

PARTICIPANT HANDBOOK



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Section One

Information about LGTI

Overview

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

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

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

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

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

Phone: (02) 49 222 333
Email: reception@lgti.com.au

Benefits of gaining an LGTI qualification

- LGTI offers a wide variety of courses
- Our courses are ideal for people working full time
- Courses can be commenced at various times throughout the year
- We allow participants to choose electives that best suit them
- Participants are able to choose the order in which they study the units
- LGTI courses are conducted by qualified trainers and assessors who have extensive workplace experience in their area of expertise.

Section Two

Getting Started

Pre-Registration Information

Prior to commencing the program applicants receive course information including:

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

Client Fees and Charges

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

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

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

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

Your fees (including withdrawal fees) and payment schedule are confirmed in an agreement between you and the Local Government Training Institute. You will be asked to sign this agreement upon registration.

A withdrawal fee may be charged if you leave the course at any stage prior to completion.

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

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

What Information do I need to provide?

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

- Full Name
- Certified copy of identification, such as driver's license or passport
- Your postal address
- Your email address
- Your phone number
- Your mobile number
- Employer name (if employer funded)
- Employer address (if employer funded)
- Employer Email address (if employer funded)
- Employer phone number (if employer funded)

What will I receive at the start of the Program?

At the start of the program participants will receive:

- Access to online resources, including an induction presentation
- Opportunity to apply for direct credits or recognition of prior learning
- Assessment criteria and procedures
- Training Plan
- Information about support options

The Training Plan

After your induction you will receive an individualised Training Plan.

This plan will

- list your units of competency
- describe the way training will be delivered to you
- proposed training and assessment dates

The Training Plan will be developed in consultation with you, your employer (if applicable) and LGTI. It must be signed by all parties to confirm this consultation has taken place and that all parties agree with the plan.

What assistance will I get when I do the Program?

- Regular calls, at least every three months to keep you on track
- If contacting us by email, our first response to you will be within 24 hours.
- If needed, we can put you in touch with your trainer, so you can discuss assessment tasks
- Other assistance as requested or required

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

If you are employer funded in your studies, your employer or supervisor should assist by:

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

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

Learning Support

Studying and learning takes time and effort, particularly for people who have been away from formal education for some time or who have competing job and home responsibilities. It can be even more difficult for participants who cannot for various reasons read or write well or who have problems with numbers and concepts.

LGTI retains the services of tutors in language, literacy and numeracy, who can help if you have any problems in these areas.

If you are experiencing difficulties, or anticipate that you will require assistance, please contact us.

What are my responsibilities?

It is important that all participants understand that they are responsible for meeting the course requirements outlined in the Training Plan.

Participants are also responsible for:

- Informing LGTI if there is any change to their enrolment details, including withdrawal and change of units (*Change of Enrolment Details* form is available at the end of this guide)
- Completing and submitting assessment tasks as agreed
- Requesting an assessment extension if they are unable to complete the task by the due date (*Assessment Task Extension* form available at the end of this guide)
- Ensuring that all work they submit is their own work. If the work of others is used in the assessment task the author must be acknowledged.

How much time will I need to complete the course?

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

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

2. *Time needed to complete each unit of work*

- This will depend on your own experience and the time that you can spend completing activities
- As a guide to the time needed, you will be given a list of *Assessment Due* dates. This provides you with a timeline and gives you an indication of the time frame needed to complete the full certificate. You may find that you have to put more time into some units than others depending on your own personal skills and knowledge
- If you finish one unit ahead of time you can either start the next unit or have a short break from study, between units of work.

3. *Time needed on study at home ?*

- Apart from time spent researching policies and gathering evidence at work, you may need to spend some time out of work hours on your activities and assessment tasks
- We suggest you identify a minimum number of hours that you can spend and plan your time so that you can manage the hours
- Try to be flexible with your time so that you can fit it into your busy schedule.

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

What happens if I change my course information?

Change of details

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

Withdrawal from the course

If you decide to withdraw from the course you must tell LGTI in writing as soon as possible.

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

If you change details, or wish to withdraw from your studies, please send LGTI a completed *Change of Training Details Form* (at the end of this guide).

Completing Each Unit

How do I obtain copies of resources?

1. Online

LGTI's learning and assessment resources are in the password protected Your Resources section of the Institute's website at www.lgti.com.au.

Participants will be issued with a username and password, and access instructions after signing agreement to the Training Plan.

2. Post

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

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

How do I complete each unit?

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

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

Where you are completing IT units (such as spreadsheets, databases or complex documents), or units from the certificates in Business Administration, LGTI purchases learner's guides from suppliers such as Aspire Learning Resources, Software Publications or Pearsons Education. These will be posted out to you. Please contact us if you do not receive these resources.

For those completing a Diploma of Management, you will be sent a textbook that covers all the units in your qualification.

For most qualifications (eg Local Government, Horticulture, Front Line Management) you will receive a learner's guide and an assessment handout.

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

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

If you are completing IT units (such as spreadsheets, databases or complex documents), or certain units from the certificates in Business Administration, the

assessment tasks are contained in the texts you are supplied with. There are no separate assessment handouts for these units.

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

If you believe are able to meet all the performance criteria for a unit and you can support your claim with evidence we recommend you complete the Self Assessment Checklist.

This will then form your application for RPL. Further details on tasks and the RPL process are included in the next section.

Where do I keep copies of my assessments?

LGTI recommends you keep copies of completed assessments and the evidence you will gather as you work through each unit. You might like to:

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

Section Three

Assessment Guide

What do I do to obtain the qualification ?

The qualification is based on national standards of competencies, known as units. Each course has a specific number of units that must be completed in order to get a certificate or diploma.

What are my assessment options ?

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

Option A: Assessment Tasks

Learner's Guides contain activities. Assessment handouts contain assessment tasks.

Activities

In your Learners Guide you may find a number of activities. These activities are designed to give you the opportunity to practice the information or skills outlined in the Learners Guide.

You may need to complete the activities to assist in your own learning and understanding.

Some of these activities may be optional, while others may be required for lodgement with your assessment tasks. The assessment handout will provide clear instructions on exactly what must be completed.

Assessment Tasks

Assessment tasks are generally found in the assessment handout for the unit you are working on.

For a few units, the assessment tasks are included in the learner's guide. That is, completion of learner's guide activities means you have completed your assessment tasks.

Where you are completing IT units, or some Business units, LGTI purchases learner's guides from suppliers such as Aspire Learning Resources, Software

Publications or Pearsons Education. All the assessment tasks are included in the learner's guides and there are clear instructions on how to complete your tasks.

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

The tasks could be focused on practical demonstration in your workplace, through observation, role play or question and answer. These questions could be verbal or written and could include a variety of responses and formats.

You are required to complete all assessment tasks in order to complete the unit.

Contact us if you need any further guidance on how to complete assessment tasks, or if the instructions in the Learner's Guide or Assessment handout are unclear to you.

You may need to contact us before starting a task, or after you have started. Anytime you feel stuck and can't move forward, contact us.

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

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

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

- Hand it to your trainer/ assessor if attending face to face workshops
- Email: assessments@lgti.com.au
- Fax: (02) 4966 0655
- Post: Assessments
Local Government Training Institute
PO Box 3137
Thornton NSW 2322

After you have submitted your assessment task:

- LGTI will email you to confirm they have received your assessment work
- If you do not receive an email from LGTI confirming receipt of the task you should contact us

- your assessment work will be reviewed and feedback provided to you within 2 - 4 weeks of receipt of your assessment
- When assessment is finalised, you will receive a copy of your Record of Assessment Outcome to sign and return to us. The unit is then complete
- Although it is not standard practice, you can receive a Statement of Attainment for each unit that is completed if you require it.

Option B: Recognition of Prior Learning (RPL)

Recognition of Prior Learning means recognising the learning and skills that you already gained – this may be based on recognition of current competencies or a direct credit transfer from courses you have completed.

If you obtain RPL/Direct Credit you will not need to complete the unit/s. This may help you to complete your qualification in a shorter time frame.

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

Extension for Submission of Assessment Tasks

If you have been given an **Assessment Tasks Due** list of dates and you require an extension for any good reason, you will need to complete an **Extension Request Form** and forward it to LGTI.

This form can be found at the end of this guide.

When do I get a Certificate ?

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

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

What happens if I need my Certificate re issued ?

LGTI maintains accurate records of all participants qualifications and when certificates are issued.

If you require your certificate to be reissued simply contact our office and our staff will re issue you with the certificate, free of charge. You may need to provide a form of identification with your request.

Section Four

Legislative Issues

Legislative compliance

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

The requirements include:

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

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

Occupational Health & Safety

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

Participant Records and Privacy

LGTI collates and maintains records of all participants which contain personal information relevant to the requirements of the course.

LGTI is committed to safeguarding the privacy of all participants. Information will not be released to a third party, excepting, on request, an employer who is financing the course.

LGTI is responsible for ensuring that all personal details are kept secure and are not able to be accessed by unauthorized persons or organisations.

Appeals and Grievance Procedures

LGTI has a fair and equitable process for dealing with participant's grievances or appeals.

We encourage dialogue and discussion with all participants as soon as possible so that matters can be resolved.

Participants who have any concerns are asked to contact initially

Business Development Manager

Phone: 49 222 312

Email: reception@lgti.com.au

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

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

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

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

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

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

All enquiries will be treated as strictly confidential and may be processed by contacting the Director, Local Government Training Institute on (02) 4922 2311 or emailing reception@lgti.com.au

Section Five

Managing Your Studies

Why Learn By Distance?

Distance education suits self-starters and people who really want to learn. It can help you achieve your careers goals, if you are trying to:

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

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

Motivation

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

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

Even if you find a particular unit uninteresting, treat the topic seriously and reward yourself for when you do complete it.

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

Managing Time

You alone are responsible for managing your time.

Avoid thinking of your course as an obstacle to be overcome – rather a challenge to be taken on. It is important to stick to your course deadlines.

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

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

- Work
- Socialising
- Relaxing

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

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

Getting Support

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

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

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

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

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

Strategies

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

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

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

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

If you are doing study in the workplace, it can be useful to put up a note so people can choose to come back another time. In the past, our students have put notes on their door that might say “Please come back later, unless urgent” or “Knock only if urgent”.

Or if you do not have an office, putting up a little sign that says “Please do not disturb unless urgent”.

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

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

Break large tasks down into segments, which are easily achievable.

Use small blocks of time for completing small chunks of your assessment tasks.

Section Six

Recognition Guide

What is Recognition?

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

How does LGTI's Recognition Process work?

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

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

Steps in LGTI's Recognition Process

Step 1	Pre enrolment information provided to potential participants, including information on <i>recognition</i> .
Step 2	A potential participant may indicate to LGTI that they wish to be considered for <i>recognition</i> .
Step 3	LGTI will provide a preliminary judgement the participant's suitability for <i>recognition</i> . NOTE: The complete <i>recognition</i> process can be conducted once the Participant is enrolment and the relevant initial enrolment fees have been paid.
Step 4	The potential participant will be advised if they are suitable to undergo the full <i>recognition</i> process
Step 5	Participant is enrolled. Enrolment process includes supplying the full Recognition Guide.
Step 6	An assessor is appointed to assist the participant through the <i>recognition</i> process before they commence their course.
Step 7	The participants training plan is developed including the identification of units for which the participants is seeking <i>recognition</i> .

Step 8	Evidence is submitted to the assessor for <i>recognition</i> .
Step 9	Assessor reviews evidence which may include an interview or Question/Answer session with the participant.
Step 10	Assessor makes assessment decision and provides feedback to the candidate on those units they will receive <i>recognition</i> , and those units they will not receive <i>recognition</i> . NOTE: If LGTI rejects <i>recognition</i> the participant will be advised accordingly with reasons for non-approval.
	If there are gaps in the participant's evidence, the assessor will advise the participant accordingly and recommend actions the participant should take to demonstrate their competence.
Step 11	Once the <i>recognition</i> process has been finalised, the participant undertakes the remaining units in the course, in accordance with the approved training plan for that participant.

Who can apply?

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

How much will it cost?

Unless you are enrolled in a course, an administration fee will generally be charged for assessing your portfolio of evidence. The initial consultation with LGTI staff is free. You will be provided with a quotation regarding the likely administration fees following your initial consultation.

How do I apply?

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

What happens next?

An assessor will be allocated to you, they will investigate the requirements of the qualification you are intending to complete, and then they will guide you through the *recognition* Process. The review process takes about 4 - 8 weeks depending on the complexity of the application.

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

What could I provide to receive *recognition*?

