



AgForce
Training

AgForce Training

Student Handbook

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Welcome

Thank you for choosing to study with **AgForce Training**. We are the leading provider of education and training services to the agriculture industry in Australia. We offer access to a range of courses in areas including rural leadership, farm safety and ag accreditation.

Please take the time to read this handbook and keep it in a safe place so you can refer to it during your studies. It provides important information in relation to our enrolment process, the way we deliver training, how we assess, the standard of service you can expect from us and your responsibilities as a training participant with us.

An electronic copy of this handbook can be found on the AgForce Training website at ag.training. Your employer may also refer to this handbook in relation to our policies and procedures, so please share or direct them to our website.

If you have any questions or comments during your course, please refer to our website for further company and course information or feel free to contact us.

We wish you the best of luck with your studies.

Warm regards,

Andrew Moore

CEO, AgForce Training Pty Ltd

On behalf of the team at AgForce Training

an RTO, we provide vocational education and training (VET) services. AgForce Training operates within the Australian Skills Quality Authority (ASQA) jurisdiction and complies with the Standards for Registered Training Organisations (RTOs) 2015. We strive to provide quality Training and Assessment, that will be appropriately rewarded with AQF Certification.

AgForce Training provides accredited and non-accredited training services nationally. Our success has been built from our strong engagement with our clients, delivering high-quality training, assessment, administration, and support services and producing measurable improvements to our client's operations.

1. Enrolment and Induction

Prior to commencing training, you are required to complete our enrolment paperwork and read this handbook. This is extremely important as it is the first exciting step on your study pathway.

Your personal Information

To facilitate your enrolment and to meet our obligations as an RTO, including commonwealth and state government reporting and eligibility for funding (where applicable), we are required to collect personal information from you.

The National VET Data Policy and National VET Provider Collection Data Requirements Policy came into effect on 1 January 2018. These Policies guide the data we are required to collect and applies the relevant Australian Privacy Principles under the Privacy Act 1998.

Enrolment Kit

If not already in your hands, an Enrolment Kit will be forwarded to you shortly prior to or upon commencement of your training program. For students who are undertaking their program within their workplace, you may be provided this kit by your Manager. Please don't hesitate to contact us if you need assistance. Please note; AgForce Training does not hold any third-party arrangements to deliver and or assess on our behalf.

Please complete all forms and return to your trainer directly, or to AgForce Training at email: support@ag.training.

The enrolment documentation includes the following forms:

- Enrolment Form
- Participant Handbook (i.e. this book)
- A Language, Literacy and Numeracy (LLN) diagnostic tool

Enrolment Procedure

1. Complete and sign the Enrolment Form (if you are under 18 years old, your parent or guardian must also sign this form).
2. Participate in a pre-training review with one of our team members.
3. If you are seeking recognition for previous studies or experience, enquire about Credit Transfer and/or Recognition of Prior Learning with your trainer.
4. Complete the Language, Literacy and Numeracy diagnostic (also referred to as a 'Skills Check' in some instances).
5. If you have a disability, which may require adjustment to your training program delivery location, methodology and/or training and assessment resources, please discuss this with your trainer or the Registered Training Organisation's L&D Manager. We will work with you to provide you with every opportunity possible for successful training completion.
6. Submit your forms along with copies of your identification, any other information if required and payment of the enrolment fee (if applicable).
7. When your payment is received and enrolment accepted, AgForce Training can provide you (or your employer) with a receipt.

Usually within seven days after your enrolment has been confirmed, you will receive your Training Schedule, which outlines the accredited training program you will be undertaking with us; a breakdown of the units of competency you will be studying, the methods of assessment we will apply, dates, and if required the location of your training.

Contact Details

It is important that the following information is accurately noted on your enrolment form and that if any of this information changes, you notify AgForce Training at the earliest opportunity. Please also ensure the information is clearly written and legible.

- Correct and clear spelling of your name
- Current email address
- Current address

Please note that **you** are responsible for ensuring we have your up-to-date contact details.

Enrolment Extension

Applications for an extension of time to complete studies are assessed on an individual basis. Your trainer will assist you in this process. Enrolment extensions may be granted where reasonable cause of inability to complete is provided.

Your Enrolment Commitment

In making a contract to enrol in a course with AgForce Training, you acknowledge and agree that:

- The information you provided in your enrolment is complete and correct.
- At all times, your conduct whilst training with AgForce Training will not inhibit other students from learning in a safe and suitable environment.
- You are bound by AgForce Training's policies and procedures, and any amendments made to these.
- AgForce Training reserves the right to accept or reject any application for enrolment at its discretion.
- You are encouraged to share with your trainer any support requirements you may have so we can assist you to successfully complete your course.
- You (or your employer, if work-based training) will pay all fees required on or before the invoice due date.
- Training fees are not transferable to another training organisation but may be transferrable to another training participant under special circumstances (at the L&D Manager's discretion).
- AgForce Training reserves the right to cancel any course prior to the commencement date should it be deemed necessary and, in that event, shall refund fees paid in line with our Fee Refund Policy.
- All assessment work submitted during your training program is your own. Plagiarism and/or collusion will not be tolerated.
- Your trainer may need to discuss your progress with your work supervisor (if workplace training), with your prior consent. In this instance, we will not share your personal details or copies of assessment items. The discussions will be limited to progress of learning, and relevance of workplace-based projects only.
- Any information that you give to AgForce Training or that we collect about you may be given to authorised State and Commonwealth Agencies according to legislative requirements (refer to our Privacy Policy in this handbook for further information).

