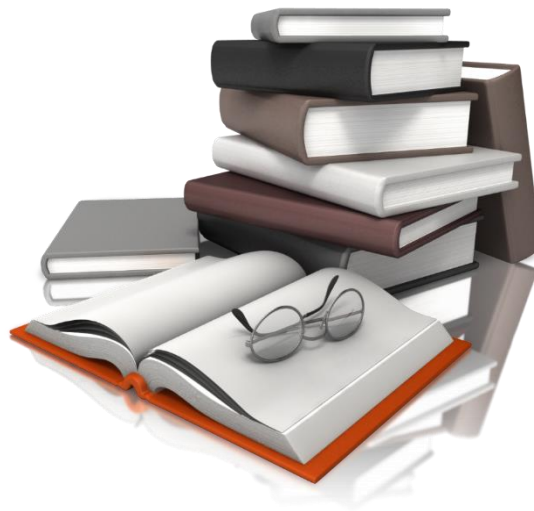




**EVEREST**  
TRAINING SOLUTIONS  
PART OF THE MTO GROUP PTY LTD



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# Candidate Handbook

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## Introduction

Welcome to **Everest Training Solutions** (*part of the MTO Group*). This *Candidate Handbook* has been prepared for candidates enrolling in our training programs. It provides essential information that will assist you as a prospective candidate prior to enrolment to make an informed decision regarding enrolment. In this handbook you will find information regarding:

- The structure and operations of the Registered Training Organisation.
- Training & assessment services on offer.
- Procedures for recognition of prior learning.
- Complaints and appeals processes.
- Policies regarding safety and discrimination; and
- Candidate services and the privacy of your information.

Everest Training Solutions is a Registered Training Organisation (RTO No. 32493) that has been accredited by the Australian Skills Quality Authority (ASQA). The National Vocational Education and Training Regulator Act 2011 (NVR Act) sets the benchmark for national training and assessment programs in Vocational Education and Training (VET) in Australia. The NVR Act ensures that consistent, high-quality training and assessment programs are delivered to clients in the VET sector.

Since its inception on 1st July 2011, the NVR has delivered nationally endorsed Training packages of the highest quality to candidates in the VET sector. Employers recognise the high level of competency gained by candidates that have participated in NVR programs. The NVR has the advantage of being able to deliver training packages in different locations without compromising any of the quality in its service delivery.

Everest Training Solutions is committed to best practice and is continually seeking improvement in the development and delivery of NVR programs. Everest Training Solutions program milestones and outcomes are compared against the Australian Industry Skills Council (AISC) indicators to identify areas of competency and improvement.

The staff of Everest Training Solutions are available to answer any questions that you may have regarding the information in this handbook and can be contacted on:

**Phone:** 1800 271 356

**Email:** [info@everestrto.edu.au](mailto:info@everestrto.edu.au)

**Website:** <https://everestrto.edu.au>

Everest Training Solutions has office training venues located at:

- Red Oak Projects - 3 Lucknow Crescent, Thomastown, VIC 3075
- Everest Training Solutions Office – 11 Noosa St, Fitzgibbon, QLD 4018

**Note:** *All website links in this document were valid as of August 2024.*

## Australian Skills Quality Authority (ASQA)

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Training organisations have an obligation to comply with relevant Commonwealth, state or territory legislation and regulatory requirements.

Training organisations must ensure that staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training, in accordance with the *Standards for Registered Training Organisations 2015*, available at - <https://www.asqa.gov.au/standards>.

The Standards are set to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) sector.

### A Focus on Outcomes

The Standards and their elements specify the key requirements to be met by each RTO. The Standards do not specify detailed processes but do explain the outcomes to be achieved through the application of each Standard. An RTO must be able to show, through systematic approaches to management and continuous improvement, that it is focused on improving its outcomes in relation to each Standard.

### A Systematic Approach

A systematic approach to the management and delivery of services helps an RTO to meet the registration requirements throughout the registration period. Systematic approaches are planned, purposeful and repeatable actions to improve products and services for clients.

Because RTOs vary in size and complexity, the processes they use to comply with the *Standards for Registered Training Organisations 2015* will differ considerably. For example, the quality of outcomes to be achieved by a one-person RTO, a secondary school offering school-based apprenticeships, a community-based provider, an enterprise-based RTO and a TAFE institute may be the same, but the differences in the scale and operating context of these five organisations may lead to differences in the nature of their systematic approaches and the management systems they use.

### Continuous Improvement

Continuous improvement is an integral part of ASQA. Continuous improvement processes refer to the continual enhancement of an RTO's performance so that the changing needs of clients and industry continue to be met. Continuous improvement does not relate to actions to achieve compliance as such actions are considered rectifications.

An effective quality system includes processes that encourage and achieve continuous improvement. For RTOs, this means developing a planned and ongoing process to systematically review and improve policies, procedures, products, and services through analysis of relevant information and collection of data from clients and other interested parties, including staff. Data from the Quality Indicators provides a key tool for continuous improvement.

The value for RTOs of adopting a continuous improvement cycle is in its potential to create a stronger, more sustainable business that meets the needs of clients and stakeholders. Such a cycle also enables RTOs to adapt quickly to changing external environments, such as economic factors and skills needs. Types of continuous improvement processes and tools are not prescribed, and RTOs have the flexibility to consider their own business context and make improvements based on feedback from their clients and stakeholders.

## Access and Equity

The Australian Qualifications Framework (AQF) has a strong focus on providing opportunities for everyone to access and participate in learning and to achieve their learning outcomes. An RTO needs to ensure that its practices are as inclusive as possible and do not unreasonably prevent any candidates from accessing its services.

