

Ready Resources Training

STUDENT HANDBOOK

Welcome to Ready Resources Training

Thank you for enrolling with Ready Resources Training. We hope you find your time with us challenging, rewarding and fun.

Your course will provide you with a variety of experiences and challenges provided through a mix of theory and practical training.

Once you enrol with us, you will have rights and responsibilities related to your training, many of which are outlined in this Handbook. Please ask us for further information if you have questions that are not covered here.

The quality of your experience with us depends largely on your motivation and commitment.

We wish you every success.

Sarah Boksmati

Chief Executive Officer

Ready Resources Training

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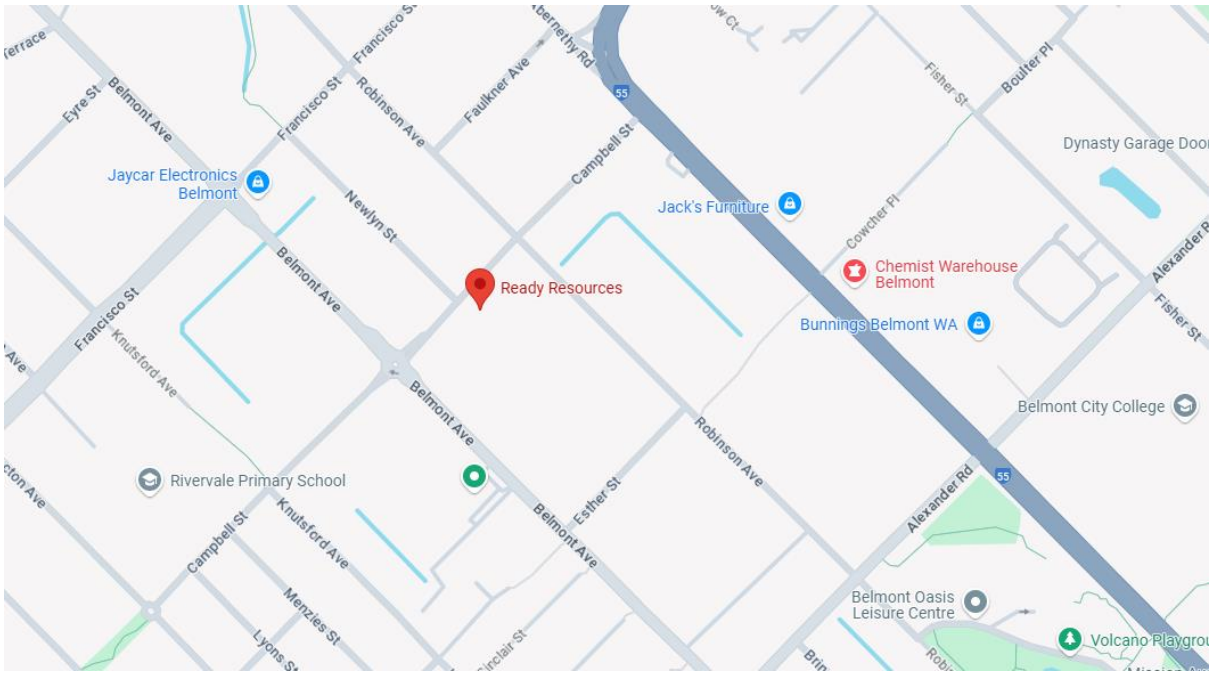
Introduction

Ready Resources Training, National Provider Code 53021, is an approved training provider for our nationally recognised AUR20220 Certificate II in Automotive Air Conditioning Technology training course. Your course will provide you with the skills and knowledge to work successfully in your chosen industry and we will provide you with every assistance to make your training with us both enjoyable and worthwhile.

This Handbook has information about your rights and responsibilities, as one of our students, and our rights and responsibilities as your training organisation. If you have any questions, please ask your trainers or our other staff members for assistance.

Location

Ready Resources Training is located at Ready Resources, 170 Campbell Street Belmont WA 6104, close to Bunnings Belmont.



Parking

There is parking in the street, please do not park in the car park (this is allocated to other tenants).