- certified copies of qualifications and statements of results, academic record or transcript (e.g. Certificate / Diploma / Degree) for courses completed through a Registered Training Organisation (RTO).
- documentation related to completed assessments for which you do not have a qualification or statement of attainment.
- A completed self-assessment checklist (SAC) which is included in each assessment handout for your units
- official course outline or course descriptions showing course topics and hours involved for courses other than those delivered by LGTI.
- certified proof of any name change (e.g. marriage certificate) if different from that on the certificate

Note:

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

Other information could include:

- letters/reports from referee
- examples of evaluations/recommendations
- verbal or written evidence

Glossary

Recognition includes:

Direct Credit Transfer

When you have completed a unit of competency either by itself or as a part of another course, and where the title and code are exactly the same as the unit you are seeking credit against, credit can be granted, as long as the rules of evidence can be satisfied by the assessor.

Recognition of Current Competency (RCC)

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

RCC can also be used to give recognition for your life skills - skills and knowledge you have learnt at home or through clubs, hobbies and the like. Obviously any current competency that RCC identifies must be relevant to the course of study and your skills and knowledge must be current to earn recognition.

Recognition of Prior Learning (RPL)

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

Rules of evidence

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

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

Validity

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

This may be more difficult with historical evidence than recent evidence. Therefore it is important to start with the recent evidence and to use the historical evidence to confirm and verify judgements.

Additional evidence can be gathered through observation of performance or questioning to ensure that the evidence provided relates directly to the units of competency concerned.

Currency

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

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

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

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

Sufficiency

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

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

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

Authenticity

Is the evidence collected that of the candidate? The assessor needs to ensure that the evidence is actually the work of the candidate and not someone else. This can be a particular issue if assessments are carried out online. To ensure authenticity, the assessor may check records, get confirmation from supervisors or trainers, and have evidence sighted and signed by a Justice of the Peace.

Information about evidence

Examples of suitable evidence may include:

- Competency assessments and testimonials from your supervisors
- Certificates from previous training courses and qualifications
- Work documents you have created or used while performing the tasks in the workplace
- Any licences
- Resume
- Indentures/trade papers
- Position descriptions
- Endorsed photographs of work undertaken or produced
- Specific evidence as identified by assessor
- Diaries/task sheets/job sheets/log books
- References/letters from previous employers/supervisors
- Work reports
- Correspondence
- Meeting documents
- Files
- conference records
- Performance appraisals
- Any other documentation that may demonstrate industry experience related to units applied for

Qualifications

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

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

Resumes/CVs and current job descriptions

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

Third party reports

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

Work documents

Documents such as examples of work, reports, correspondence, meeting documents, files, conference records etc must be identifiable. Each individual piece of evidence should be able to stand on its own.

That is, assessors should be able to see that any single piece of evidence is: directly related to the person and the organisation for which the work was performed; be dated; have file identification and, where necessary, be signed and/or verified.

Historical evidence

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

Section Seven

Appendices- Glossary and Forms

Glossary of Terms

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

Term	Meaning
Analyse	<i>Break the topic/subject down into parts and consider individual parts and how they relate to each other</i>
AQF	<i>Australian Qualifications Framework – a national, quality assured framework for training and education Australia wide</i>
Assessment Plan	<i>A form submitted by a candidate along with the assessment task which outlines the knowledge/skills they have gained and provides evidence to support their learning. The assessor completes the form during the assessment process as they determine if the candidate has met unit requirements.</i>
Assessor	<i>A qualified person who assesses your work against the requirements of the Unit of Competency to determine competency</i>
Choose	<i>To pick one from a number</i>
Comment	<i>To make a critical and thoughtful observation (written or verbal) about a subject</i>
Competent	<i>Meets all the requirements as detailed in the Unit of Competency</i>
Describe	<i>Gives a description of a process, event or finding. Does not give an opinion</i>
Discuss	<i>To look at both sides of a question or concept and detail the strengths /weaknesses of both sides. Uses examples to support the points of each side.</i>
Evidence	<i>Information, facts, documents, observations etc that support your point of view</i>
Explain	<i>Uses examples to express your viewpoint in a way that others can understand</i>
List	<i>A dot point list of items/events etc for a particular purpose</i>
Outline	<i>A summarised version of information which provides only the main points but not the details.</i>

Packaging Guidelines	<i>Guidelines which detail the compulsory components of a training package – competency standards, assessment guidelines and AQF qualifications – along with the optional support material for any course.</i>
Record of Assessment Outcome	<i>A form completed by an assessor when a candidate submits a unit's assessment tasks. The assessor determines if the candidate is competent and provides reasons for the decision</i>
Resources	<i>Any additional material that provides information on the topic relevant to your learning</i>
Review	<i>To look at the major points of a concept or issue and analyse, and comment on them in an organized and logical way</i>
RPL	<i>Recognised Prior Learning – provides you with credit for previous learning or workplace experience that is relevant to the Unit of Competency. If awarded you can complete the unit more quickly</i>
SAC	<i>Self Assessment Checklist – checks your qualifications and experience against the requirements for a Unit of Competency to help determine if you are eligible for RPL</i>
State	<i>To express something in your own words in a simple and straightforward manner</i>
Training Package	<i>An integrated set of nationally, endorsed competency standards, assessment guidelines and AQF qualifications for a specific industry.</i>
Unit of competency	<i>A unit of work that has specific requirements which have to be met by the learner. When the learner meets these requirements they are deemed competent. A number of units make up a certificate course and the learner must be competent in all of them in order to gain a qualification</i>

ASSESSMENT TASKS COVER SHEET

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

Please forward all completed assessment tasks, and relevant evidence to:

email: assessments@lgti.com.au

Fax: 4966 0588

Local Government Training Institute

PO Box 3137

Thornton NSW 2322

Please fill in all details clearly.

Full name: _____

Work Address: _____

_____ Postcode: _____

Contact telephone number: _____

Email address: _____

Unit code: _____

Unit title: _____

Due date (indicate if extension granted): _____

Date forwarded: _____

PARTICIPANT DECLARATION

I declare that the completed assessment tasks I have submitted represent, to the best of my knowledge, my original work. Information from any other source has been correctly referenced. The material contained in the assessment tasks has not been submitted for any other form of credit, in any other learning environment.

Participant's Signature: _____

Note: The attachment of this statement on any electronically submitted assessment tasks will be deemed to have the same authority as a signed statement.

ASSESSMENT TASKS EXTENSION SHEET

If you require an extension to the dues date of your completed assessment tasks, please complete all parts of this form and forward it to:

email: assessments@lgti.com.au

Fax: 4966 0588

Local Government Training Institute

PO Box 3137

Thornton NSW 2322

Fax: 4966 0588

Please fill in all details clearly.

Full name: _____

Organisation: _____

Work Address: _____

Postcode: _____

Contact telephone number: _____

Email address: _____

Unit code: _____

Unit title: _____

Due date: _____

New Proposed Date of Submission:: _____

PARTICIPANT DECLARATION

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

Participant's Signature: _____ Date: _____

SUPERVISOR / MANAGER'S DECLARATION

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

Participant's Signature: _____ Date: _____

Note: The attachment of this statement on any electronically submitted assessment tasks will be deemed to have the same authority as a signed statement.



PARTICIPANT DETAILS AND DECLARATION

Please complete this page and include it with your evidence

I, Name: Organisation Name:,

confirm the facts and evidence I have provided for this unit (unit code:)

are a true and accurate representation of my work.

Participant Signature: Date of Self-Assessment:

Validation of Evidence

Details on person validating the evidence:

Name:

Job Title:

I can confirm:

Please ✓ in where appropriate

I have reviewed the evidence that: (Participant Name).....
 is providing for this unit.

I have observed the participant using/preparing
 the documents or tools they have included as evidence:

The tasks and situations the candidate has described do accurately
 reflect what I have observed them undertaking in our workplace:

Additional comments:

Signature: _____

Date Signed: _____

CHANGE OF TRAINING DETAILS FORM

EXISTING DETAILS

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

New Name (Note: if you marry and change your name you must provide a copy of your marriage certificate)	
New Address	Email Address Phone (H) Phone (W) Phone (Mob)
Course/ Certificate Code	Course/ Certificate Name
Change to Units of Competency Please write the codes for units you are choosing to replace and add for your Certificate.	
New completion date for your certificate (Note:if you are bound by a traineeship you must refer to the DET website http://apprenticeship.det.nsw.edu/html/advins/forms.htm and download and complete an Extension of Term form)	
New Date: Please provide a brief reason for the change to the completion date:	
New organisation/employer	

I declare that the new details provided above are correct.

Please amend LGTI records accordingly

Signature: Date: