
 - photographs of work undertaken;
 - diaries/task sheets/job sheets/logbooks;
 - site training records;
 - site competencies held record;
 - membership of relevant professional associations;
 - hobbies/interests/special skills outside work;
 - references/letters from previous employers/supervisors;
 - industry awards; and

- any other documentation that may demonstrate experience to support the claim.

Depending on where they have worked and what the work may have included, the Candidate may or may not have documentary evidence. Do not be put off as the Assessor will work with the Candidate during the assessment process.

- Think about who the Candidate would consider to be a workplace contact or referee. Is the employer happy to support the claim for RPL? Would the Candidate feel comfortable if the Assessor contacted their current workplace or previous workplace/s to validate the skills and spoke to the supervisor/s or employer/s?
- The Candidate can speak with the Assessor about other ways that can show current skills for the qualification in which recognition is being sought. These could include letters from employers, records of any training courses or professional development sessions attended, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as there are no confidentially issues – see below) or any other relevant documents.

Credit transfer/ Mutual Recognition

Credit Transfer (CT) is the acknowledgement of skills and knowledge via formal qualifications previously completed.

A Credit Transfer is granted when a candidate can demonstrate successfully, completion of the same unit code and title that is also included in the qualification the candidate intends to undertake.

The Four Steps of the RPL Assessment Process

Once MEEE-BTA has provided the Candidate with the information that is needed to apply for RPL, the Candidate should follow these four steps in order to complete the process.

<p>Step 1 – RPL Pre- Screening Checklist and Self-Evaluation</p>	<p>Before you decide to apply for RPL you need to complete the RPL Self Evaluation available from your RPL Application Kit with as much information as you can.</p> <p>This will allow the MEEE-BTA to undertake an initial assessment of your experience and a check to see whether you can demonstrate the required skills and knowledge. You can discuss this with an Assessor if you want.</p> <p>You must be able to provide evidence against the elements/performance criteria for the relevant unit/s of competency. It is not enough to simply state that you possess the skills and knowledge required. You must be able to demonstrate competence.</p> <p>This is your opportunity to provide as much proof as you can of the variety of experience you have had. You should supply examples of your work history if you have any.</p> <p>Depending on the trade or industry you have worked in, you may or may not have documentary evidence available. This should not deter you from seeking RPL, as your Assessor will work with you throughout the RPL process.</p> <p>You will also need to supply the contact details of work referees who can confirm your skills in the industry.</p> <p>You will also be provided with a list of suggested evidence that you could use to demonstrate that you are competent in a particular unit or units of competency. This list is a guide only. If you have other suitable evidence to support your claim for RPL then you are encouraged to share this with your Assessor.</p> <p>If you do not believe that you have any suitable evidence, then you should discuss your options with your Assessor.</p> <p>Once you have completed the self-evaluation Checklist and made the decision that you would like to continue with the RPL process, enrol for RPL and make an appointment with the Assessor.</p>
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<p>Step 2 – Professional competency conversation and interview with the Assessor</p>	<p>The Candidate is required to complete the Candidate RPL Assessment Toolkit and prepare a Portfolio of Evidence. The Portfolio could include the assessed Record Book Attachments, other evidence and the notes prepared for the Professional competency conversation and interview.</p> <p>An interview with an Assessor who understands your industry will be organised for you. They will review – usually with you – the information and supporting documentation you have provided and match up your skills to the units/subjects in the qualification.</p> <p>During your RPL interview, your Assessor will discuss with you your Pre-Screening Checklist and any evidence you have provided.</p> <p>It is at this point that you will be able to identify any previous work experience and discuss this with your Assessor.</p> <p>During this conversation, you will be required to answer questions relating to your work experience. This questioning forms part of the assessment, as it will identify your current knowledge and skills regarding the area of industry in which you are applying for recognition.</p> <p>It is at this stage that a decision will be made whether you are able to proceed to the next step or whether you need to undergo gap training.</p>
<p>Step 3 – Demonstration/ Observation of Practical tasks of your skills</p>	<p>Your Assessor will organise with you to conduct a practical skills test at your workplace (if appropriate) or other suitable location.</p> <p>This is your opportunity to demonstrate your level of competence on a practical level. The assessment will focus on the skills required in the work activities which relate to the qualification in which you are applying for recognition.</p> <p>Your Assessor will identify the skills they want you to demonstrate by asking you to complete certain tasks.</p> <p>In any case if site visit is not possible, and assessor require you to complete certain practical task. You can provide video evidence or comprehensive step by step photograph of you completing the task.</p>
<p>Step 4 – Provision of further supporting evidence and 3rd Party (referee) report</p>	<p>Your Assessor will need to confirm your previous work experience with someone (such as your supervisor or employer) who can vouch for your skills over a period of time.</p> <p>They will contact the referees you have provided as part of the candidate information.</p> <p>Your Assessor may ask you to give your selected workplace contacts or previous employers the Third Party report to complete. Authentication of these reports by the Assessor would then be required.</p>

Candidates Code

At MEEE-BTA we provide a positive environment and expect all candidates to uphold these standards. All candidates will be expected to act in a suitable manner at all times. Certain rules of conduct and behaviour apply. These ensure a harmonious for all concerned.

Candidates' Rights

Candidates \ have a right to:

- Be treated fairly and with respect.
- Have all the personal details and records kept private.
- Have access to personal records, and on request can be issued photocopies of their personal records (fees per copy apply).
- Have access to MEEE-BTA support services.
- Be given timely and accurate information about assessment procedures
- Provide and Receive feedback.
- Make a complaint to or about any MEEE-BTA without fear of victimization.
- Have complaints dealt with fairly, promptly, confidentially.
- right to take action under Australia's consumer protection laws.
- Changes to Agreed Service -

Where there are any changes to agreed services, the RTO will advise the learner as soon as practicable via the email noted on this document, including in relation to any new third party arrangements, or a change in ownership, or changes to existing third party arrangements. In any case where such changes cause disruption to, or cause dissatisfaction with, the a MEEE – BTA candidacy, MEEE – BTA will either provide an alternate solution agreed by both parties, or the candidate refund is activated under Provider Default & Default of 3rd Party Providers.

Candidates Rules

- Treat people with respect and fairness at all times.
- Be honest and truthful.
- Complete all assessment tasks and examinations honestly.
- Do not submit and claim work as their own, work derived from another source or work done by another person is not acceptable.

Protection of Candidate Prepaid Fees Policy

Meee - BTA does not accept deposits exceeding \$1500. Fees paid in advance are deposited into a trust account which protects candidates from default service provider default. A completed *Letter of Offer Agreement and Declaration* must be completed and returned to MEEE – BTA prior to making fee deposit or receiving service.



Refund Policy

Full Refunds: MEEE-BTA will make a full refund of the tuition fees paid where MEEE-BTA withdraws the service under circumstances of Provider Default, or the service in which the candidate has paid for becomes unavailable.

RPL FEES are not refundable after the initial assessment has begun

Requests for Refunds

Requests for refunds must be made by submitting a completed Request for Refund form. Submissions of Request for Refund form do not attract a fee. Any refund will be made within 4 weeks, in Australian dollars.

Payment of fees - methods

- Credit card. Master card and Visa card only. Payment via credit card will attract a fee of 1.5% of total fees due.
- Cash
- Cheque
- Direct debit

Complaints and Appeals Procedures

All candidates have the right to a fair and free complaints and appeals process that at its final stage, fair resolution is not achieved, defers the unresolved issue to ASQA. Efficient administrative processes are undertaken at all times (e.g. prompt decisions).

MEEE-BTA ensures that the Complaints and Appeals policy is made available on the BTA website.

Complaint Procedures:

Candidate grievances result from what a candidate believes is an incorrect or inappropriate decision infringing on his/her rights. Candidates therefore have the right to lodge a Candidate Complaint form. (These forms are available from MEEE-BTA Administration office). Complainants may be accompanied and assisted by a support person.

A candidate can lodge a complaint at no charge by submitting a completed Candidate Complaint form 601 PART A to admin@bta.qld.edu.au ; ONLY COMPLETE AND RETURN PART A of form 601.

MEEE-BTA will assess the matter and dependent upon the nature of the complaint will determine the appropriate action to be taken which may include discussion and/or meeting with the complainant.

An email response will be made to the candidate's contact email address noted by the complainant on form 601, within 10 business days of the complaint being received. Note that Candidates have 20 days from the date of the event which invoked the complaint to submit a Candidate Complaint form.

If candidates are unhappy with the result of the complaints procedures, they may submit an Candidate Internal Appeal form 601B – PART A to admin@bta.qld.edu.au

Internal Appeal Procedures:

In instances where the candidate is not satisfied with the result of the complaint procedure, an Internal Appeal may be made by the candidate by completing and submitting an Internal Appeal form 601B - PART A. Complainants may be accompanied and assisted by a support person.

Internal Appeal forms must be submitted within 20 business days of the event which invoked the internal appeal. The PEO of MEEE-BTA will assess the matter and determine the appropriate action to be taken. A written response will be made to the candidate within 10 business days of the appeal being lodged, and the candidate issued with an Appeal Response via their email as nominated on form 601B - PART A.

Independent Appeal Procedures:

In instances where the candidate is not satisfied with the result of the complaint procedure, they are advised that complaints regarding RTO's can be made to the National Training Hotline or the registering body (ACPET).

[LINK TO National Training Hotline](#)

[LINK TO Australian council for private education and training \(ACPET\).](#)

Candidates are encouraged to seek independent legal counsel at any time they feel it is necessary.

Costs associated with independent appeals process are not the responsibility of MEEE – BTA.

Feedback

MEEE-BTA encourages and appreciates any and all feedback. All feedback can be emailed to admin@bta.qld.edu.au. MEEE-BTA conducts the CCQI Learner survey on an annual basis to increase the quality of our services.

Other Important Information

Building Trades Australia. Telephone: 1300 000282

Literacy or Numeracy Services

Centerlink Website http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm

Phone Numbers

<u>Police, Ambulance, Fire</u>	<u>000</u>	<u>Alcohol & Drug Information Line</u>	<u>3236 2414</u>
<u>Taxi</u>	<u>131 008</u>	<u>Children by Choice</u>	<u>3357 5377</u>
<u>Interpreting Services (TIS National)</u>	<u>131 450</u>	<u>Family Planning Association</u>	<u>3252 5151</u>
<u>Transportation (Transinfo)</u>	<u>131 230</u>	<u>Pregnancy Help</u>	<u>3831 6161</u>
<u>Financial Counselling Services</u>	<u>3257 1957</u>	<u>Woman Health QLD wide</u>	<u>3839 9988</u>
<u>Social Security Services</u>	<u>132 468</u>	<u>Breast Cancer Association of QLD</u>	<u>3839 6630</u>

Eating Disorders associations 3352 6900

National Council of Women 3229 8171

Legal Aid Services 3238 3317

Travellers Medical Service 1300 369 359

Woman Legal Services 3392 0670

Brisbane Rape & Incest Crisis 3844 4008

Domestic Violence 1800 811 811

WEBSITES

www.seek.com.au

www.mycareer.com.au

www.careerone.com.au

www.jobsearch.gov.au

www.transinfo.qld.gov.au