Eligibility

For this course you need to have intermediate English language skills and a commitment to listen and actively participate in the training activities.

Help with literacy and numeracy

If you need to improve your reading, writing or basic maths skills before attending one of our courses, you can visit the Reading Writing Hotline website at www.readingwritinghotline.edu.au to obtain information on where you can find help in your area to improve your skills. In WA you can contact *Read Write Now* to be connected with one of the volunteer tutors who assist adults who want to improve their reading, writing, spelling, maths or computer skills. Visit http://www.read-write-now.org then click on *FIND help*.

Course Delivery

The practical air-conditioning cluster component is provided over 4 days (8:00 am to 4:00 pm).

The practical component uses a combination of the following learning, practising and assessment activities:

- Face to face learning with a trainer
- Watching trainer demonstrations for you to copy
- Written or oral assessment of your knowledge
- Practical assessments
- Observation by your assessor of your workplace performance or simulations provided in the workplace
- Clustered assessment of some competencies to reflect workplace best practice.

Practical requirements

Some of the practical requirements of the course require you to learn, practise and be able to use industry tools and equipment. For these sessions you will need to wear safety boots, long pants, long sleeve shirt and bring a pair of safety glasses.

Required units

You need to complete the 13 units listed in order to earn your AUR20220 Certificate II in Automotive Air Conditioning Technology. The units within the qualification are:

UNIT CODE	UNIT TITLE
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace
AURASA102	Follow safe working practices in an automotive workplace
AURETR112	Test and repair basic electrical circuits
AURETU103*	Service air conditioning and HVAC systems
AURETU104*	Diagnose and repair air conditioning and HVAC components
AURTTA118	Develop and carry out diagnostic test strategies
AURAFA001	Use numbers in an automotive workplace
AURAFA002	Read and respond to automotive workplace information
AURAFA103	Communicate effectively in an automotive workplace
AURETR006	Solder electrical wiring and circuits
AURETU102*	Recover vehicle refrigerants

AURTTE104	Inspect and service engines
AURTTK102	Use and maintain tools and equipment in an automotive workplace

* Units included within the air conditioning cluster

The remaining 10 units will be offered as either a RPL or Credit Transfer option. Students will be provided with an application form for each unit.

Licensing or certification

To undertake the face-to-face Air Conditioning Cluster, you will be required to obtain a TL000 - Trainee Refrigeration and Air Conditioning Licence (from the Australian Refrigeration Council) prior to commencing the course (you will not be able to start if you do not have this licence). Once you have enrolled in the qualification, Ready Resources Training will undertake this application process on your behalf.

Employment Pathways

Once the qualification has been completed, you can apply for a AAC02 Refrigerant Handling Licence with a 'no retrofit or modify' restriction. This licence will allow you to work on air conditioning and refrigeration equipment fitted to the cabin of motor vehicle or machinery and to handle refrigerant.

Enrolment

Unique Student Identifier

Before enrolling and commencing your course you must obtain a Unique Student Identifier (USI) number which is required for all students. We cannot issue your Qualification or Statement of Attainment at the end of your course unless you have a valid USI. To find out how to obtain your USI visit www.usi.gov.au.

Pre-enrolment Information

You must speak with a staff member before being enrolling in the course. This is a requirement for all applicants and is an important part of the process as it ensures that this is the right course for you. At enrolment you will be required to fill in a written enrolment form with your personal and a lot of other details for statistical purposes. You may also complete a short written skills test. This will show us whether you need any additional support during the course.

Fees

Check the latest schedule of fees and charges available from our office and/or on the website for the current course fees.

Individual learners will be asked to pay a $1500 payment 7 working days prior to the commencement of the course (RPL or Credit Transfer). The balance will need to be paid 7 working days prior to the start of the face-to-face air conditioning cluster at Ready Resources in Belmont. A payment plan may be available at the discretion of the CEO.

If your employer is paying your fees, you must tell us this prior to enrolment. Statements of Attainment and qualifications cannot be issued until all fees have been paid.

Other Charges

You will be provided with an electronic copy of your results at the end of the course. If you need another copy of your original award after the course, there is a $50.00 fee for this.