## Governance

Everest Training Solutions manages its training programs in accordance with VET state and territory legislation and regulations. As part of its training package, Everest Training Solutions encourages all participants to be familiar with the relevant legislation, Acts and the Licensing Authorities' requirements and how they impact on their workplace.

### Commonwealth Legislation

- Age Discrimination Act 2004.
- Copyright Act 1968.
- Disability Discrimination Act 1992
- Privacy Act 1988.
- Privacy Amendment (Private Sector) Act 2000.
- Racial Discrimination Act 1975; and
- Sex Discrimination Act 1984.

### Queensland Legislation

- Disability Services Act 2006.
- Fair Trading Act 1989.
- Vocational Education and Training (Commonwealth Powers) 2012; and
- Work Health and Safety Act 2011.

### Training Authorities

- Department of Education, Skills, and Employment (DESE) - <https://www.dese.gov.au/>; and
- Current legislation is available online at <https://www.legislation.gov.au>.

## Candidate Overview

Everest Training Solutions strictly adheres to the Standards for Registered Training Organisations 2015 with all programs aligned to the qualifications listed in our scope on [training.gov.au](https://training.gov.au) and ensuring best practice in service and delivery at all times. Everest Training Solutions 's Scope of Registration can be viewed at <https://training.gov.au/Organisation/Details/32493>.

### How Is Training Delivered?

Training courses with Everest Training Solutions are delivered by:

- Employment-Based Delivery.
- Face-to-face classroom training.
- Online seminars and discussion boards; and
- Blended learning.

### What are the Entry Requirements and Prerequisites?

Entry requirements and prerequisites are specific to individual courses. Please consult the Course Information Pack for your course of choice for entry and/or prerequisite information or contact Everest Training Solutions via email at [info@everestrto.edu.au](mailto:info@everestrto.edu.au).

### How Do I Enrol?

Enrolment is initiated by you, or your employer contacting Everest Training Solutions and we will despatch to you by suitable means an Enrolment Form and literature on the course(s) being considered and any other relevant pre-enrolment information.

## Fee Structure

### Total Course Fee

Each qualification, unit of competency or accredited course offered by Everest Training Solutions has a specific course fee. The course fee is the maximum fee that may be charged to the candidate for his/her selected training program.

It is Everest Training Solutions policy that the course fee will be all inclusive. Candidates will not be 'surprised' by unexpected requirements, fees, or expenses. These include:

- All tuition.
- Support and coaching.
- Specified textbooks that are provided; and
- Classrooms and facilities.

Where additional resources normally associated with a program of study are required (for example, reference material, research documents, own computer), the candidate will be clearly advised of exactly what is required in the *Candidate Study Guide* for that program.

Program fees are determined by the delivery method requested by the client/participant. Everest Training Solutions offers four (4) styles of delivery:

**1. Self-Paced Courses (for relevant courses only listed on Everest Training Solutions 's Learning Management System [LMS])**

These courses can be completed in your own time and at your own pace. All your content is accessible at any time from our online e-Campus and all your assessments can be completed and submitted online.

**2. Premium Online Self-Paced e-Learning Courses with Webinars**

Our Virtual Training Centre is made up of our e-Campus and a series of interactive webinars. The powerful combination of virtual learning in webinar format together with distance learning through access to the e-Campus provides you with a user-friendly and fun way of learning new skills.

**3. Premium-Plus Blended Delivery Courses**

As with Premium Online above, this provides candidates with the opportunity of the self-paced, face-to-face with extended support of the face-to-face delivery at our training facilities or at another prearranged and acceptable facility.

**4. Executive Programs**

Custom designed to meet our client's needs. These programs are delivered as face-to-face workshops, optionally combined with webinars. Participants also receive access to our e-Campus to access all training materials, extra resources and to submit assessments. Prices for this style of delivery are provided on application.

## Payment Required In Advance

No more than \$1,500 will be collected from an individual candidate prior to the commencement of the training. At the commencement of training an additional payment of up to \$1,500 will be collected from the candidate. Where the total course fee exceeds \$2,500 the remaining fees will be collected on a pro-rata basis to ensure that the costs associated with the training delivery are met and the candidate is not disadvantaged by safeguarding their fees.

### Enrolment Fee

No enrolment fee is applicable.

### Withdrawal Fee

No withdrawal fee is applicable.

### Re-Submit Fee

No re-submit fee applies.

### Re-Assessment Fee

No re-assessment fee for units of competency or qualifications where the re-assessment can be conducted by phone, email or webinar and can be assessed within one (1) hour.

### Produce Partial Completion Statement of Attainment



No fee applies to produce a *Statement of Attainment* when the candidate has partially completed the training program and must withdraw.

## Re-Print Certification

Where the candidate requests a new copy of their certification, the following fees apply:

Statement of Attainment or Qualification (with Academic Transcript) \$50.00+GST

Contact Us

**Post:** PO Box 60, Virginia MC, Virginia QLD 4014

**Phone:** 1800 271 356

**Email:** [Info@everestrto.edu.au](mailto:Info@everestrto.edu.au)

The following outlines in detail the training and assessment services that are offered by Everest Training Solutions as well as the client services that you will have access to as a candidate and the policies and procedures that support those services.

## Contractual Agreement

Candidates who enrol in a training program with Everest Training Solutions should be aware that they are entering into a contractual agreement. With a view to ensuring all candidates are fully aware of their rights and obligations Everest Training Solutions will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include but is not limited to:

- Wording that allows the perspective candidate to know what they are agreeing to.
- Clearly explained disclaimers.
- No misleading or deceptive behaviour.
- No actions, omissions, or dialogue (written or verbal) that may force or coerce the candidate; and
- Fair dealings for disadvantaged candidates.

For all students under the age of 18 years, all enrolments must be confirmed and approved by the student's parent/legal guardian. For all students whose employer requires the training, you will still be required to complete the appropriate enrolment information, and you will still receive all relevant pre-enrolment information. The employer will also be required to agree to a commercial contract.

## Consumer Protection

Australian Consumer Law provides information about the development of the Australian Consumer Law which is a single national law concerning consumer protection and fair trading; it applies in the same way nationally and in each State and Territory. For more information go to: <https://consumer.gov.au/>.

## Australian Competition and Consumer Commission (ACCC)

The Australian Competition and Consumer Commission is an independent Australian Government statutory authority. It was formed in 1995 to administer the Trade Practices Act 1974 and the Prices Surveillance Act 1983. The ACCC promotes competition and fair trade in

the marketplace to benefit consumers, business, and the community. It also regulates national infrastructure services. Its primary responsibility is to ensure that individuals and businesses comply with Commonwealth competition, fair trading, and consumer protection laws. In fair trading and consumer protection its role complements that of the state and territory consumer affairs agencies which administer the mirror legislation of their jurisdictions, and the Competition and Consumer Policy Division of the Commonwealth Treasury. Please visit <https://www.accc.gov.au/> for further information.

## Training Services

Registered Training Organisations provide services for a range of clients, including but not limited to Indigenous Councils, Multinational and Private Companies, Fee for Service, Government Funded, Trainees and not-for-profit Community Organisations.

As an established, well respected training organisation with extensive industry experience, Everest Training Solutions has provided services to many clients across Australia. Everest Training Solutions strictly adheres to the *Standards for Registered Training Organisations 2015* to continue delivering training services of the highest quality to their clients. All programs offered by Everest Training Solutions are aligned to various Jobs and Skills Councils (JSCs) and Industry Reference Committees (IRCs) for quality assurance and best practice.

Everest Training Solutions recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. Therefore, all trainers and assessors employed by Everest Training Solutions have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well-rounded learning environment for participants. All staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language to communicate information most effectively.

The CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within Everest Training Solutions to capitalise on these opportunities for improved practice. Everest Training Solutions supplies feedback forms to all participants at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training and ensuring the ever-changing needs and expectations of clients are being met. Employer feedback forms are also issued to and requested from employers. The CEO also welcomes feedback from other improvement opportunities such as risk assessment, participant suggestions, complaints and appeals, validation sessions and audit reports.

As a candidate with Everest Training Solutions your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, candidates are encouraged to give feedback throughout their enrolment.

To encourage and achieve continuous improvement based on the collection of the above-mentioned data, Everest Training Solutions has developed a best practice record and register which will include a written record of all improvement strategies and reviews.

## Plagiarism

Plagiarism is when you submit work that is not your own original work based on research and readings that you have personally undertaken. Candidates are required to submit their own work.

In situations where Everest Training Solutions has identified suspected plagiarism in a candidate's work, we will provide that candidate one (1) opportunity to re-submit their assignment or assessment with their own original work.

If the new work is also plagiarised, Everest Training Solutions will reject that candidate's work and cancel their enrolment. In this situation any fees paid by the candidate will be forfeited.

Where candidates have collaborated on an assignment as part of the course delivery, this must be clearly noted on each candidate's group assignment.

## Complaints and Appeals

Everest Training Solutions strives to ensure that each candidate is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all candidates have access to rigorous, fair, and timely complaint and appeals processes which is outlined below. Any complaints and appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

### Complaints and Appeals Policy and Procedure

A Complaints and Appeals Policy and Procedure is available to all persons wishing to make a complaint, including those who are being serviced by a third party, appeal, or any other manner of objection in relation to the conduct of Everest Training Solutions. The Complaints and Appeals Policy and Procedure will address both formal and informal complaints. All formal complaints will be submitted in writing to Everest Training Solutions management using the appropriate Complaints and Appeals Form.

Everest Training Solutions complaints and appeals process must meet the following requirements:

- a) A process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept.
- b) Each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself.
- c) Each party may be accompanied and assisted by a support person at any relevant meetings.

- d) The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome; and
- e) The process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information, and all reasonable measures are taken to finalise the process as soon as practicable.

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, Everest Training Solutions will advise the student of his or her right to access the external appeals process at minimal or no cost.

If the student chooses to access Everest Training Solutions 's complaints and appeals processes, Everest Training Solutions will maintain the student's enrolment while the complaints and appeals process is ongoing unless there is a danger to another stakeholder of Everest Training Solutions to do so.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, Everest Training Solutions will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Any complaint will be handled fairly, recognising the rights of the person making the complaint, Everest Training Solutions and the person against whom the complaint is being made. All parties concerned will be treated with courtesy and appropriate confidentiality will be maintained.

Everest Training Solutions will be transparent and accountable in relation to client complaints by ensuring information about the procedure is widely available and by informing stakeholders about feedback received and actions taken to improve services resulting from analysis of feedback.

At any point:

- A complaint may be withdrawn by the complainant.
- The complaint can be referred to the National Training Complaints Hotline. Information is available at the [following link](#) and is provided in the Student Handbook as well as the Staff Handbook; and
- A complaint can be lodged with ASQA. Information is available at the [following link](#).

Appeals can be submitted as a result of dissatisfaction with the outcome of a complaint investigation or for other reasons including, but not limited to for example, an appeal against a student's results.

The complaints and appeals process is available to all candidates of Everest Training Solutions, including where services are being provided on behalf of Everest Training Solutions by a third party.

Everest Training Solutions management will maintain a Complaints Register to document the course of action and resolution of all formal complaints. All complaints substantiated by the Complaints and Appeals Policy and Procedure will be reviewed as part of the Everest Training Solutions Continuous Improvement Procedure and corrective action taken at the earliest opportunity.

A full copy of the Complaints and Appeals Policy and Procedure is available from Student Administration.

## Work Health and Safety Policy

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the abovementioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work.
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work.
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons; and
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

To meet these requirements, Everest Training Solutions has initiated procedures, policies, guidelines, and work instructions, practicing an ongoing commitment to occupational health and safety.

The purpose of this section is to present a strategic overview of Everest Training Solutions safety system and to provide guidance for meeting the requirements of occupational health and safety on Everest Training Solutions premises, ensuring a high standard of workplace health and safety.

It is obligation under legislation that all Everest Training Solutions employees and management contribute to and assist in maintaining occupational health and safety and risk management operations as part of their role within the RTO. Everest Training Solutions management is responsible for providing the following standards as part of the RTO's commitment to employees and clients:

- A safe workplace, with a safe system of work.
- Adequate occupational health and safety professional development for Everest Training Solutions candidates, employees, management, and stakeholders.
- Properly maintained facilities and equipment; and

- A clean, tidy, suitably designed workplace with the safe storage of goods such as chemicals if relevant.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean, and efficient working environment.
- Evacuation Plan (for Fire and Bomb Threat).
- Emergency Control.
- Accident/ Incident Reporting.
- Rehabilitation.
- Risk Identification Reporting.
- PPE/Chemicals (Storage).
- Manual Handling Techniques and Training.
- Store and Dispose of Waste According to WH&S Regulations.
- Equipment Checks and Maintenance.
- Equipment Safe Storage.
- Fire Hazards Identified and Fire Prevention.
- Candidate Safety.
- Unsafe Situations Identified and Reported; and
- First Aid and Safety Procedures (*displayed, for all RTO staff and candidates to see*).

## Code of Conduct

It is expected that in order to perform your studies in accordance with our Code of Conduct Policy, candidates must:

- Comply with all relevant rules and regulations as outlined in this *Candidate Handbook*.
- Treat members of the public, employees, clients, other candidates and all stakeholders with courtesy and respect.
- Uphold the rights of all employees, clients, other candidates, and other stakeholders at all times.
- Ensure that you do not engage in discriminatory practices and are sensitive to the needs of others at all times. Discriminatory practices that must never be engaged in whilst a candidate of the organisation include (but are not limited to):
  - Gender.
  - Marital Status.
  - Pregnancy.
  - Age.
  - Colour.
  - Nationality.
  - Ethnic or Cultural Origin.
  - Physical Impairment.
  - Intellectual Impairment.
  - Sexual Preference.
  - Religious Preferences.

- Political Preferences; and
- Ensure that you act responsibly when you become aware of, or suspect unethical behaviour, wrongdoing or any act that contravenes our Code of Conduct Policy by another candidate or employee. This may include making a formal complaint to a senior staff member or the Chief Executive Officer.

## Discipline

Everest Training Solutions make every effort to practice co-operation and mutual respect in all internal and external dealings to uphold high quality, professional training, and assessment services. The same disciplined behaviour is expected of candidates as a contribution to a functional learning environment, and as a sign of respect to staff and fellow candidates.

Any trainer or staff member who is dissatisfied with the behaviour or performance of a candidate has the authority to:

- Warn the candidate that their behaviour is unsuitable; or
- Ask a candidate to leave the class, without refund or acceptance into another course; or
- Immediately cancel the class.

If a candidate wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow Everest Training Solutions Complaints and Appeals Policy and Procedure.

Everest Training Solutions staff are expected to maintain a professional and ethical working relationship with all other staff members, management, and candidates. Breaches of the disciplinary standards will result in discussion between the relevant trainer and Everest Training Solutions and appropriate action will be taken.

## Harassment and Discrimination Policy

Under Australian law, it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and candidates are treated fairly and can feel safe, valued, and respected.

Harassment includes any form of behaviour that is unwanted, unwelcome, or unreciprocated by relevant persons. This may manifest as verbal or physical harassment but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

If a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing matters the offending party, a trainer or other Everest Training Solutions staff member should be informed of the situation. In this case it

becomes the responsibility of the relevant staff to follow Everest Training Solutions policy procedures to rectify the situation.

All candidates and staff working with Everest Training Solutions have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussion is dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to Everest Training Solutions policy and procedures.

Everest Training Solutions ensures that all staff are adequately trained in dealing with harassment and discrimination to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, Everest Training Solutions management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

**Everest Training Solutions Staff and Candidates should be aware of the following definitions:**

## Racial Harassment

Involves a person or persons being threatened, abused, insulted, or taunted in relation to their race, decent, nationality, colour, language, ethnic origin, or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions or unfair treatment.

## Sexual Harassment

Involves any verbal or physical conduct of a sexual nature which is inappropriate, unwelcome, or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms non-work-related communication, offensive noises or displays of sexually graphic or suggestive material.

## Bullying

Involves any behaviour that suggests a real or perceived power over another party or otherwise undermines a person or group, comprised of repeated, persistent acts over a period of time. It may include but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion, or isolation, inflicting unnecessary work stresses, sabotage of a person's work or their ability to work by withholding resources or information.



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## Confidentiality

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, candidate assessments, managerial decisions, and legal proceedings.

## Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age, or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

## Harassment

Involves any behaviour intended to disturb, offend, or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated, or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

## Personnel

Refers to all employees and contractors of Everest Training Solutions .

## Victimisation

Involves any process which results in the unfavourable treatment of a person on unjust terms. It may include but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment or denial of access to work related resources.

Specific principles:

- It is the right of all staff and candidates to work and study in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful, and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Everest Training Solutions.
- When Everest Training Solutions management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained.
- All complaints presented to Everest Training Solutions should be resolved by a process of discussion, cooperation, and conciliation wherever possible. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation.

- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support, and assistance in resolving the issue from Everest Training Solutions management.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised.
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted.
- Staff and candidates should not make any frivolous or malicious complaints. All staff and candidates are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

## Privacy

Everest Training Solutions considers candidate privacy to be of utmost importance and will practice a high standard of care and concern regarding maintaining candidate privacy in all aspects of business operations. Everest Training Solutions will comply with all legislative requirements including the Privacy Act and National Privacy Principles (2001).

On enrolment each candidate is given a Privacy Consent Form to read and sign, stating that they give permission for Everest Training Solutions to provide basic personal details to prospective employers. In usual circumstances, the only details required by a prospective employer would include the candidate's name, telephone number and suburb of residence, and would be supplied to employers when the candidate has achieved the qualification.

This service is provided for the purpose of improving the candidate's employment opportunities and should not be used in any other circumstances without explicit consent.

Prospective employers seeking candidate details are required to sign a declaration form in order to guarantee that all candidate details are supplied for the purposes of recruitment only. Candidate details will not be supplied until Everest Training Solutions has received the signed declaration form from the employer/s.

In some circumstances, Everest Training Solutions may be required by law or in adherence with the Standards for RTO's 2015 to make candidate details available to other parties. In all other circumstances, Everest Training Solutions will ensure that written permission is obtained from the candidate before releasing any details.

### Privacy Principles

- **Collection**  
Everest Training Solutions will only collect necessary information pertaining to one or more specific operations. The candidate will be informed as to the purpose for which details are being collected.

- **Use And Disclosure**  
Everest Training Solutions will ensure candidate personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the candidate unless a prescribed exception applies.
- **Data Quality**  
Everest Training Solutions will take all reasonable measures to ensure that all candidate personal information that is collected used or disclosed is accurate, current, and complete.
- **Data Security**  
Everest Training Solutions will take all reasonable measures to ensure all collected candidate personal information is protected from misuse, loss, or damage and that all data and record storage is secured from unauthorised access, modification, or disclosure.
- **Openness**  
Everest Training Solutions will maintain documentation which details how candidate personal information is collected, managed, and used. When a candidate makes an enquiry in relation to information collected, Everest Training Solutions will explain what information is held, for what purpose it is held, and what procedures outline the collection and use of information.
- **Access and Correction**  
Everest Training Solutions will allow candidates access to personal information held in all circumstances unless prescribed exceptions apply. If the candidate identifies errors within the information, Everest Training Solutions will correct and update to file.
- **Unique Identifiers**  
Everest Training Solutions will not assign candidates unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.
- **Anonymity**  
Everest Training Solutions will provide candidates the opportunity to interact with the business without requiring the candidate to make their identity known in any circumstances it is practical and possible to do so.
- **Trans Border Data Flows**  
Everest Training Solutions privacy protection principles apply to the transfer of data throughout Australia.
- **Sensitive Information**  
Everest Training Solutions will request specific consent from a candidate in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a candidate's health, criminal record, racial or ethnic background.

## Apprenticeships and Traineeships

Everest Training Solutions has been selected as a Queensland Government Skills Assure Supplier (SAS) and may deliver apprenticeships and traineeships under the User Choice program.

Our appointment in Queensland obligates us to comply with QLD Department of Education, Small Business and Training (DESBT) requirements for funded programs including RTO reporting obligations.

Candidates enrolling in an apprenticeship or traineeship should be aware that a Candidate Contribution Fee applies, and that the fee may be paid for by the candidate, their employer or a third party.

RTOs are not able to waive the fee or pay the fee themselves.  
Conditions and exemptions apply.

Each unit of competency carries a nominal number of hours within which the candidate should be able to complete their training. Each nominal hour is charged at a rate set by the Queensland Government, which currently is \$1.60 per nominal hour.

This Candidate Contribution Fee is invoiced on completion of each unit, unless agreed otherwise.

## Working With Persons Under 18 Years of Age

Candidates under 18 years of age may enrol with Everest Training Solutions. A child is considered any individual less than 18 years of age.

It is the responsibility of Everest Training Solutions to ensure that all candidates are protected from all forms of harm, including bullying, harassment, discrimination, and intimidation. All staff are required to report to Everest Training Solutions, any behaviour that can be considered harmful or potentially harmful to candidates, or where it is reasonable to believe that a candidate has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a candidate has suffered from or may require protection from harm, Everest Training Solutions must report to the Department of Child Safety.

The initial information that a Child Protection Officer will require is:

- The name, age and address of the child or young person.
- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm.
- The immediate risk to the child or young person; and/or
- Contact details. You may remain anonymous; however, it is preferable to provide these details so that the officer can call you if further information is needed.

If allegations may constitute child abuse by a person external to Everest Training Solutions, the RTO CEO must report the matter to the Police or the Department of Child Safety.

The RTO will comply with all relevant State and Federal legislation in the area of working with children. Everest Training Solutions management will ensure that staff directly involved in dealing with persons under the age of 18 as part of their employment obtains a Positive Notice Blue Card. Information is available at: <https://www.bluecard.qld.gov.au/> and other relevant legislation may be viewed at [www.afp.gov.au](http://www.afp.gov.au).

## Fees, Charges and Refunds Policy & Procedure

The RTO must protect fees paid in advance and have a fair and reasonable refund policy.

Everest Training Solutions operates on a 'fee for service' training business. This means all training programs attract fees. These fees are paid by/charged to the candidate, a government agency or the candidate's employer.

Fee information is available via:

- Everest Training Solutions website.
- Everest Training Solutions program brochures.
- Everest Training Solutions promotional material; and
- Direct email.

Each of these information streams will be updated regularly.

All fees will be paid at or prior to the commencement of training unless prior arrangements are made with the RTO management.

### Refund Policy

An application for a refund is addressed according to the notice given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund.
- Between 13 days and 7 days prior to the course - 75% refund.
- Between 6 days and the commencement of the course – 50% refund; or
- Withdrawal during the course – no refund.

All fees paid in advance are separated from the operations of the business. This is achieved by maintaining a number 2 account (deposit account) to ensure sufficient funds are always available for refund. The number 2 account is represented in the RTO's accounting system as a separate repository for funds paid in advance and cannot be accessed until the respective candidates commence training.

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## Cancellation Policy

Any course cancelled by the RTO will be refunded in full.

Any course cancelled by the client (an individual or organisation) will attract the following fees:

- Cancellation 14 days prior to the commencement of the course – No fee.
- Between 13 days and 7 days prior to the course - 50% of quoted course fee.
- Between 6 days and the commencement of the course – 75% of the quoted course fee; or
- Course commencement – no refund available.

## Candidate Non-Performance Policy

In a situation where a candidate has paid a tuition fee and has not participated in either training or assessment (or ceased participating in the enrolled course) the following applies:

- After six (6) months the candidate will be written to and asked if they need any assistance or if they have any problems progressing.
- Between six (6) and twelve (12) months the candidate will be contacted further and asked if they need any assistance or if they have any problems progressing.
- After twelve (12) months of inactivity the candidate will be written to and warned they have a further three months to submit their outstanding assessment or risk forfeiting the fees already paid.
- After fifteen (15) months of inactivity the candidate will be sent one final letter explaining the “Candidate Non-Performance Policy” and giving them an additional three months to provide the necessary assessment before their enrolment will be cancelled and their fees forfeited.
- After eighteen (18) months of inactivity the candidate will be sent a letter informing them their enrolment has been cancelled and their fees have been forfeited.

## Candidate Information Policy

A candidate’s details will be entered into the candidate management database. This will initiate the commencement of the candidate’s file which will become part of the candidate’s records and retained on file by Everest Training Solutions. Management of the candidate’s file will be in accordance with the Training Records Policy.

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## Candidate Training Records Policy

Upon enrolment, the candidate's details will be entered into the RTO database system. This process initiates the establishment of the candidate's individual file which is then used to record all future details pertaining to the client. The file is retained by Everest Training Solutions and management of the file will be in accordance with the RTO Training Records Policy.

Everest Training Solutions will be committed to maintaining the accuracy, integrity, and currency of all candidate files, as well as ensuring appropriate security of all records to uphold confidentiality and protect candidate privacy.

Individual candidate records will be stored electronically in AVETMISS compliant Candidate Management System/Learning Management System (SMS/LMS) software and are protected by password access. Further security of records is ensured by maintaining up to date virus, firewall and spy ware protection software. Electronic records are encrypted and backed up by our service provider continually and stored in secure data vaults.

Everest Training Solutions management will undertake a validation of the training records of approximately 5% of registered candidates and report the findings at the monthly management meeting.

Everest Training Solutions software systems will retain candidate's results for a period of not less than 30 years. Enrolment materials and training and assessment materials will be provided in electronic format wherever possible. Material that must be supplied in paper format, once utilised will be scanned and stored electronically.

Paper based records will be scanned and securely shredded every twelve (12) months in accordance with the RTO CEO's directions.

If Everest Training Solutions ceases to operate, the RTO's records will be transferred in accordance with ASQA's requirements and in the appropriate format and detail as specified by ASQA the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

The RTO will ensure that any confidential information acquired by the business, individuals, committees, or organisations acting on behalf of RTO is securely stored.

**Access to individual candidate training records will be limited to those required by the Standards for RTO's 2015 such as:**

- Trainers and assessors to access and update the records of the candidates with whom they are working.
- Management staff as required to ensure the smooth and efficient operation of the business.
- Officers of DET, ARC or their representatives for activities required under the *Standards for Registered Training Organisations 2015*.

**Or those required by law such as:**

- People as are permitted by law to access these records (e.g. subpoena, search, warrants, social service benefits, Evidence Act).

**Or:**

- Candidates authorising releases of specific information to third parties in writing.
- The candidates themselves, after making application in writing.

## Recognition of Prior Learning Procedure

Everest Training Solutions appreciates the value of workplace and industry experience and recognises that candidates will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired, and the RPL process is designed to provide validation of such relevant skills.

Candidates who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification/unit of competence for which they intend to attain should apply for RPL at the time of enrolment. The candidate's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

As part of Everest Training Solutions enrolment policy, trainers will advise candidates of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. Trainers will remind candidates of this option progressively throughout their time in training in order to provide multiple opportunities for candidates to engage in the RPL process.

When approached by a candidate seeking RPL, trainers will:

- Provide the candidate with copies of an RPL Application Form.
- Provide the candidate with information about the types of evidence that can be used to support an RPL application; and
- Assess the candidate's information and notify candidates of the outcome of the RPL process.



## Recognition of Prior Learning Fee Policy

The process of reviewing and assessing the large amount of evidence required to support an RPL assessment requires a significant investment by Everest Training Solutions and our assessors.

As a result, RPL candidates will be charged the full scheduled course fee. This includes the initial application, consultation either in person or via phone with the suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the candidate is not able to achieve the full qualification through RPL, and gap training is required, a training plan and additional costing structure will be mutually agreed upon prior to the commencement of the gap training.

The basis of the cost structure for gap training will be pro-rata on a unit-by-unit basis based on the scheduled course fee.

### Credit Transfer

Credit transfer is described by the Australian Qualifications Framework (AQF) as:

*“Credit transfer is a process that provides candidates with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.”*

In simple terms, it means that if a person is applying to enrol in a qualification and they have already completed one or more units of competency in relation to that qualification they are eligible to receive direct credit transfer for the unit of competency that the certificate or statement of attainment relates to.

## Access and Equity Policy

Everest Training Solutions is committed to practicing fairness and equal opportunity for all current and potential candidates, regardless of sex, race, impairment or any other perceived difference in class or category. Everest Training Solutions will address access and equity matters as a nominated part of operational duties.

### Access and Equity Procedure

Everest Training Solutions has developed policies and procedures to guide and inform all staff and candidates in their obligations regarding access and equity. Upon induction into Everest Training Solutions, all staff are provided with copies of the policies which they must adhere to throughout all their operations as an Everest Training Solutions staff member. Candidates are made aware of the access and equity policy via Everest Training Solutions Candidate Handbook and informed of their rights to receive access and equity support and to request further information.

Everest Training Solutions access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances,

irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

Practicing these policies will guarantee that any candidate who meets Everest Training Solutions entry requirements will be accepted into any training programs. If any candidate or staff member has issues or questions regarding access and equity or believes they have been treated unfairly, they will be directed to Everest Training Solutions management for consultation.

## **Client Selection**

Enrolment and admission into some Everest Training Solutions training programs is subject to meeting certain prerequisite conditions or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential candidate does not meet the prerequisite conditions, Everest Training Solutions staff will endeavour to assist them in understanding their options regarding meeting the standards. Any questions regarding prerequisites can be addressed by trainers or Everest Training Solutions management.

## **Enrolment**

The enrolment procedure commences when a candidate contacts Everest Training Solutions expressing interest in a training program/s. Everest Training Solutions staff will respond by dispatching by suitable means an Enrolment Form, Candidate Handbook, literature on the program/s being considered and any other documentation which may be relevant.

Candidates will then need to complete the Enrolment Form and submit it along with two pieces of ID (one of which must be a photo ID) and any other documents requested by MTO at the time. (NOTE – some courses and some funded training have additional ID requirements which will be discussed at the time of enrolment).

Enrolment applications will then be assessed to ensure that the candidate meets any prerequisites or entry requirements that have been set for the selected course. Candidates will be informed of successful enrolment and sent information on the course and their course induction.

Candidates who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact Everest Training Solutions to discuss their training needs and alternative opportunities.

## **Pre-Course Confirmation**

As an additional support to enrolling candidates, Everest Training Solutions will, if required, confirm the training via email or other document, with candidate prior to the commencement of training. This confirmation will include the time, date and location of training, the resources the candidate should bring to the course, an overview of the units of competency to be studied, and the format/style of training to be provided.

In addition, candidates are asked to complete a Pre-course Evaluation Checklist, as part of the Everest Training Solutions Enrolment Form. Questions on this checklist are intended to gain more information regarding the needs of the candidate. The information in the checklist will be reviewed and any changes to the candidate's needs will be incorporated into their training, or further discussed with the candidate to address their requirements and any additional support they may need. Examples of the support services may include:

- Study support and study skills programs.
- Language, literacy, and numeracy (LLN) programs or referrals to appropriate programs.
- Equipment, resources, and/or programs to increase access for candidates with disabilities.
- Learning resource centres.
- Mediation services or referral to appropriate services.
- Flexible scheduling and delivery of training and assessment.
- Counselling services or referral to appropriate services.
- Information technology support.
- Learning materials in alternative formats i.e. large print; and/or
- Learning and assessment programs customised to the workplace.

## Induction

On commencement of the training, all candidates will undergo an induction program including:

- Introduction to Everest Training Solutions training staff.
- Confirmation of the course being delivered.
- The training and assessment procedures including method, format, and purpose of assessment; and
- Qualifications to be issued.

Confirmation that all of the above information was provided, and handouts were distributed is required to be acknowledged by the candidate.

## Language, Literacy and Numeracy (LLN) Assistance

Everest Training Solutions Enrolment Form contains a brief Language, Literacy and Numeracy (LLN) Assessment which all candidates are required to complete.

The LLN Assessment will be reviewed the course by a qualified TAE assessor, and should any issues be identified, the assessor will discuss the matter with the candidate privately prior to the commencement of the training. Both the assessor and the candidate will then agree on

what further action, if any, is required, and both will sign off on that section of the Enrolment Form.

Everest Training Solutions recognises that not all candidates will have the same level of ability in relation to reading, writing, and performing calculations. When an issue is identified by Everest Training Solutions staff or when Everest Training Solutions is requested by a candidate, a Language, Literacy and Numeracy test will be provided to assess the candidate's ability. This process is to ensure that all candidates who commence a training program possess the skills required to understand the presented material and complete assessments.

Everest Training Solutions will endeavour to aid candidates having difficulty with language, literacy, or numeracy to accommodate their needs.

If a candidate's needs exceed the ability of Everest Training Solutions staff to assist, the candidate will be referred to an external support agency so they can obtain the skills required to complete the training program.

## Candidate Support Services

### Candidate Support, Welfare and Guidance

Everest Training Solutions will assist all candidates in their efforts to complete training programs by all methods available and reasonable.

Trainers are responsible for ensuring that all candidates are aware they can contact their trainer or other Everest Training Solutions staff members if they are experiencing difficulties with any aspect of their studies. Staff will ensure candidates have access to the full resources of Everest Training Solutions to assist them in achieving the required level of competency in all nationally recognised qualifications.

If a candidate is experiencing personal difficulties, training staff will encourage the candidate to contact Everest Training Solutions who will provide discreet, personalised, and confidential assistance as according to the nature of the difficulties.

If a candidate's needs exceed the capacity of the support services Everest Training Solutions can offer, they will be referred onto an appropriate external agency.

Extensive information regarding support agencies, resources and services may be sources online. Everest Training Solutions staff members will assist candidates to source appropriate support.

### Flexible Delivery and Assessment Procedures

Everest Training Solutions recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a candidate who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Everest Training Solutions respect these differences among candidates and will endeavour to make any necessary adjustments to their methods to meet the needs of a variety of candidates. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the candidate can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to candidates, having a candidate's spoken responses to assessment questions recorded, or allowing a candidate to sit for an assessment alone in a different room.

Everest Training Solutions staff will pursue any reasonable means within their ability to assist candidates in achieving the required competency standards. If a candidate's needs exceed the capacity of the support services Everest Training Solutions can offer, they will be referred onto an appropriate external agency.

## **Training Guarantee**

Once training has commenced, should Everest Training Solutions be unable to complete a candidate's training for whatever reason, we will decide for their training to continue with another suitably qualified and reputable RTO.

### **In summary, Everest Training Solutions will provide:**

- Training programs and services that promote inclusion and are free from discrimination.
- Support services, training, assessment, and training materials to meet the needs of a variety of individual candidates.
- Consideration of each individuals' needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment.
- Opportunity for consultation between staff and candidates, so that all aspects of individual circumstances can be taken into consideration when planning training programs.
- Consideration of the views of candidates' community, government agencies, organisations, and industry when planning training programs.
- Access to information and course materials in a readily available, easily understood format; and
- Information to assist candidates in planning their pathway from school or the community to vocational education and training.

If a candidate identifies with one or more of the following priority groups, they may be able to receive additional assistance:

- Aboriginal and/or Torres Strait Islander people.
- Carers of people who are ill, aged or who have a disability.
- People with a disability.

- Women and girls who are returning to education and training.
- Women and girls who are seeking training opportunities in non-traditional roles.
- Young people aged 15 to 25.
- Australian South Sea Islanders.
- Parental job seekers.
- People with English language, literacy, and numeracy needs.
- Mature aged workers who require up-skilling.
- Long-term unemployed and disadvantaged jobseekers.
- People from different cultural and ethnic backgrounds; and
- People who speak a language other than English.

## Assessment Policy

Everest Training Solutions will provide training services to candidates on a 'fee for service' basis.

**In developing the assessment (including RPL) for each qualification and unit of competency, the CEO will ensure:**

- Compliance with the assessment guidelines from the relevant training package, qualification, and unit of competence of accredited course.
- Assessment leads to a qualification or a Statement of Attainment under the Australian Qualifications Framework (AQF).
- Assessment complies with the principles of competency-based assessment and informs the candidate of the purpose and context of the assessment.
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability.
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies, and the job environment.
- Timely and appropriate feedback is given to candidates.
- Assessment complies with the RTO's *Access and Equity Policy*; and
- All candidates have access to reassessment on appeal.

## Quality Training and Assessment Principles

Throughout the policies and procedures of Everest Training Solutions, the *Principles of Assessment* and the *Rules of Evidence* will be applied.

### Principles of Assessment

To ensure quality outcomes, assessment should be:

- Fair.
- Flexible.
- Valid.
- Reliable; and
- Sufficient.

#### Fair

Fairness in assessment requires consideration of the individual candidate's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the candidate to ensure that the candidate is fully informed about, understands and is able to participate in, the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.

#### Flexible

To be flexible, assessment should reflect the candidate's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency, and the candidate; and support continuous competency development.

#### Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills.
- Knowledge that are essential to competent performance.
- Assessment of knowledge and skills must be integrated with their practical application; and
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

#### Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes. Reliability requires the assessor to have the required competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be

achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

## Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

## Rules of Evidence

These are closely related to the *Principles of Assessment* and provide guidance on the collection of evidence to ensure that it is:

- Valid.
- Sufficient.
- Authentic; and
- Current.

## Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills.
- Knowledge that are essential to competent performance.
- Assessment of knowledge and skills must be integrated with their practical application; and
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

## Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

## Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the candidate's own work.

## Current

In assessment, currency relates to the age of the evidence presented by a candidate to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.



## The Rights and Responsibilities of Participants

Students have the right to learn in an appropriate environment that is free from any form of harassment or discrimination:

- Students have the right to expect a competent trainer who can assist them to achieve the expected course outcomes.
- Students have the right to be reassessed if competency is not met in the first instance.
- It is the student’s responsibility to notify Everest Training Solutions or senior management when enrolling if support is required (e.g. help with literacy, transport, access to venue etc.).
- Students are responsible for personal possessions during class; and
- It is every participant’s responsibility to respect the rights of other participants, tutors and staff while attending an Everest Training Solutions course. Participants whose behaviour is deemed to be unacceptable will be asked to leave. Fees will not be refunded in this instance.

Such behaviour may include that which:

- Puts others at risk.
- Is deemed to be disruptive.
- Hampers others’ learning; or
- Interferes with the Everest Training Solutions Code of Practice.

In the unlikely event that Everest Training Solutions is unable to deliver the course in full, the applicant will be offered a refund of all unspent pre-paid course fees to date. The refund will be paid within 10 working days of the day on which the course ceased to be provided by Everest Training Solutions. Alternatively, enrolment in another suitable course by Everest Training Solutions may be offered at no extra cost. The applicant has the right to choose between refund of unspent pre-paid course fees or to accept a place in another course. If the applicant chooses a placement in another course the applicant will be required to sign a statement that indicates their acceptance of the placement.

## Declaration

I, <insert name> \_\_\_\_\_ confirm that I have received a copy of this Candidate Handbook and understand that a copy of this declaration will remain on my Candidate File.

<u>Candidate’s Name</u>	<u>Signature</u>	<u>Date</u>
		/ /