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The electronic version of this guide contains active links and is located in the VET Induction folder on the RTO Quality Framework site.

Introduction

Charles Darwin University would like to offer you a warm welcome to Australia's youngest University.

Created in November 2003, Charles Darwin University (CDU) is a dual sector tertiary institution, incorporating both Vocational Education and Training (VET) and Higher Education (HE), providing students across the Northern Territory and beyond with greater options to undertake study.

This information guide has been designed as a resource for referral throughout your employment with CDU. It provides information on the processes relating to the VET academic and administrative support systems. The guide provides standard information for reference, while supporting procedures and related documents are available through your team intranet site.

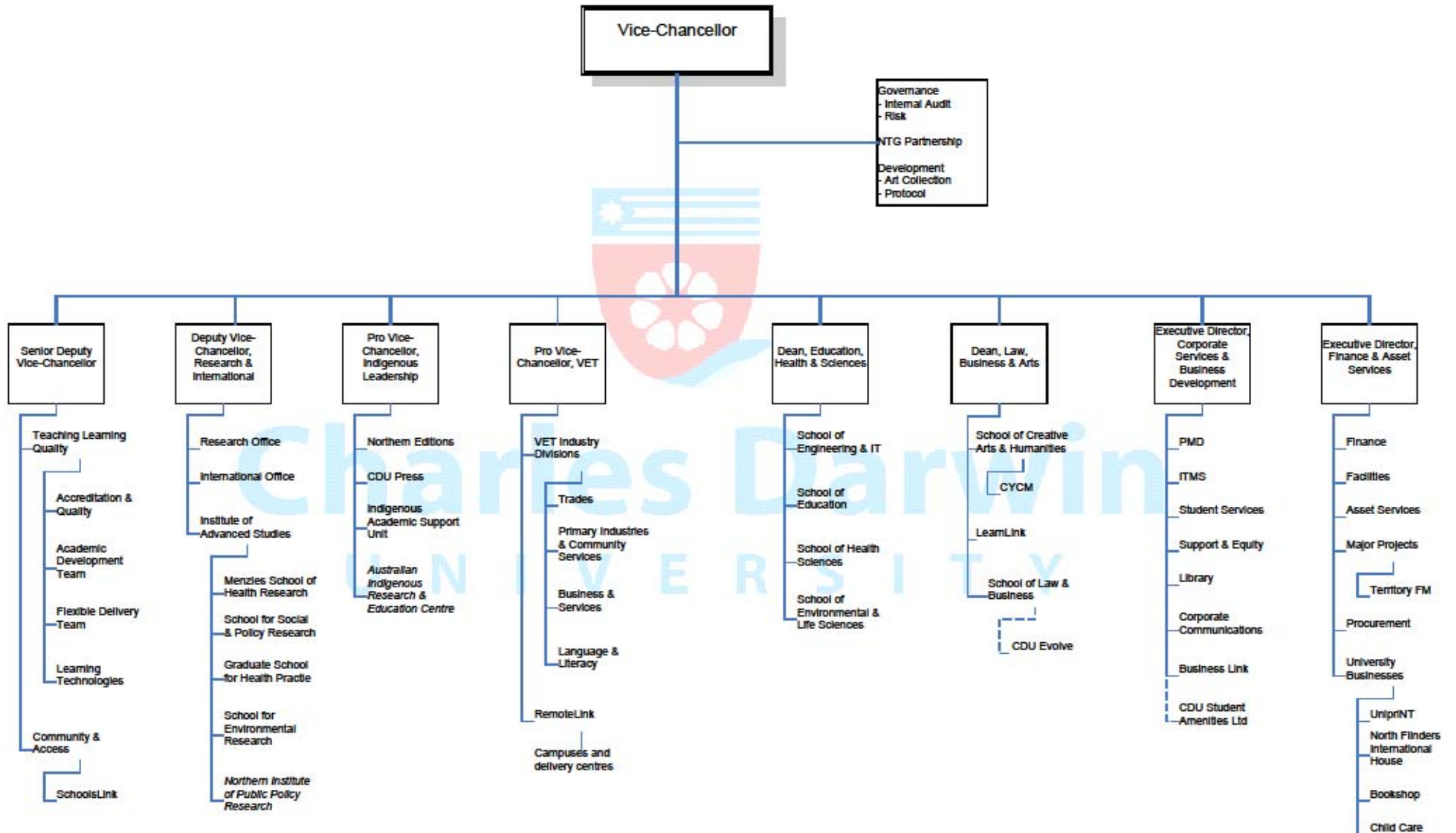
The Team Leader and Customer Service Officer, along with the team in Accreditation and Quality, will be among your most useful contacts and we encourage you to seek them out and have a chat. They will provide you with information about the academic and administrative aspects of the University, and will provide alternative contacts for more information. Your team leader will appoint a mentor to provide guidance during your initial employment period and assist in the problem solving process.

You also will find a great deal of information on the University's webpage www.cdu.edu.au, particularly on the Staffnet www.staffnet.cdu.edu.au, which is dedicated to our staff.

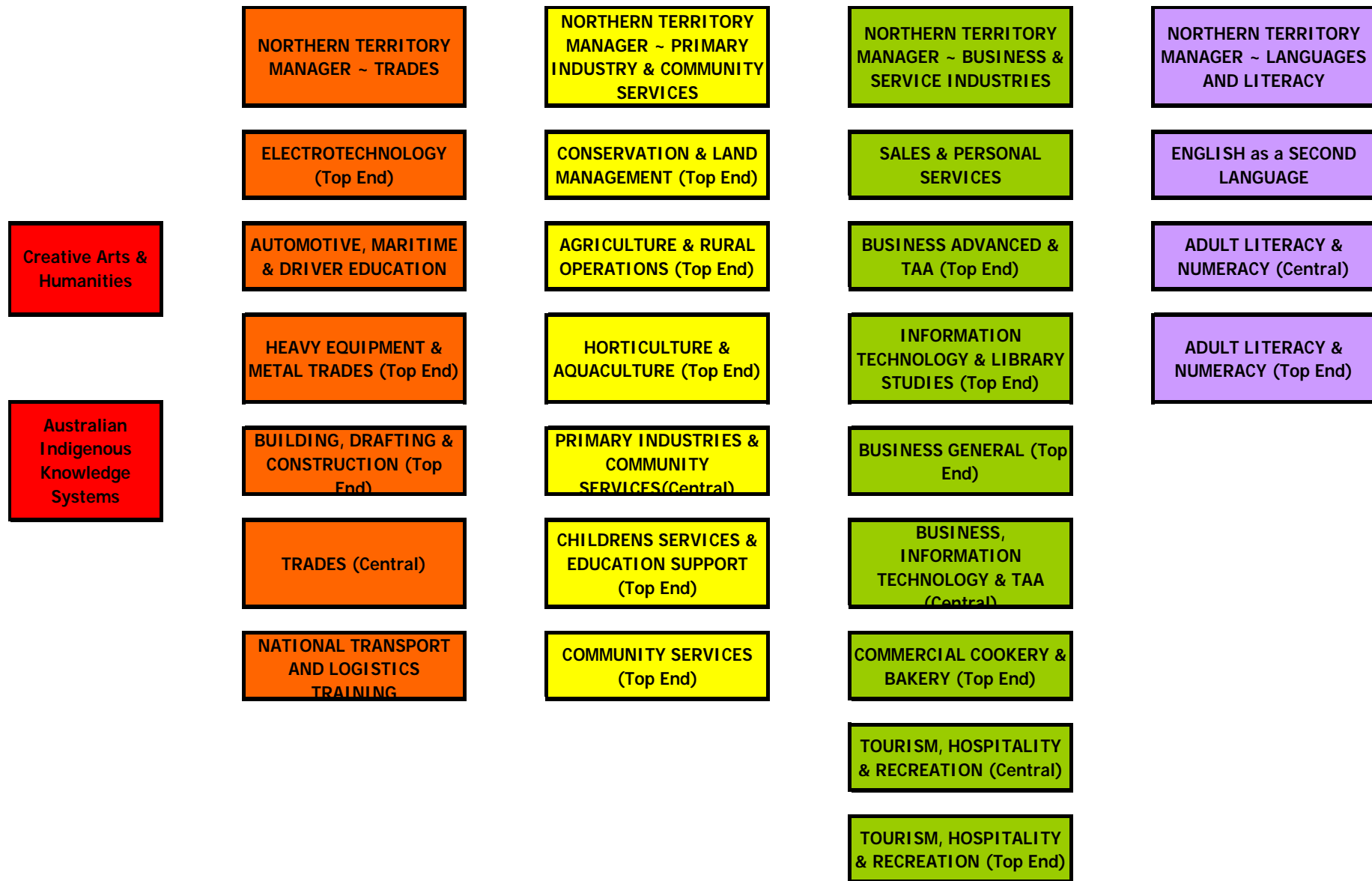
Again, welcome to Charles Darwin University. We wish you the very best during your employment.

About CDU

Executive organisational chart



Team Structures



Australian Quality Training Framework (AQTF)

The AQTF is a quality assurance mechanism to ensure that RTOs provide nationally consistent, high-quality training and assessment services to protect the status of the Australian Qualification Framework (AQF) qualifications.

AQTF

Australian Quality Training Framework was revised and introduced on 1 July 2007 after endorsement by training ministers across Australia.

The Essential Standards for Registration is a government publication containing all requirements and is available at : <http://www.training.com.au>

Supervising bodies

The Department of Education, Employment and Workplace Relations (DEEWR) is the Commonwealth Government department with responsibility for VET.

Registering body

Each Australian state and territory government has a training authority that administers VET on behalf of the Commonwealth. In the Northern Territory, this is the Department of Education and Training (DET).

Audits

The registering government body supervises RTOs and monitors compliance with AQTF through audits. They will de-register an RTO if it stays non-compliant after audit.

AQTF requires evidence of these at audit:

- Quality system
- Systematic approach
- Focus on outcomes
- Cycle of continuous improvement

A **systematic approach** to the management and delivery of services means there are planned, purposeful and repeatable actions to improve products and services for clients.

Quality system

The CDU processes and procedures are the core of its systematic approach. All trainers, assessors and administrative personnel must ensure they carry out their roles according to stated processes and procedures so that the quality systems systematic approach actually functions correctly and appropriate evidence can be shown to the auditors.

All procedures and processes can be accessed through the Team's intranet site.

Inclusive practices

An RTO needs to ensure that its practices are inclusive and do not unreasonably prevent any clients from accessing its services. This can be done by making reasonable adjustment to training and assessment services where needed.

RTO Quality Framework

CDU-VET has a quality system that has been designed specifically to meet the compliance requirements of AQTF. It is called the RTO Quality Framework. It is the way our organisation operates as everyone at CDU is responsible for quality.

The RTO Quality Framework is a quality system designed to help us meet our AQTF compliance requirements.

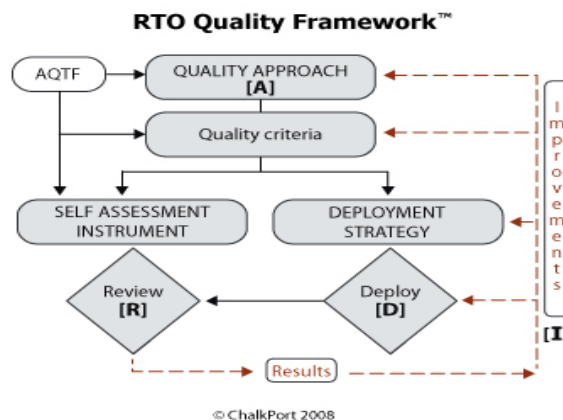
Guiding principles

Six principles underpin the quality system:

1. An organisation is a system
2. Continuous improvement is a cycle
3. A registered training organisation has a unique business process
4. Management systems provide infrastructure for the business process
5. Quality inputs and processes provide quality outputs and outcomes
6. AQTF standards provide the criteria for measuring quality

RTO Quality Framework model

These concepts are represented visually in this model:



RTO Quality Framework documents

We have implemented, and maintain, this approach, which is systems-based, quality-focused and client-driven. There are three strategy documents, which are linked below:

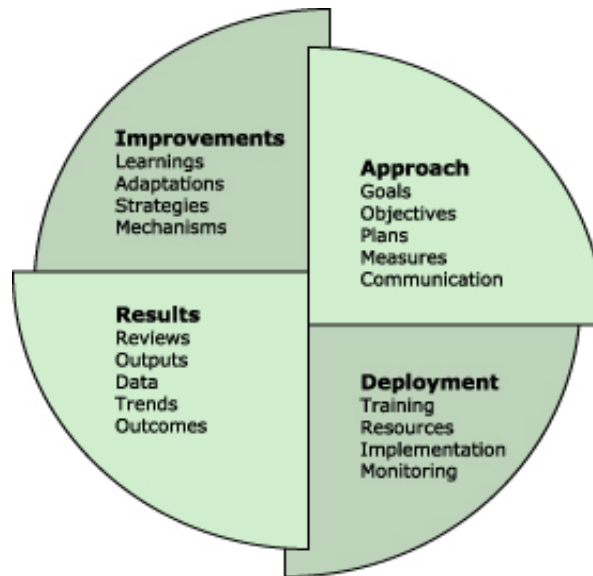
- Quality approach
- Deployment strategy
- Self-assessment instrument[SAI]

RTO Quality Framework induction

All personnel are to complete the induction that covers the RTO Quality Framework. Completion will be recorded against the names of personnel in the AQTF staff compliance checklist.

Continuous improvement

It is possible to increase quality by practising continual improvement, which is an ongoing effort to improve products, services and processes. These efforts usually result in incremental improvement over time, although there can be breakthrough improvements.



The Approach-Deployment-Results-Improvement Cycle drives improvements in our organisation.

What we do as part of our business process that aligns with the ADRI cycle:

Approach: Thinking and planning

Enabling mechanisms:

- RTO Quality Framework
- Management systems
- Quality Reference Group
- Strategic plan
- Annual Operational Plan

Deployment: Implementing and monitoring

Enabling mechanisms:

- AQTF compliance checklist
- Induction
- Annual monitoring schedule
- Review meetings
- RTO online - Intranet
- Quality documents

Results: Reviewing and evaluating

Enabling mechanisms:

- Completion data
- Performance summary
- Satisfaction surveys
- Self assessment results
- Staff survey
- Training and assessment validation
- TAS review

Improvements: Learning and adapting

Enabling mechanisms:

- Improvements register
- Comments log
- Quality folders

Evidence of continuous improvement:

- Continuous improvement policy
- Schedule of continuous improvement activities
- Examples of data collection forms
- Examples of data collected
- Examples of data analysis
- Examples of system improvements based on data analysis
- Examples of how improvements were implemented, who was consulted and what implementation method was used
- Examples of how the effectiveness of an improvement was evaluated

What audits are conducted in VET?

There are 2 external audits conducted in the VET sector:

- Australian Quality Training Framework Audit
- Invalid Enrolment Audit

Australian Quality Training Framework Audit (AQTF)

As a registered training organisation, CDU was audited externally in 2004 to assess compliance with Australian Quality Training Framework Standards. The next external audit for re-registration is scheduled for 2011.

Compliance auditors may conduct site audits of our organisation at any time during the period of registration to assess ongoing compliance with the standards. To manage the above CDU conducts:

Internal self-assessment audits are conducted annually to ensure on-going compliance with AQTF standards.

Quality checks conducted by quality officers are a quality assurance mechanism to see that quality requirements are being fulfilled by the teams.

Additional information about quality checks can be obtained from your quality officer (see useful contacts).

Invalid Enrolment Audit (IE)

Under arrangements agreed by all state and territories, providers receiving government funding for VET should be able to validate each enrolment by a student in an individual unit of competency or module. CDU – VET is audited annually by external auditors from NCVER.

The audit verification assumes that a client who enrolls in a unit of competency or module will participate in that unit or module. Learner participation needs to be demonstrated by providing evidence irrespective of the mode of delivery.


The IE rate has implications for the amount of funding provided by DET to CDU under the Resource Agreement. CDU's target is to achieve an IE rate of less than 1 per cent. Any amount over this potentially will result in reduced funding. If the IE rate is more than 1 per cent, DET may seek reimbursement of funds.

IE checks conducted by IE quality officers are a quality assurance mechanism to see that quality requirements are being fulfilled by the teams.

Information on what evidence is needed to demonstrate valid enrolment and what happens in a team IE check is available at : <http://www.cdu.edu.au/aqpvvet/invalid-enrolment.html>.

DET funding for VET training

The Department of Education and Training (DET) funds CDU for government-supported training by each hour of training that is delivered (commonly referred to as AHC - Annual Hours Curriculum).

The rate varies according to the industry group and the location of delivery. Nominal hours for units of competency are identified in the Training Package Purchasing Guides. In the NT, we use Victorian Purchasing guides available at : <http://trainingsupport.otte.vic.gov.au/default.cfm>

CDU - VET training programs


CDU VET delivers training and conducts assessment for learners to achieve nationally recognised qualifications/units of competency/modules from:

- National training packages
- Accredited courses
- National Skill Sets
- Vocational training programs

What is a training package?

A training package is a nationally endorsed, integrated set of competency standards, assessment guidelines and AQF qualifications for a specific industry, industry sector or enterprise.

They are compiled by experts from the specific industry after wide consultation and are revised significantly about every five years. RTOs must deliver qualifications only from a current training package.

All current training packages are available for download on the NTIS government website
: www.ntis.gov.au.

Packaging rules

There are rules about how many and which units can be included in a qualification. These are termed the 'packaging rules'.

Contents

A training package describes the skills and knowledge needed to perform effectively in the workplace. It does not prescribe how an individual should be trained, but it does set out specific instructions regarding assessment. Training packages do not contain learning resources.

They also contain information about:

- Qualification pathways
- Licensing/registration requirements
- Employability skills for the qualification

What is an accredited course?

An 'accredited course' is a program of study which is accredited by a State/Territory training authority and, as a consequence, is recognised nationally. On the successful completion of an accredited course, a recognised certificate or statement of attainment is issued.

RTOs must deliver training only from current accredited courses

Course rules

Any customisation of an accredited course must be within the course rules. They set out the limits to customisation of the course by identifying:

- the units of competency which are essential to the completion of the qualification
- possible sources of alternative units of competency which may be substituted or added without further endorsement
- the type and number of units of competency which may be added or substituted without affecting the overall integrity of the qualification
- the extent to which units of competency may be modified without affecting the overall integrity of the course, units or qualification.

The National Training Information Service (NTIS)

The National Training Information Service (NTIS) is a database on vocational education and training in Australia. It contains detailed information on courses, qualifications, training packages, competency standards and training organisations.

The NTIS database is accessible online : www.ntis.gov.au.

Comprehensive lists and search facilities are available for the following:

- Training organisations
- Courses/qualifications
- Training packages
- Competency standards

What is a training package skill set?

The national training system now has processes in place to identify specific skill sets within training packages and allow for formal recognition. Skill sets formally recognise a defined set of units identified by industry as a discrete subset of useful skills at a level lower than a full qualification.

These skill sets are identified and developed during the development, redevelopment or continuous improvement of nationally endorsed training packages by industry skills councils in consultation with industry and regulatory and/or licensing authorities.

What is a Vocational Training Program (VTP)?

A VTP is a **non–endorsed** skill set constructed by CDU staff (i.e. not identified in a training package) and is created by incorporating units/modules from one or more national Training Packages or accredited courses, that CDU currently have on Scope, to meet the specific training needs of a client group or enterprise.

Students who complete a VTP are eligible for a Statement of Attainment for each unit/module successfully completed.

Important information

It is the responsibility of staff to ensure they check that learners have attained the required units as per the packaging rules/course rules before signing a Graduate Selection Report (GSR) which indicates a learner has met the requirements and is ready to graduate.

About our clients

Fees

Information regarding fees is available in the VET Student Guide.

Complaints

Students who have an academic or administrative issue or complaint can be referred to Support and Equity Services. For more information, visit www.cdu.edu.au/ses/student-complaints.html.

Student records

Confidentiality

CDU will not disclose information provided by students without the written consent of the student, except to other educational institutions, to government bodies, as required or authorised by law or in accordance with CDU's Privacy Policy, visit www.cdu.edu.au/studentnet/. This policy is also available to students in written format on request.

Support for students

Support and Equity Services provides a range of support services to staff and students including counselling, study skills support, emergency student loans, student complaints, equal opportunity information, conflict resolution and disability. Visit www.cdu.edu.au/ses for more information.

Literacy and numeracy

Support and Equity services offer study skills assistance. The study skills online page is located at www.learnline.cdu.edu.au/studyskills.

Indigenous

Information on Indigenous Academic Support Lecturers, dedicated facilities, Aboriginal Tutorial Assistance Scheme (ATAS) is located at www.cdu.edu.au/study/indigacadsupport.html?ID=4.

Personal

Support and Equity Services provide information and support for students and staff of the University. Support and Equity Services information is located at www.cdu.edu.au/ses. P: 08 8946 6288.

Timetables

Visit www.eagle.ntu.edu.au/ntu/apps/syllabus.nsf/studenttt?OpenForm for student timetables.

International students

New international students are required to contact the International Office at the Casuarina campus in the first instance. The International Student Officer will organise students' initial enrolment.

Visit www.cdu.edu.au/international/ for further information.

Legal responsibilities with regard to international students

The University, faculties, schools and individuals could each face stiff penalties for non-compliance with the Education Services to Overseas Students Act (ESOS). Students who come here to study on an International Student Visa are covered by the provisions of the Act and by Australian Consumer Protection Laws. Breach of the Act can result in heavy fines and/or up to two years imprisonment.

International students are those students who are in Australia on a student visa. Students on other types of visa, e.g. businesses, are not covered by the Act. International students can be enrolled only in courses registered on the Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). These will be shown on the University website as 'Open to International Students'.

Students must study internally. 'Internally' means that all teaching is face-to-face, not online or by distance education. International students must attend a minimum of 80 per cent of all lectures and tutorials calculated for the semester/year. Students who fall below this are liable to have their visa cancelled by the Department of Immigration and Citizenship (DIAC).

International students must study full-time: for Higher Education (HE), a minimum of 360 hours a semester, and 20 hours a week for VET and non-award courses.

Information technology

Students under the age of 18 will need to provide formal approval of a parent or guardian before an account can be created. If you are an academic staff member with a student-type teaching account which is used by students under the age of 18, the responsibility for proper use of such an account falls to you individually.

Information about Informational Technology Services and Support can be found at www.cdu.edu.au/itms/index.html.

StudentNet

StudentNet provides students with access to personal student information, results, Learnline, student emails, timetables, courses, units. It is located at www.cdu.edu.au/studentnet/.

CDU's expectations of trainers and assessors

CDU expects trainers to provide high-quality, student-centred learning and planning to meet clients' needs. Trainers at CDU are encouraged to ensure that their teaching:

- Caters to the needs of learners and provides a learning environment which recognises differences in learners' ages, experiences, aptitudes, learning styles and background
- Incorporates flexible delivery and assessment methods based on learners' needs
- Provides a range of moderation and assessment options which are valid, reliable and relevant.

Work-based training and learning is an important feature of CDU programs and staff may expect to participate in this as CDU professionals. As a part of their role, trainers are expected to develop and share training resources. CDU delivers and assesses a significant amount of VET away from main and regional campuses and staff should expect to participate in off-campus training and assessment.

Staff records

There are strict AQTF requirements that set out what information must be kept on record for trainers and assessors. These are usually checked by external auditors. See staff records procedure – records system.

Requirements for VET trainers

To meet AQTF requirements as a qualified trainer, you must meet the following criteria:

Vocational competence:

- Be able to demonstrate vocational competencies at least equivalent to the level at which you will be delivering.
- Continue developing your Vocational and Training and Assessment competencies to support continuous improvement in delivery of the RTOs services.

Training competence: Trainers must hold:

- Certificate IV in Training and Assessment (TAA40104)
- **Or** Certificate IV in Assessment and Workplace Training (BSZ40198) awarded before 2006
- **Or** be able to demonstrate equivalent competencies
- **Or** be under direct supervision.

Direct supervision

A person who holds vocational competencies at least equivalent to the level of those being delivered may provide training services as long as they are under the direct supervision of a person who has the training competencies specified above.

Direct supervision is achieved when a person has regular guidance, support and direction from someone with the above trainer competencies.

A supervision plan is required.

Requirements for VET assessors

To meet AQTF requirements as a qualified assessor, you must meet the following criteria:

- **Vocational competence:** Be able to demonstrate vocational competencies at least equivalent to the level at which you will be assessing.

- **Assessor competence:** At a minimum, hold these 3 assessment units:

- TAAASS401B Plan and organise assessment
- TAAASS402B Assess competence
- TAAASS404B Participate in assessment validation

Or these three units if awarded before 2006:

- BSZ401A Plan assessment
- BSZ402A Conduct assessment
- BSZ403A Review assessment

Or be able to demonstrate equivalent competencies.

Working together to conduct assessment

If an assessor does not have the appropriate 'assessor competencies or demonstrated equivalent competencies' as well as the relevant vocational competencies, they may work with someone who has the relevant vocational competencies to conduct assessments.

This type of arrangement may be necessary when an assessor is working with a subject-matter expert such as a workplace supervisor, to conduct assessment in the workplace; for example, if the assessor has difficulty observing the candidate because of work schedules, geographic location, privacy or confidentiality.

The assessor is the one who makes the assessment decision about whether or not competency has been attained. The subject-matter expert gathers evidence of the competence, which contributes to the assessment judgements by the assessor.

An assessor may co-assess with a subject-matter expert. The assessor's role is to ensure that the assessment methodology used by the subject-matter expert is consistent with Training Package requirements.

What are my responsibilities as a VET trainer/assessor at CDU?

Timeline	Task	Procedure to refer to for templates and or resources found on the A-Z index
Before you conduct training or assessment	Complete VET Induction	See Induction procedure – business system
	Practice version control on all documents you create or review	See version control procedure - records system
	Complete lecturer matrix for all units you will be delivering and/or assessing and give it to the Team Leader to upload into the staff skills register on the team's intranet If you do not hold the required training and assessment competence, ask your team leader to develop a plan for supervision and/or joint assessment	See trainer competencies procedure – training system See assessor competence procedure – assessment system
	Access the Training and Assessment Strategy for the program you are delivering (TAS) or develop a TAS and upload it into the qualification folder on the team's intranet	See Training and Assessment Strategy: Development and other related procedures – business system
	Access or prepare course information sheets to provide learners with detailed information about the course before enrolment	See client/course information: Pre-enrolment – client engagement system
	Access assessment plan for the units to be assessed and check that all mandatory requirements of the units are being met or unpack the units of competency/module, develop an assessment plan and upload it into the unit folder on the intranet	See assessment plan procedure – assessment system See assessment methods procedure – assessment system Also visit employability skills pages on the accreditation and quality 🌐: www.cdu.edu.au/aqpvet/employability-skills.html
	Access or prepare and validate assessment materials and upload it into the unit folder on the intranet	See: assessment materials developing assessment tools marking guides for assessment instruments validating assessment tools All procedures listed above are in the assessment system

Timeline	Task	Procedure to refer to for templates and or resources found on the A-Z index
	Check training materials are available or develop appropriate resources and store or upload as appropriate	See training materials procedure – training system
	Access unit information for the units to be delivered or prepare a standard unit information sheet using the CDU unit information template and upload it into the unit folder on the intranet	See unit information procedure – training system
	Prepare a session/lesson plan and upload it into the unit folder on the intranet	See session plans procedure – training system
	Enrol students and give every student a VET Student Guide Credit transfer units as required Offer RPL	See enrolment procedure – client engagement system See client/course information: pre-enrolment – client engagement system See credit transfer procedure – client service system See RPL procedure - assessment system
	Obtain a list of students enrolled in the units and prepare a roll book	See attendance records procedure – records system
During Training and Assessment sessions	Provide all students with a copy of the unit information at the first lecture/session and discuss requirements	For low literacy clients discuss contents of unit information
	During Student Induction: Outline the student policy and Student Conduct By-Laws to clarify information in the VET Student Guide Explain what support is available to learners	See student conduct procedure – client service system See complaints and appeals procedure – client service system See support for learners procedure – client service system
	Watch for any sign which might indicate a language, literacy or numeracy difficulty and take appropriate action as outlined in the procedure	See LLN Language, literacy and numeracy procedure – client service system

Timeline	Task	Procedure to refer to for templates and or resources found on the A-Z index
	Mark the roll at every training or assessment session and ensure supporting evidence of student participation is kept as a record at audit time	Details on how to mark the roll are included on the roll book Also visit the invalid enrolment pages on the accreditation and quality site 🌐: www.cdu.edu.au/aqpvet/invalid-enrolment.html
	Provide regular advice on training and assessment progress to students/apprentices and their employers as appropriate	See important information outlined in Privacy Act 🌐: www.cdu.edu.au/informationact/privacy-statement.html
	Conduct training and assessment and use resources as outlined in the Training and Assessment Strategy. If changes need to be made then review and update the TAS.	See trainer performance procedure – training system See assessor performance procedure - assessment system See training and assessment strategy- reviewing them procedure – business system
	Assess students against competencies and record results. A list of the grades used in VET is available. Check that you are using them correctly	See VET information flyer – called VET results on the accreditation and quality website 🌐: http://www.cdu.edu.au/aqpvet/vetinfoflyer.html
	Seek learner feedback through student satisfaction surveys or training and assessment feedback forms for individual units	See satisfaction surveys procedure – records system
Following Completion of Training and Assessment	On completing assessment, learner results must be finalised and entered on Final Candidates List (FCL) In Callista, a final result is required when the 'activity end date' for the teaching period occurs. This date is displayed in Area 52 class lists.	See VET results procedure – assessment system
	Completed Rollbooks and supporting evidence need to be provided to the Team CSO, for IE purposes.	See attendance records procedure – records system
	Follow the completion procedure for learners who have completed the required competencies	See completion procedure – records system
	Upload all training and assessment resources into the allocated folder on the team's intranet	See training and assessment resources – records system See Quality Framework – completed documents - quality

Timeline	Task	Procedure to refer to for templates and or resources found on the A-Z index
Timeline		system
	Moderate a sample of assessment instruments each teaching period	See moderating assessment procedure – assessment system
	Retain records as set out in the retention of records procedure	See retention of records procedure – records system
	Review training and assessment practice and resources, and record any significant improvements in the improvements register on the team's intranet site	See improvements register and comments log procedure – records system
Other	Conduct industry liaison	See industry communication – client engagement system
	Participate in professional development	See assessor development procedure – assessment system See trainer development – training system
	Check calendar on Team's intranet and plan for important dates	Intranet calendar

Who can help? *Where can I find information?*

What do I want to know?	Who can help?	Where can I find the information?
Using CDU vehicles	Facilities 08 8946 6500	
Travel	08 8946 6528	www.cdu.edu.au/fas/travel.html
Computer access Phone	ITMS Help Desk 08 8946 6600	
Library Casuarina Alice Springs Palmerston	08 8946 7016 08 8959 5233 08 8946 7870	www.cdu.edu.au/library/
Salary and human resource matters	08 8946 6904	www.cdu.edu.au/pmd/
Finding my way around	A map can be downloaded →	www.cdu.edu.au/campuses/maps.htm
Enrolment fees	Customer Support Officer CSO	VET Student Guide
Invoicing student tuition fees	Customer Support Officer CSO	
Issuing results for students	Customer Support Officer CSO	
Apprenticeship training	08 8946 7540	DET web site Accreditation and Quality web site
Using Callista	08 8946 6627	
Remote delivery programs	8959 5400 08 8946 6361	
Graduation – issuing Statements of Attainment Timetabling	08 8946 6503	
Fee for service course fee set up	08 8946 7271	

What do I want to know?	Who can help?	Where can I find the information?
Complaints	Team Leader	Support and Equity www.cdu.edu.au/ses/
Quality checks AQTF 2007 Understanding and meeting requirements of training packages/ accredited courses The RTO Quality Training Framework Credit transfer RPL – Recognition of Prior Learning Working within the Intranet site Scope of registration / Course Accreditation Invalid enrolment	Staff from Accreditation and Quality Quality officers 08 8946 6239	Quality checklist on Team intranet site www.training.com.au/ TAA40104 Certificate IV in Training and Assessment Quality approach document in quality approach folder Credit transfer procedure – client service system RPL procedure – assessment system visit www.cdu.edu.au/aqpvet/accred.html visit www.cdu.edu.au/aqpvet/invalid-enrolment.html
Teaching and Learning Matters Learnline	Academic Development Unit 08 8946 7768	learnline.cdu.edu.au/t4l/ www.cdu.edu.au/tldg/
Profile and Funding VET in Schools Programs	08 8959 5291	See VET in Schools procedure - business system
Budgets, finance and business planning	08 8946 7271	
Surveys	08 8946 7545 08 8946 6317	http://intranet.cdu.edu.au/VET/Pages/default.aspx Surveys

What does it mean? *Terminology and Acronyms*

Australian apprenticeships

A system of training regulated by law which combines on-the-job training and work experience while in paid employment with formal off-the-job training/workplace training. The apprentice/trainee enters into a contract of training or training agreement with an employer, which imposes mutual obligations on both parties.

CDU contact P: 08 8946 7540.

Australian Apprenticeships Centre (AAC)

Independently operated, the Australian Apprenticeships Centres provide a free service to employers to help them with the sign-up and administration of an Australian apprenticeship.

For more information about AACNT, 🌐: www.aacnt.com.au/.

Australian Core Skills Framework (ACSF)

Specialist LLN practitioners can use the ACSF to describe an individual's performance in the 5 core skills at any point in time, and then monitor progress over time. The specificity of the ACSF allows practitioners to identify a person's areas of strength and need with some precision, and target training to areas of need. For more information about the ACSF

🌐: <http://www.deewr.gov.au/Skills/Programs/WorkplaceEnglishLanguageandLiteracy/Documents/AustralianCoreSkillsFramework.pdf>

Australian Qualifications Framework (AQF)

A National Qualification Code that uniquely identifies the level of a specific qualification - (i.e. AQF 1 = Certificate I, AQF 2 = Certificate II etc). 🌐: www.aqf.edu.au.

Australian Quality Training Framework (AQTF)

The Australian Quality Training Framework is based on an outcome-based approach to the registration of training organisations seeking to deliver training, assess competency outcomes and issue Australian Qualifications and / or Statements of Attainment and ensures the recognition of training providers and the Australian Qualification Framework qualifications and Statements of Attainment they issue, across Australia.

Australian Vocational and Technical Education Management Information Statistical Standard (AVETMISS)

The agreed national data standard for the collection, analysis and reporting of Vocational and Technical Education information in Australia. The Standard consists of three parts:

- the AVETMIS Standard for VET Providers
- the AVETMIS Standard for Australian Apprenticeships, and
- the AVETMIS Standard for Financial Data.

Audits are an integral part of this process and occur annually.

Block release

The release of an employee from the workplace for periods of time, usually of a week or more, in order to undertake related training with a Registered Training Organisation. The term applies particularly to apprentices and trainees.


Competency-based training

Training which develops the skills, knowledge and attitudes required to achieve competency standards. It is not time-based.

Core competencies


Units of competency within a VET qualification that an industry has agreed are essential to be achieved if a person is to be accepted as competent at a particular level. All units may be core, but in many cases competency at a level will involve core units plus optional or specialisation units of competency. Core competencies are normally those central to work in a particular industry.

Credit transfer

The process whereby a student is permitted to count towards her/his current course/qualification relevant units previously completed successfully. As a registered training organisation (RTO), CDU must recognise Australian Qualification Framework (AQF) qualifications and Statements of Attainment issued by any other RTO. Refer to flyer at : www.cdu.edu.au/aqpvvet/vetinfoflyer.html.

CRICOS

Commonwealth Government Register of Institutions and Courses for Overseas Students. Charles Darwin University is registered as CRICOS Provider 00300K.

: <http://cricos.deewr.gov.au/Institution/InstitutionSearch.aspx>

Day release

The release of an employee from the workplace, usually for one day a week, in order to undertake related training with a registered training organisation. The term applies particularly to apprentices and trainees.

Department of Education and Training (DET)

Northern Territory Government Department of Education and Training.

Department of Education, Employment and Workplace Relations (DEEWR)

The Commonwealth Government department responsible for public and private schools and school systems, higher education institutions and research, Vocational Education and Training.

Domestic student

A student who is an Australian citizen, New Zealand citizen who has been resident in Australia for at least six months or holder of a permanent visa.

Employability skills

A set of attributes that underpin knowledge and skills in various depths within the AQF. From July 2007, training packages have an employability skills summary for each qualification that provides general information about industry application of the skills. Employability skills are imbedded in the units of competency. CDU VET staff need to demonstrate how employability skills are developed and assessed in learning and assessment. These are:

- **communication** skills that contribute to productive and harmonious relations between employees and customers
- **teamwork** skills that contribute to productive working relationships and outcomes
- **problem-solving** skills that contribute to productive outcomes
- **initiative** and enterprise skills that contribute to innovative outcomes
- **planning and organising** skills that contribute to long-term and short-term strategic planning
- **self-management** skills that contribute to employee satisfaction and growth
- **learning** skills that contribute to ongoing improvement and expansion in employee and company operations and outcomes
- **technology** skills that contribute to effective execution of tasks.

More information visit : www.cdu.edu.au/aqpvvet/employability-skills.html.

Employer endorsement

For User Choice students (Australian apprentices) undertaking a program of training by way of a formal Training Agreement. The employer's endorsement must be obtained before the student can be signed off as having completed his/her qualification.

Enrolment

The process by which an applicant chooses the units, which he/she wishes to study within a course/qualification for that term/semester/year and pays the appropriate fees. An enrolment form needs to be completed and lodged with CSO in the Team.

Enrolment and Fees Advice

A record of current enrolment issued by the University. It contains enrolment information, fee advice, student load and attendance status. This information is sent to a student as soon as the student enrolment details have been entered on Callista, the University's student management system.

Examination

A form of assessment which a student may have to undertake to satisfy the requirements of the unit or award for which he or she is studying. Not all units use examinations as a form of assessment.

Fee-for-Service Training

Training for which the full cost of training is borne by the student or a person or organisation on behalf of the student. Clients withdrawing from these courses will not receive a refund of the delivery fee, as costs such as travel by lecturers to the point of delivery is not calculated on student numbers, but on the distance and associated travel costs. A refund of the student charge may apply if the student's request for withdrawal is submitted within 14 days of the commencement of the unit.

Flexible delivery

A range of approaches to providing education and training, giving learners greater choice of when, where and how they learn. It may involve workplace delivery, distance education, mixed-mode delivery, online education, self-paced learning, self-directed learning, etc.

Full-time

A student (not an international student) who in the VET sector participates for a minimum of 270 Nominal Hours a semester or 540 Nominal Hours a year.

Graduand

A student who has completed all the course/qualification requirements and is yet to receive their testamur.

Graduate

A student who has completed their course/qualification and has received his or her testamur.


Graduation

The act of being admitted to an award (receiving a testamur), either at a graduation ceremony or in absentia.


Group training

An organisation which employs apprentices and trainees, and places them with one or more host employers. The host employers provide on-the-job training and experience, while group training organises off-the-job training, and handles recruitment, rotation and payroll.

International student

A student who is neither a citizen nor a permanent resident of Australia nor a citizen of New Zealand, who has been offered admission to an accredited course/qualification. For more information on international students visit : www.cdu.edu.au/international/.

Invalid enrolment (IE)

A unit or units for which a student enrolls and is resulted, but where there is no valid evidence of the student's participation. IEs are identified during an AVETMISS audit, which is conducted in each year on the previous year's enrolment data. More information can be found at : www.cdu.edu.au/aqpvvet/invalid-enrolment.html.

Training and assessment strategy


This means training and assessment strategies for each qualification, or part thereof, within the registered training organisation's scope of registration. Training and assessment strategies are determined and developed by the registered training organisation with industry input. Each training and assessment strategy should include identification of the target groups, delivery and assessment modes and strategies, and pathways for learning and assessment.

Memorandum of Grades

The Memorandum of Grades is a printed record of subjects and results within a course/qualification, and is provided after 2 teaching periods for the duration of enrolment in the course/qualification.

National Office of Overseas Skills Recognition (NOOSR)

A branch of the Department of Education Employment and Workplace Relations (DEEWR) which provides information, advice and assistance in relation to the recognition of overseas qualifications and skills, and assists other countries in recognising Australian qualifications.

: <http://aei.gov.au/AEI/QualificationsRecognition/Information/CEP.htm> for more information about NOOSR contact the **International Office 08 8946 6644**.


National Reporting System (NRS)

A national framework for reporting outcomes of adult English language, literacy and numeracy programs.

For more information about NRS,

: http://www.deewr.gov.au/Skills/Programs/WorkplaceEnglishLanguageandLiteracy/Pages/reporting_info.aspx#reporting_requirements

National Training Information Service (NTIS)

An online database on Vocational and Technical Education options and the registered training organisations who provide them. It provides up-to-date information on accredited course/qualifications, training packages, units of competency, training providers, occupations and the training linked to them. : www.ntis.gov.au/.

Nominal hours

Nominal hours for units of competency are identified in the Training Package Purchasing Guides. It is commonly referred to as AHC (Annual Hours Curriculum). The VET Tuition fee is calculated on published nominal hours.

Non-award course

A course/qualification of study (varying in length), which does not lead to a nationally accredited award.

Offshore students

Students studying a CDU course/qualification or program that is delivered in a country other than Australia.

Part-time

A student who attends the University for less than 270 Nominal Hours a semester (the minimum full-time requirement).

Profile

A term used to describe Vocational Education and Training qualifications/courses for which funding is received from the Northern Territory's Department of Education and Training.

Qualification/course code

Group of letters or numbers or a combination of both which identify a course/qualification for administrative purposes.

Qualification/course

A program of study formally approved/accredited and which leads to a qualification.

Recognition of Prior Learning (RPL)

The acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a unit following an assessment process. Current competence needs to be taken account of. This opportunity should be offered to every student on enrolment. CDU, as a registered training organisation, recognises the Australian Quality Framework qualifications and Statements of Attainment issued by any other Australian registered training organisation.

Registered Training Organisation (RTO)

An organisation registered by a state or territory recognition authority to deliver training and/or conduct assessments and issue nationally recognised qualifications in accordance with the Australian Quality Training Framework. CDU is a recognised registered training organisation. The Charles Darwin University National Registration Number is 0373.

School Based Australian Apprenticeships and Traineeships (SBAT)

School Based Australian Apprenticeships and Traineeships (SBAT) enable school students to gain a nationally accredited qualification while being employed in their selected area of interest. This is achieved simultaneously while completing their Northern Territory Certificate of Education (NTCE). Students usually attend training one day a week and are paid to work for their employer either one or two days a week or in a block, for 40 days a year. Once they have completed school, they can finish their apprenticeship on a full-time basis.

Scope of Registration

In relation to a registered training organisation (RTO), the identification of the particular training services that the RTO can provide. The scope of registration of an RTO also is defined by specific Australian Quality Framework qualifications or competencies within Training Package/s and/or accredited course/qualifications.

Self-assessment

A process in which students or organisations assess their own performance against particular standards or criteria; **in competency-based training** - a process in which students assess their own performance against competency standards; **in quality endorsement** - a process in which an organisation assesses the extent to which it satisfies the criteria for quality endorsement, identifying opportunities for improvement.

Statement of Attainment

An Australian Quality Framework Statement of Attainment is a record of recognised learning which, although falling short of an Australian Quality Framework qualification may contribute towards a qualification outcome. The "Statement" shows partial completion of a course/qualification leading to a qualification, attainment of competencies within a training package, or completion of nationally accredited short course/qualification, which may accumulate towards a qualification through Recognition of Prior Learning processes.

Supervision

If a trainer does not hold the required delivery qualifications, a supervisor must provide guidance and an agreement how this is managed must be in place. If an assessor does not hold the required assessment qualifications, joint assessment with a qualified assessor must be carried out. An agreement how this is managed must be in place.

Testamur

A sealed parchment certificate awarded on completion of course/qualification.


Third Party Delivery Agreement

A "Third Party Delivery Agreement" must be in place for all organisations delivering and / or assessing training on behalf of CDU.

Third Party Authorisation

A form that needs to be filled in when an employer agrees to pay the fees and charges for a student. : <http://www.cdu.edu.au/studentnet/adminforms.html#vet> and enrolment form.

Timetable

A program of the time and place where units are taught, published to the Web, : <http://eagle.cdu.edu.au/ntu/apps/syllabus.nsf/studenttt?OpenForm>

Training agreement

A legal document under which apprentices/trainees, the employer and the Australian Apprenticeship Centre (AAC) agree to undertake a period of training in conjunction with a registered training organisation to gain a nationally recognised qualification.

Training package

An integrated set of nationally endorsed standards, guidelines and qualifications for training, assessing and recognising people's skills, developed by industry to meet the training needs of an industry or group of industries. Training packages consist of core-endorsed components of competency standards, assessment guidelines and qualifications, and optional non-endorsed components of support materials such as learning strategies, assessment resources and professional development materials.

Training plan

A program of training and assessment, which forms part of an Australian Apprenticeship Training Contract and is registered with the relevant state or territory training authority. A schedule of training (includes competencies) which the apprentice/trainee must satisfactorily undertake to gain a qualification. The training plan must be endorsed by the apprentice/trainee, the employer and the RTO and lodged with the Australian Apprenticeships Centre.

TUCA - TAFE User Choice Administration database

At CDU, Australian Apprenticeships are managed using the TUCA database. For further details see SASHA database on Lotus Notes or contact the User Choice Officer – Australian Apprentice Administration (Margaret Burden).

Unit code

This is the alphanumeric code associated with unit names.

Unit/s of competency

Also known as Competency Standards. The units are determined mainly by industry, but also sometimes by enterprises for their own enterprise Training Packages. Each unit of competency contains: elements of competency, performance criteria, range of variables, and an evidence guide. Units of competency are grouped to make up qualifications in training packages.

Unit Information

Unit information must be provided to each student prior to or at commencement of training. The VET Unit Information Template (internal and external delivery) contain a delivery schedule template, which outlines to learners how and when the unit or cluster of units will be delivered to address all elements and performance criteria, and what resources students will require to participate in the learning and assessment activities, and an assessment plan template. The template can be found at <http://intranet.cdu.edu.au/vet/rtoqualityframework/CDU%20Quality%20Forms/Forms/AllItems.aspx> in the VET Unit Information folder.

User choice

A provision of Australian apprenticeships whereby an employer and an apprentice or trainee can choose the registered training provider for the government-funded, off-the-job elements of the training program. The organisation chosen can be any registered training organisation that has scope of registration to deliver the required training.

VET

Vocational Education and Training is post-compulsory training, which provides people with occupational and work-related knowledge and skills. VET also includes programs which provide the basis for subsequent vocational programs or community interest.

VET assessment guidelines

An endorsed component of a training package which underpins assessment and which sets out the industry approach to valid, reliable, flexible and fair assessment. Assessment guidelines include information concerning: assessment system overview, assessor requirements, designing assessment resources, conducting assessment, sources of information on assessment.

VET in Schools (VETiS)

Allows school students to combine vocational studies with their general education curriculum. Students participating in schools continue to work towards their Secondary School Certificate. The Vocational Education and Training component of their studies gives them credit (50 nominal hours = 1 credit) towards their Northern Territory Certificate of Education (NTCE).
CDU contact P: **08 8959 5291**.

VET tuition charge

A charge per nominal Annual Hours Curriculum set annually and applied to units/competencies at all Australian Quality Framework Levels. For 2010 a fee of \$2.00 per nominal hour will apply to Government-funded programs. Exemptions are available.

Withdrawal

A process by which a student notifies the University in writing to cancel a unit/course/qualification in which she/he has previously enrolled. (Use Change of Enrolment Form.)

Work placement

Also called field placement, vocational placement or structured work placement is a period of unpaid work with an employer undertaken by VET students in order to satisfy the requirements of a unit/course/qualification, with supervision provided by the employer, the training provider or both.

Workplace assessment

The gathering, assessment and validation of evidence during normal work activities.