Two assessment attempts are included in the course fees. After this, you will need to re-enrol and undertake the unit again at cost. This will cost $100 per unit.

Refunds

If you are unable to attend the course after you have been accepted and paid your fees, you will be able to receive a refund minus a $100.00 administration fee only if you provide notice in writing at least 10 working days prior to course commencement. If you withdraw with only 5 working days' notice, a 50% refund will apply. No refund applies if you withdraw less than 5 working days before the course starts, and no refunds apply if you withdraw after commencing the course.

If you fail to turn up to class, no refund will be issued. If you are sick on the day(s) of the course and can support this with a medical certificate, then you can be transferred to an alternative date at no extra charge.

If Ready Resources Training cancels a course, those enrolled will be offered a place in another course or provided with a full refund.

Ready Resources Training reserves the right to cancel or re-schedule its courses due to unforeseen circumstances or if enrolment numbers do not make a course viable. Anyone already enrolled will be offered a transfer to a later course or a full refund. In the unlikely event that Ready Resources Training closes or stops delivering a course, participants will be awarded a Statement of Attainment for all units completed and a refund for the part of the course not delivered. We will also assist participants to enrol with another approved training organisation so they can complete their AUR20220 Certificate II in Automotive Air Conditioning Technology.

Class Attendance

Classes commence on time as scheduled and you are required to sign in and out each day. If you are late this disrupts other students' learning so please ensure you are punctual and committed to your training for the duration of the course.

10 of the units for this qualification will be completed either through a RPL or Credit Transfer process.

Recognition of Prior Learning (RPL)

If you believe you already have some of the competencies in the course you may apply for RPL assessment. An essential requirement of RPL is proof, but to show you have the competencies, you can use any evidence from your working life, experience from volunteering or unpaid community work, informal studies, and skills developed through sports, hobbies or other leisure activities. You could provide evidence of your work performance and/or résumé, evidence of completed training, records of your professional development, testimonials from employers or supervisors, demonstration of practical skills and so on. The benefit of the RPL process is that you don't have to

attend training for these units. As there is never any guarantee that your assessment through RPL will be successful, we will assist you up front, to determine whether this is a viable option for you. RPL is an assessment process and you may be required to complete some or all of the course assessments as part of the process. This is particularly so for practical assessments, where video evidence of recent past performance may not be easily available and it may be more efficient to demonstrate practical requirements while your assessor observes you.

Credit Transfer

Ready Resources Training recognises units of competency awarded by other registered training providers (RTOs).

If you have completed any of the actual units of competency in the course with another training organisation you will be able to receive credit for those units, provided you have a Statement of Attainment or record of results that accompanies a previous qualification. Once we check with the awarding body, we will recognise the units, and you won't need to do the training and assessments for them, unless the units are part of a cluster. Your record of results will show 'CT' for these units.

Alternatively, if you completed your units after 2015, you can log in to the USI website and show us your USI transcript as evidence that you have completed the units of competency.

When we cluster our units for training and assessment and you have been granted credit for some of the units in the cluster you will still need to attend the training to cover the remaining requirements. Credit for some units may mean you won't need to complete some assessments but this does not reduce the course fee for clustered units as you are still required to attend all training sessions.

Trainers and Assessors

Our trainers and assessors have been chosen for their qualifications and current industry experience, as well as their skills in training and assessing. All our trainers and assessors meet national requirements and have a wealth of experience to bring your course to life so you will learn what it means to really work in the industry as well as gaining the knowledge and the skills you require to make you a safe and valued industry employee.

Rights and Responsibilities

Ready Resources Training is responsible for the quality of training and assessment as we comply with the *Standards for RTOs 2015*, and for issuing your AQF certification documents – qualification and records of results. We are also committed to protecting your rights as outlined below.

While you are training with Ready Resources Training you have the right to:

- Be given accurate information about your course, the training and assessment requirements and your ongoing progress
- Be treated fairly and with respect by our staff, trainers and assessors and other course participants
- Learn in a safe, supportive environment free from discrimination, harassment and victimisation
- Receive training, assessment and support services to meet your individual needs

- Have complaints or appeals dealt with promptly, justly and confidentially
- Have your personal details and records kept private, confidential and secure
- Access your own records
- Provide frank and fearless feedback on your training experience with us.