- AgForce Training reserves the right to change, alter or amend course content, structure, and any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice.
- AgForce Training will securely retain all completed student assessment items for a period of six (6) months from the date of your final Award or Statement of Attainment, in line with our Appeals timeframe (please refer to our Complaints and Appeals Policy). You will be able to retrieve these items upon request to the L&D Manager. Alternatively, AgForce Training may destroy surplus items prior to archiving your files.
- AgForce Training reserves the right to withhold granting the Award or Statement of Attainment certificate if your fees remain outstanding.
- AgForce Training's Complaints and Appeals Policy does not remove your rights to take action under Australia's consumer protection laws.

2. Training Delivery & Assessment

Your Trainers

AgForce Training employs trainers and assessors with real industry experience to ensure their relevance and expertise is applicable to you and your training needs.

We deliver training and assessment programs in accordance with regulations as set by the National Regulator. We only have competent, appropriately qualified and industry-current trainers, who are constantly upgrading their skills and knowledge to ensure you get the best.

Your trainer is your 'trainer' and/or 'assessor' (sometimes both roles are shared between different specialists depending on the qualification and area of expertise).

Before you are assessed, you are given the opportunity to practice and attempt activities either in the training room or on the job site first, before your assessment is conducted.

Training

AgForce Training designs training programs to meet the specific needs of our client organisations and our individual training participants.

We focus on you, as an individual. We provide opportunities to develop new skills at your own pace, collaborate with others and become successful, lifelong learners. We believe in empowering our training participants through project-based learning, teamwork, authentic assessments relevant to the workplace, and contextualized demonstration of competencies in real world settings, as well as flexible timeframes.

Our resources are customised to suit your workplace's own systems, including incorporation of Work Instructions, Standard Operating Procedures and policies and procedures particular to your training program. Our courses are learner-centric, which means we focus on making the information and practices meaningful to you in a positive, motivational and relevant way.

Training delivery involves face to face facilitation, coaching, reference manuals, visual presentations, practical demonstrations, simulation, and may also incorporate some online learning. We tailor all content specifically for the industry in which you currently, or plan to work in.

Participants are encouraged to apply their learnings in their workplace, and employers are urged to mentor and encourage each employee's learning journey with us.

Units of Competency

People are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments. Our nationally recognised programs contain *units*, which detail the standards against which *competency* is assessed.

AgForce Training will either deliver these units individually or link several units together as a 'cluster' or a nationally recognised 'skill set' to make the training more relevant to you, and to avoid unnecessary duplication.

Workplace Referee Reports

Some assessments may require you to seek a workplace referee to support your performance towards a unit of competency. A Workplace Referee is one of your experienced supervisors or colleagues within your workplace (or within your industry) who can report on the range and quality of work performed by you, in relation to the learning program you are undertaking. Wherever appropriate, they will be asked to provide examples of how you have applied the skills and knowledge you have gathered through your training, at work.

You are encouraged to be a part of this process with your referee in relation to how you apply your learnings at work and any support you may need from them to maximise the success of your course.

Your nominated referee will be asked to complete a document (or in some cases an online survey) about their observations of your workplace activities; that is, if and how you apply the skills and knowledge at work and adding comments if desired.

Once the report is completed, our assessor will follow up any queries with either the referee directly or yourself and add it to the portfolio of evidence being gathered which will support your assessor's judgement of competence.

Your referee will not be required to decide about whether you are competent or not – only one of our qualified assessors can make this judgement. The report is not used as a standalone piece of evidence. It is added to other evidence such as assessor observations, questions, projects, etc.

If you have any queries about this process, please do not hesitate to speak with your trainer directly.

What makes AgForce Training different from other training providers?

Our reason for existing, as a business, is to support growth in individuals, farmers, the agriculture sector and the wider farming communities.

Our approach is one of partnership and collaboration, sound and valid strategies, and centred delivery methodologies. This successful approach delivers real community and business improvement to our partners.

We are a high-quality organisation that holds strong to its value of making a difference; working closely with individuals and farmers to provide them with the skills and knowledge to achieve their goals.

Working in partnership with farmers, employees, community members and even regulatory bodies, where appropriate, provides the opportunity to really meet their needs no matter where they are and assist to make changes to their lives and business outcomes.

From in-house short courses to full qualifications; AgForce Training designs, develops and delivers in partnership with Australian farmers to build for optimum learning transfer. AgForce Training incorporates the principles and models of *Systems Leadership*¹ into its training programs wherever possible.

We deliver workshops using a participatory style of engagement, encouraging participants to learn, try, apply and report. Our trainers have substantial knowledge in the field of leadership and are experts in the industry area, in which they run programs.

Assessment

Assessments can be performed in a variety of ways and may include the creation of specific written documents, projects or reports, formal questions (multiple choice, short and long answer), problem solving tasks, case studies and discussion, along with on-the-job observation and third party (supervisor) reports.

Our trainers will provide you with clear task assessment instructions, including the date each task is due for completion.

¹ *Systems Leadership* enables the *leaders* in an organisation to create the conditions where people at all levels can work productively to their potential. It uses sound principles about human behaviour to create models of good *leadership*, organisational strategy, *systems* design and social process.

(MacDonald, Burke & Stewart. 2012. *Systems Leadership: Creating Positive Organisations*. Gower Publishing, UK.)

Assessors are required to see you perform a certain activity more than once, often within different circumstances, to ensure you can repeat it into the future (to make sure you didn't 'fluke' it or couldn't complete it because you were too nervous).

Competency-based Assessment

Vocational Education and Training is about learning real skills and supporting knowledge so that you can work effectively and safely in your role. It is about learning and being assessed in the behaviours, knowledge, skills and abilities that are necessary for successful performance in a particular job in the agriculture sector.

You can either be 'Competent' or 'Not Yet Competent'. You cannot be *slightly or remarkably* competent, you simply are, or are not!

When you are being assessed, you are allowing yourself to demonstrate your ability to do something. You can either do the thing you have been learning about, or you cannot (yet). Your assessor has a set of criteria to judge your ability, skills and knowledge, for each unit of competency being delivered.

Rescheduled Assessments

If you are unable to attend on the scheduled day of assessment, please notify your trainer or the administration team as soon as possible. You must have rescheduled and completed the assessment within four (4) weeks of the original assessment date.

3. Recognising Previous Study, Work, and Experience

You may already be skilled in certain areas that are duplicated in your course. AgForce Training has a process for how you can gain formal recognition for previous study undertaken and relevant past experiences (whether work or volunteering), to avoid training and assessment duplication.

You may be able to recognise your previous achievements, training and experiences in the same area you are seeking a qualification in through a Credit Transfer and Recognised Prior Learning (RPL).

Steps in the Credit Transfer Process

AgForce Training recognises and accepts any Australian Qualifications Framework qualifications and Statements of Attainment that are issued by other Registered Training Organisations. Credit will be given for units of competency for which an original (or verified copy), official certificate or Statement of Attainment is produced.

Alternatively, the Unique Student Identifier (USI) website may be accessed for a candidate's national training record online, in the form of a USI Transcript, for training completed after 1 January 2015.

Please speak with your trainer prior to starting your course or contact our office if you would like to pursue this option.

Steps in the RPL process

Please speak with your trainer prior to starting your training program or contact our office if you would like to pursue this option.

Step 1 – Self-Assessment

Complete the questionnaire provided to determine the likelihood of being successful in an RPL application for the particular unit you have selected. You may find you have extensive, current experience in some areas and not others, which is when you need to consider gap training – it is suggested you do this by speaking with one of our experienced trainers.

Step 2 – Evidence

Your trainer will ask for documents to assist as evidence of your past skills and experience relating to the performance criteria for the unit you are applying RPL accreditation for. Please contact us to obtain a list of suggested documents you could use as evidence.

Step 3 – Reference

You will need to obtain third party verification (i.e. a reference) from someone you have worked with in the past who can verify you have performed certain tasks before. This could be a manager, colleague or even a subordinate; and could relate to either paid or voluntary activities.

AgForce Training can provide your referee with a template for this report, and it is preferable if you could provide at least two different referees. These references, as a whole, should show that you can perform the criteria listed consistently.

Step 4 – Competency Conversation with Assessor

Your AgForce Training trainer will ask you some underpinning knowledge questions and begin to match up your knowledge of the criteria within the unit you are applying RPL accreditation for.

Step 5 – Practical demonstration

Your AgForce Training trainer may ask you demonstrate your skills, validity and currency of the criteria within the unit you are applying RPL accreditation for.

Step 6 – Determining the Outcome

During the RPL assessment and evidence gathering exercise, your trainer will give you information about the skills and knowledge that have been recognised and whether you are in a position to be granted competency in the unit/s you have applied for.

Your trainer will inform you of any skill or knowledge gaps which may either require further evidence or gap-training which could be addressed through a one-on-one coaching session.

Upon successful completion and sign-off of all documentation, and payment of any pre-determined fees; you will receive your Statement of Attainment.

Sufficiency, Validity, Authenticity and Currency

RPL assessment must still follow the Rules of Evidence and Principles of Assessment, as all assessment does.

Your trainer must be assured that the evidence submitted is related to your own work, is from the present (or the very recent past), matches unit requirements and that there is enough to enable a quality judgment about your competency.

4. Course Fees

Fees are payable through two (2) methods:

- If your course is delivered within your workplace, your fees are negotiated and most likely paid by your employer as an investment in your future with them, and/or
- You may be responsible for the payment of some or all your fees.

If you are unsure what fee arrangements your course falls under, please contact our administration team or speak with your employer.

Unless otherwise advised in writing, fees:

- Will include a course Enrolment Fee subject to the course you are completing.
- Cover the training manuals, handouts and assessment documentation provided throughout the course by AgForce Training
- do not cover the travel and accommodation costs of the training trainer, unless incorporated into the total program costs with agreement by all parties,
- do not include the cost of PPE, individual text books, stationery, tools or other individual items of equipment necessary for the course not supplied by AgForce Training or your employer (you will be advised in advance if this is the case),
- cover the reasonable provision of student services to assist in the learning process - such as support in the areas of language, literacy, numeracy and disability, referral to counselling services, etc.
- reflect the content of the course and the award, not the duration, therefore there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course (should you require a period greater than that stated in your training offer to complete the course; you may be subject to additional fees),
- may be reduced or refunds maybe granted only if a participant is granted sufficient credit transfer or exemptions.

Fee for Service Training: Workplace-Based

The fees to deliver a tailored program within a workplace are dependent upon the technical specialisation required and the customisation of materials/program structure.

Please contact AgForce Training's for further information on how we can deliver tailored programs to suit your individual and/or workplace needs.

Credit Transfer

Credit Transfer applications are processed at no cost, however administration fees may apply for Statements awarded through CT.

Recognition of Prior Learning (RPL)

RPL assesses your past experience and learnings to determine your achievement of the required unit elements and criteria. Fees for RPL are published on our website and can be negotiated with clients on an individual basis according to the assessment time required and any need for gap coaching and/or assessment.

Program Cancellations

Where a course is cancelled by AgForce Training's prior to commencement, the participant (or their employer) will be offered an alternative arrangement or a full refund.

Withdrawals from Training

In the instances of withdrawal by the training participant from the course, the following will apply:

Prior to 4 weeks prior to commencement	Full refund Not inc enrolment fee
From 2 to 4 weeks prior to commencement	75% refund
Less than 2 weeks prior to commencement	50% refund
1 day prior or on the day of commencement	Nil refund

- Refunds will only be paid to the person that enters into the training contract with AgForce Training unless authentic written direction is received by AgForce Training to send the refund to somebody else.
- If approved, refunds will be paid within 28 days of the refund application being lodged.
- Requests for refunds should be made in writing, and can be sent the administration email

- You can refer to AgForce Training's Complaints and Appeals procedure if you wish to appeal any refund arrangements.

5. Position of Quality Assurance

AgForce Training believes in and practices a Quality philosophy to ensure all training, assessment and student support services meet or exceed our customer requirements and expectations. Our philosophy is one of constant improvement.

As an RTO, we have current policies and procedures in place which support the quality and compliant delivery of accredited training and assessment activities.

As individuals, we follow these policies and procedures with the aim of doing it right the first time, every time. This applies to all staff and subcontractors of Response Learning.

As a team, we strive to improve our services and processes for the future. Innovation and independent thinking are encouraged, resulting in enhancements to process, service, and quality client delivery.

In this respect, we are each committed to learning from our work to ensure a process of continuous improvement in all that we do. We encourage feedback regularly from our clients, students and staff – through formal surveys as well as informal communications.

6. Your Privacy

AgForce Training takes your right to privacy seriously². Your records are managed to ensure the confidentiality and security of all information. Your records are archived in accordance with legislation and are retrievable by you if requested or by regulatory authorities for audit purposes (through the application with the L&D Manager).

² This policy has been updated to incorporate obligations under NCVER's *Data Provision Requirements 2012* and the Australian Privacy Principles, which implement Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which amends the *Privacy Act 1988*.

AgForce Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research (NCVER).

Your personal information (including the personal information contained on your completed enrolment form) and your training activity data may be used or disclosed by AgForce Training for statistical, regulatory, and research purposes. AgForce Training may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training paid by your employer,
- NCVER,
- Government departments and authorised agencies,
- Organisations conducting student surveys, and
- Researchers

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a Vocational Education and Training (VET) Statement of Attainment or VET Qualification,
- populating Authenticated VET Transcripts,
- facilitating statistics and research relating to education, including surveys – understanding how the VET market operates,
- for policy – workforce planning and consumer information, and
- administering VET, including program administration, regulation, monitoring, and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent, or third-party contractor. You may opt out of the survey at the time of being contacted. NCVER will collect, hold, use, and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

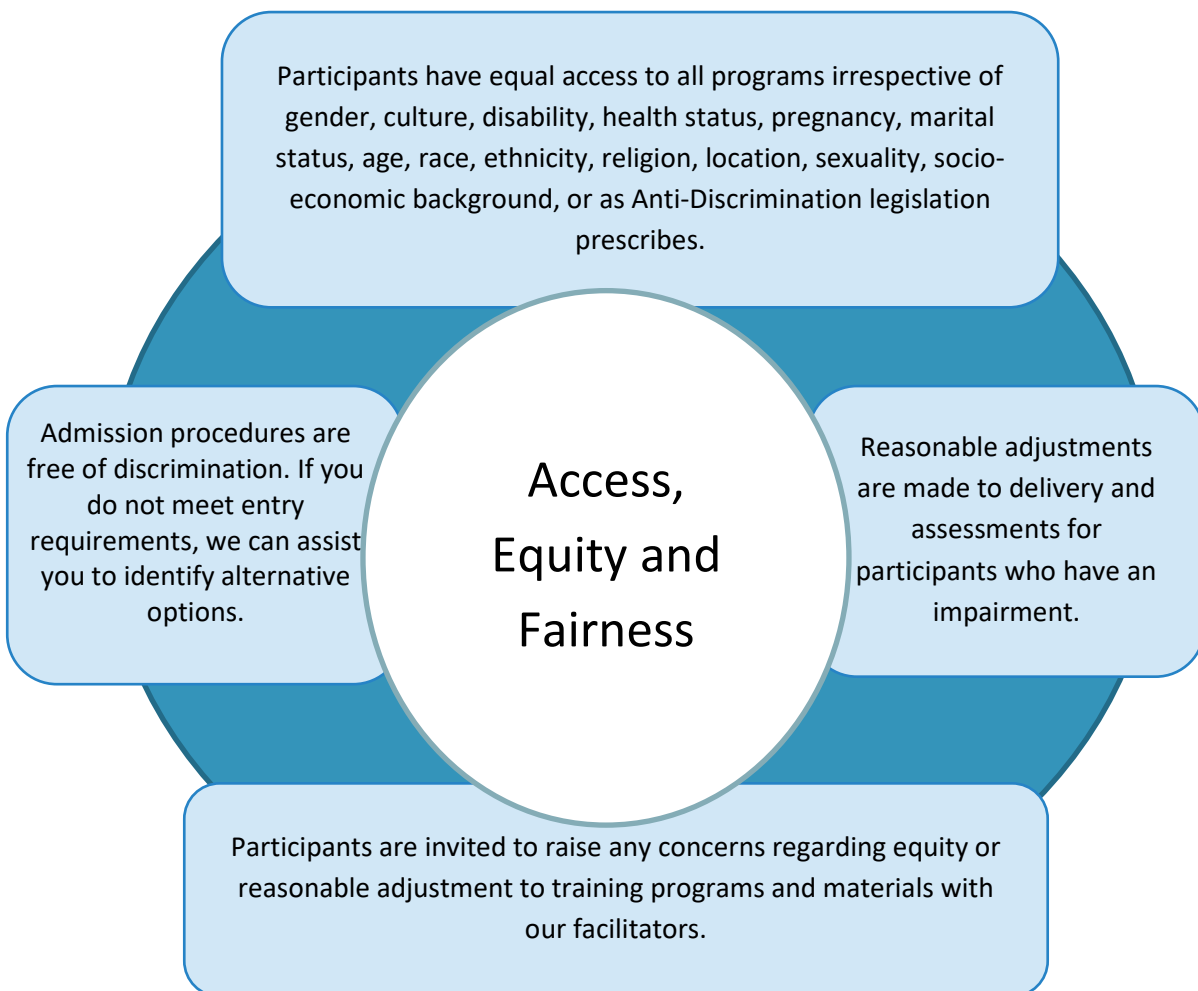
Your complete set of assessments are retained by AgForce Training for six (6) months after you have been issued with your award; complementary to the academic appeals time period. After this time, you may request return of your assessments (through the L&D Manager); alternatively, they will be destroyed; with the evidence of judgement paperwork (i.e. assessment summaries and signoff sheets) being retained for a further period of 30 years, as per our RTO obligations.

Your photograph will not be displayed publicly or included on any marketing or training materials without your prior written consent.

All queries regarding your student file, including the accessing of any information within it, are to be directed in writing to the L&D Manager. If you believe there has been a breach of privacy legislation or policy, please do not hesitate to contact the L&D Manager.

AgForce has a formal Complaints and Appeals procedure, and your matter will be promptly dealt with according to this procedure (refer to the procedure within this Handbook).

7. Access, Equity and Fairness



AgForce Training believes in access for all, so the differing needs for each participant are identified and handled with sensitivity. Our clients are invited to raise any concerns regarding our admission procedures, assessments, training activities and entry requirements, etc.

AgForce Training incorporates the principles of equity into all programs, policies, and processes. Your rights are protected during and after your training program, and this Handbook outlines your rights and processes of appeal. The assessment tools, systems, and procedures used by AgForce Training are consistent with Equal Employment Legislation and comply with the Principles of Assessment.

Explanation of Disability Categories³

Our Enrolment form refers to disability categories which are further explained below. Please note that disability, in this context, does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

Hearing/deaf

Hearing impairment is used to refer to a person who has an acquired, mild, moderate, severe, or profound hearing loss after learning to speak, communicates orally, and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

Physical

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

Intellectual

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

Learning

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities.

³ Extract from AVETMISS VET Provider Collection Specifications Release 8.0 November 2018

These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

Mental illness

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering and/or distress to which represents a departure from a person's usual pattern and level of functioning.

Acquired brain impairment

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional, or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

Vision

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

Medical condition

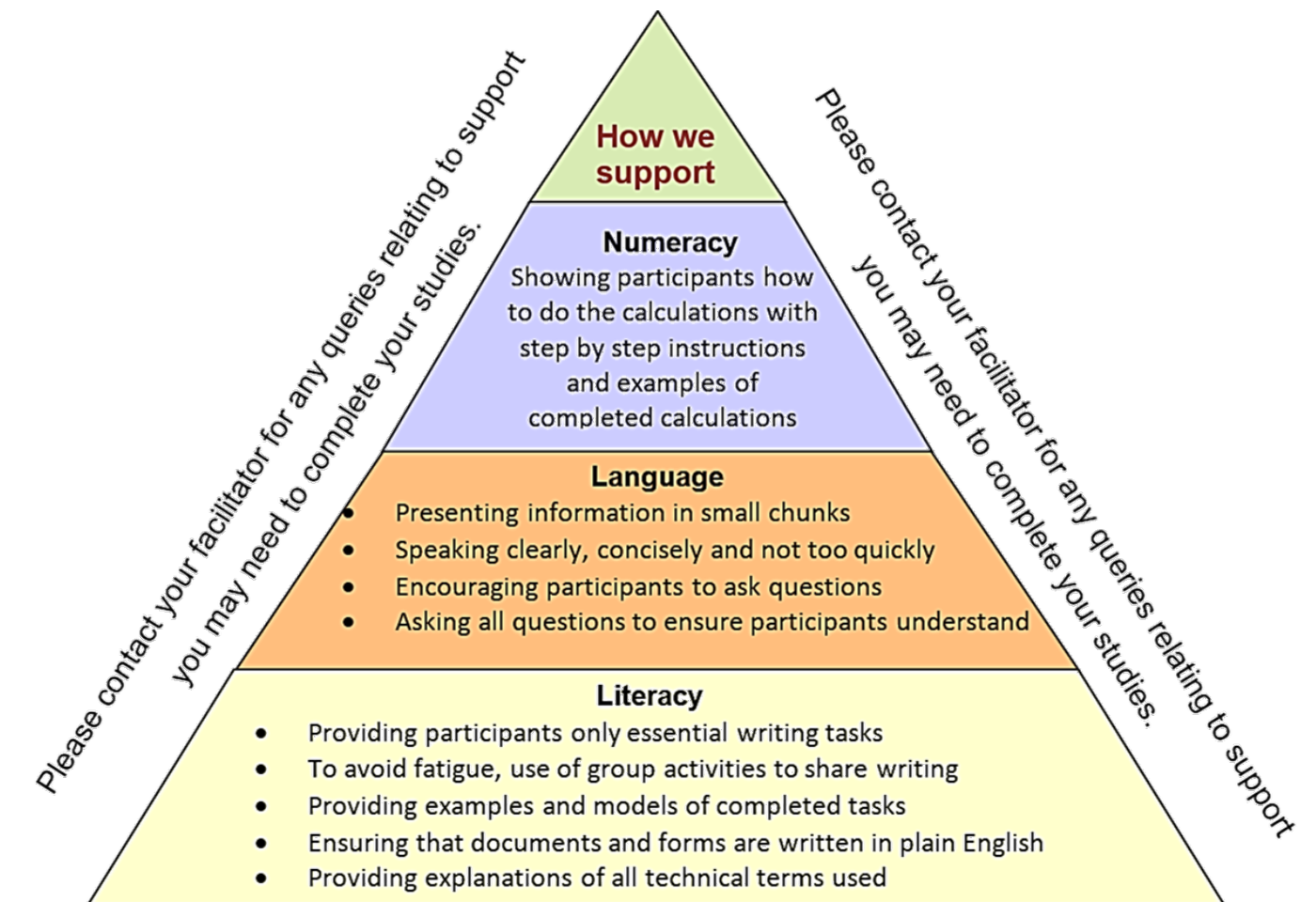
A Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired, or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma, or diabetes.

Other

A disability, impairment, or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

8. Language, Literacy and Numeracy (LLN)

AgForce Training recognises that all vocational training includes language, literacy, and numeracy tasks, and we aim, at all times, to provide a positive and rewarding learning experience for all our participants.



Participants will be requested to complete a skills check (LLN diagnostic) for programs. The purpose of this activity is to check where you might need additional support with your training. Instead of skills checks, there are particular entry requirements articulated for programs at the Certificate IV-level and above, which cover the core skills of each qualification (for example, you may need to be working as a team leader or supervisor to undertake a specific leadership program).

AgForce Training aims to identify and respond to the learning needs of all our participants at all stages of their learning experience. Further information and advice can be provided by your Trainer or one of administration officers.

9. Support and Guidance

All AgForce Training participants are entitled to extra support or guidance if they require it.

Training participants should contact their trainer or the L&D Manager if they wish to ask about any additional support, including:

- tutoring in the areas of Language, Literacy, and Numeracy,
- assistance when applying for RPL and Credit Transfer,
- referral to personal counselling services (e.g. conflict resolution, stress management, access and equity issues, well-being, and support), and time management and work conflict in relation to completing assessments.

10. Participant Health and Safety

Drugs & Alcohol

To ensure the integrity of AgForce Training programs and the safety of all staff and participants, the consumption, use, sale, or distribution of alcohol and/or prohibited drugs by any participant at any of its classes or assessment sessions is strictly forbidden at all times.

If you are concerned about your own or another person's safety, please inform your trainer immediately.

Workplace Health & Safety

AgForce Training is committed to providing a safe and healthy environment for the benefit of all participants and staff. It is important participants report ANY injury occurring during any training activity conducted by AgForce Training immediately.

If you have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of your trainer immediately.

Participant Code of Conduct

Today's workplace requires employees to use their initiative, work as a team member, and be honest, loyal, tactful, and courteous. It is expected that training participants will treat fellow participants and trainers with respect.

At AgForce Training, we strive to achieve the following "basic principles" of interpersonal behaviour-

- Focus on the situation, issue, or behaviour, not on the person.
- Maintain the self-confidence and esteem of others.
- Maintain constructive relationships with trainers and participants.
- Take the initiative to make things better.
- Lead by example.
- The use of inappropriate language will not be tolerated.
- Mobile phones are to be turned off during classes and assessment sessions.
- No food or drinks are allowed in training rooms (bottled water may be permitted).
- No smoking is permitted in classes or assessment sessions

General Misconduct

Participants are expected to respect other participants, staff, and property so that learning and teaching can take place freely, safely, and without impediment due to the misconduct of others.

Where a trainer becomes aware of behaviour of a training participant which may constitute misconduct or serious misconduct, the trainer may undertake preliminary inquiries and/or discuss the matter with the participant. The trainer may form the view that there is no case to answer and advise the participant accordingly. The mechanism used to advise the participant may include a formal record.

If, following preliminary inquiries and/or discussions with the participant, the trainer reasonably forms a view that the behaviour of the participant is not acceptable, the trainer may:

- counsel the participant on the nature of the improvement required, the time within which reasonable improvement is expected, and how the participant's behaviour and/or interaction with others will be assessed, and/or
- refer the matter to the L&D Manager for consideration and advice, and/or
- refer the matter to the employer/workplace supervisor for consideration and advice.

Participant Dress Code

Appropriate dress is required of all participants at all times

and must:

- observe health, safety, and decency standards, including the need for required PPE, and
- consider the values of participants and trainers of other cultural backgrounds.

Attendance and Absenteeism

Attendance is an essential element of your face to face training program. It is important that you try to arrive to class on time, including returning from morning and lunch breaks.

It is in the interest of all staff and participants that self-responsibility for health is taken seriously. If you are suffering from a temporary sickness which could affect others (e.g. colds, flu and viral infections) you should not attend classes or assessment sessions.

Participants unable to attend classes or assessments due to illness or any other reason should advise their trainer or AgForce Training immediately. If you are unable to reach your trainer directly, please contact our office directly.

Harassment

AgForce Training will not tolerate any harassment, victimisation, bullying, or any conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning or assessment environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality, or age.

All training trainers and participants are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Harassment is unlawful under Commonwealth and State legislation, and all harassment, bullying, and victimisation are contrary to our duty of care to provide a safe environment for work and learning.

Participants and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some, may be perceived as offensive by others.

Theft

AgForce Training cannot be held responsible for anything which may be stolen from its clients' premises or training rooms where training is conducted.

Training participants are encouraged to remove their valuables whenever leaving their training room, as not all venues can be locked up by our trainers.

Training participants must not be involved in any illegal activity. If you have any concerns, please do not hesitate to speak with your trainer.

Plagiarism, Collusion, and Cheating

Definitions

Plagiarism To take someone's words or ideas or other materials and present them as your own.
An understanding between two or more people to intentionally cooperate to gain an unfair advantage in assessment and may include:

Collusion

- unauthorised and unacknowledged joint authorship in an assessment task,
- unauthorised and unacknowledged copying or use of material prepared by another person for use in assessment.

Cheating The act of obtaining or attempting to obtain a positive assessment result by the use of dishonest, deceptive, or fraudulent means.

Referencing A standardised method of acknowledging the sources of information and ideas and other material used in an assignment.

Responsibilities

1. AgForce Training requires participants to submit work that is their own. We consider plagiarism, collusion, and cheating constitutes academic misconduct for which penalties may be applied.
2. AgForce Training recognises its responsibility for educating participants about what constitutes plagiarism or collusion and cheating in their particular discipline.
3. AgForce Training has established a procedure to recognise and counter plagiarism, collusion, and cheating to ensure the integrity of its assessment processes and outcomes.
4. Countering plagiarism, collusion, and cheating is the shared responsibility of trainers and participants.
5. All suspected instances of plagiarism, collusion or cheating are to be reported to the L&D Manager.
6. Training participants must –
 - a) clearly reference the use of words, ideas or other material of other people,
 - b) not present work done in collusion with another person or persons as solely their own work,

- c) not engage in any situation whereby the participant knowingly attempts, or assists another participant to attempt, or to gain an unfair advantage by cheating during an examination or test.
7. Participants who are initially found cheating or guilty of plagiarism on any form of assessment will be deemed *Not Yet Competent* for the relevant Unit of Competence. Participants will also be issued an official written warning which will be placed in the participant's file. The participant will then need to re-submit or re-sit the assessment.

11. Complaints and Appeals

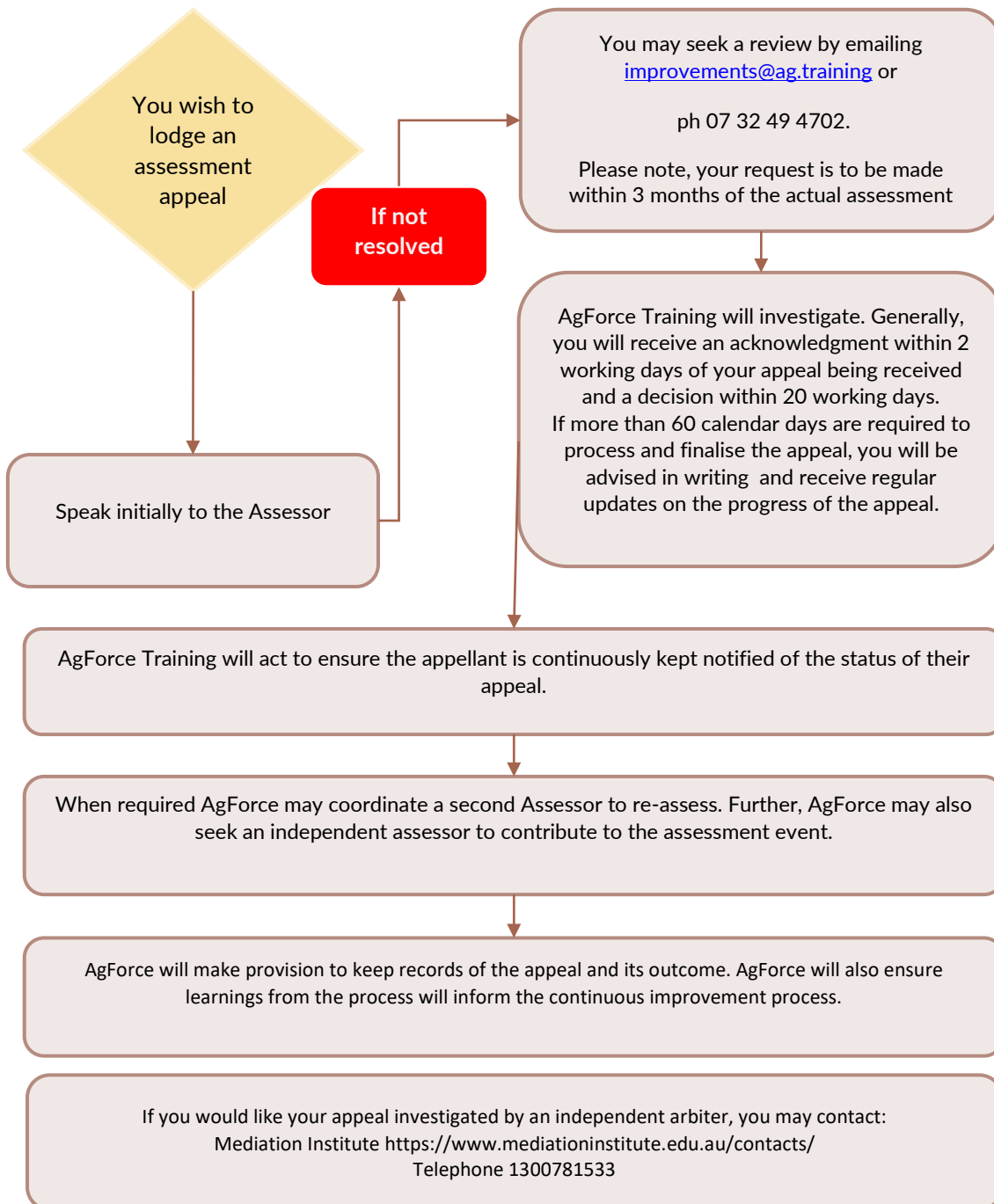
AgForce Training is committed to creating an environment where all feedback is welcome and where openness is valued. The processes for making complaints and academic/assessment appeals is represented in the following diagram, with the full written policy and procedure available by emailing support@agforce.edu.au

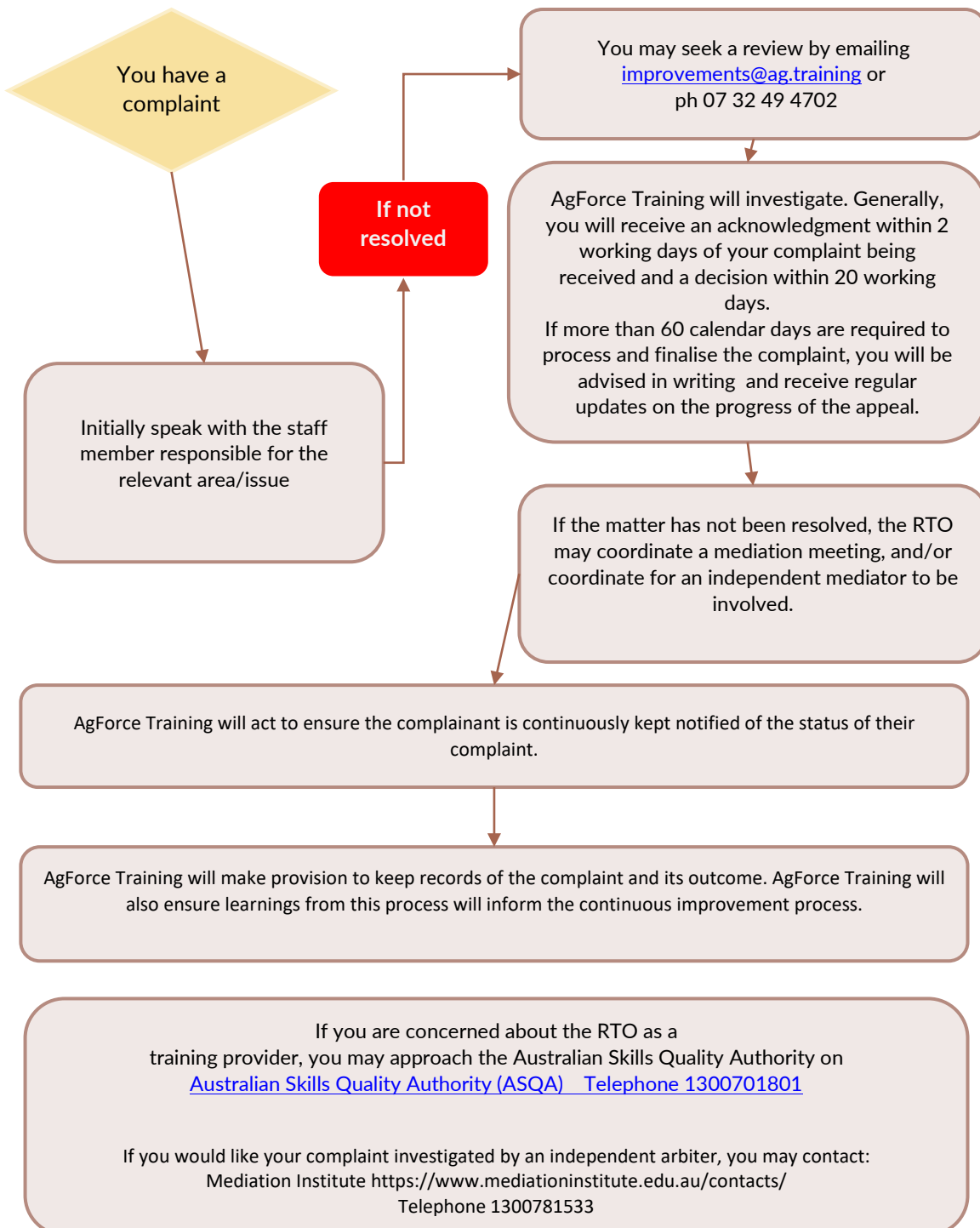
AgForce Training manages and responds to complaints in relation to the quality of training and assessment, the quality of client service, and compliance with the VET Quality Framework, including allegations involving the conduct of:

- AgForce Training, its trainers, assessors, or other employees,
- a third party providing services on AgForce Training's behalf, its trainers, assessors, or other employees, and
- a training participant of AgForce Training.

Principles of natural justice and procedural fairness are followed at every stage of the complaint and appeal process by allowing anyone subject to a decision by AgForce Training, or anyone who has allegations made against them, to a right of reply before a decision is made

Procedure for lodging a Complaint or an Assessment Appeal





12. Issuing of Certificates

You will be sent your certificate and transcript of your qualification in the mail within 30 calendar days of your final unit being marked as Competent, providing all fees have been paid.

Anti-Fraud Certificates

AgForce Training certificates are printed on security paper to inhibit fraudulent reproduction or copying. This paper meets all legislative requirements for the reduction of fraud, as required on all RTO testamurs and certificates.

Re-issuing of Certificates

Should you require a copy of your original certificate or Statement of Attainment, this will incur a cost of \$25. Please contact AgForce Training administration staff at support@agforce.edu.au