While you are training with us you have the responsibility to:

- Treat others with fairness and respect and not do or say anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others during the course. This includes disruption caused by mobile phones and pagers which must be turned off during the course.
- Follow all safety procedures as directed by Ready Resources Training staff.
- Report any safety risks or unsafe practices as soon as you become aware of them.
- Not bring into the course, any articles or items that may threaten the safety of self or others.
- Not smoke or drink alcohol or use drugs before or during the course.
- Seek assistance if you become ill or are injured during the course.
- Assist an ill or injured colleague only if it is safe to do so.
- Complete incident reports if required.
- Observe basic hygiene practices while on the course particularly in the kitchen and toilets.
- Show commitment and diligence to your learning and assessment tasks and support for others during group work, practical activities or working in pairs.

Student Support

Being a student is sometimes challenging. Staff and trainers at Ready Resources Training will assist you with training and other issues that affect your learning whenever possible. If they are able to help, they will provide assistance and do their best to ensure a positive learning experience for you. If you need further assistance we will assist you to access an external organisation for support.

We are committed to providing support that will enable you to be successful in your course. Any specific support needs will be identified during pre-enrolment discussion or on commencement of the course so your trainers can provide for them during the course. The most common forms of support provided are one-on-one assistance and additional time to read and practise what is being covered.

All staff at Ready Resources Training are committed to the principles and practices of equity in education and training and we have procedures in place to ensure your concerns as a student are dealt with immediately. Our obligations under State and Federal legislation are included in:

- The Vocational Education and Training Act (WA) 1996
- The Human Rights Commission Act 1986
- The Age Discrimination Act 2004
- The Disability Discrimination Act 1992
- The Racial Discrimination Act 1975
- The Sex Discrimination Act 1984
- The WHS Act (WA) 2020

- The Privacy Act 1998.

Complaints and Appeals

If you have a complaint or grievance Ready Resources Training has a policy and procedure in place to address your concerns. You also have the right to appeal any decision made by the RTO including decisions relating to a complaint or grievance you have made. There is also a specific type of appeal you can make if you disagree with an assessment decision that has been made. This is sometimes referred to as an academic appeal to distinguish it from other types of appeal.

In summary, we will manage and respond to complaints involving the conduct of:

- our RTO;
- its trainers, assessors or other staff; or
- another learner at the RTO.

We will manage requests for a review of our decisions, including our assessment decisions.
We will ensure that we:

- apply the principles of natural justice and procedural fairness at every stage of the complaint and appeal process (this includes: the right to be heard, the evidence rule, and the rule against bias);
- make our complaints and appeals policy publicly available through our website;
- provide, at your request, the procedures for making a complaint or submitting an appeal.
- acknowledge complaints and appeals in writing and finalise them as soon as possible; and
- provide for a review by an independent party agreeable to both of us, if you request this because our processes failed to resolve your complaint or appeal to your satisfaction.

If we think that more than 60 calendar days will be needed to process and finalise a complaint or appeal, we will inform you in writing, including the reasons why more than 60 calendar days are likely to be needed; and we will regularly update you on the progress we are making.
We will:

- securely maintain records of all complaints and appeals and their outcomes; and
- identify potential causes of complaints and appeals so we can take corrective action to make sure they don't happen again.

Course Marketing Permission

We may take photographs or videos during our courses and collect feedback and testimonials from our course participants to use in the marketing of future courses. This will only include images and written materials from you if you have provided written permission to us. The enrolment form includes a permission section for you to complete if you agree to have your image/s or written comments used in this way.

Acknowledgement Form

Please sign and return this acknowledgement to your trainer or Ready Resources Training Administration to confirm that you have read and understood the information in the Handbook.

☐	I have read the information contained in the Student Handbook.
☐	I am aware that further, more detailed information is available on request.
☐	I understand my rights and responsibilities as a training course participant as outlined in the Handbook and Enrolment Form.

Signed:	Dated:
Name:	
Email:	Mobile: