



Department of
Education

Professional
Learning



Accredited Training Initiative

Learning and Recognition Program
School Support Staff

Information Package



Your career Your success Your achievement

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Welcome

We welcome your interest in the Learning and Recognition Strategy program offered through the Professional Learning Institute (PLI). The program offers Department of Education (DoE) staff the opportunity to gain a nationally-recognised qualification from the Business Services Training Package. The following information will assist you in understanding the terms and conditions under which our training and assessment services are provided. Please read all sections before submitting your Expression of Interest (appendix A).

Program Information

WHO	<p>The pilot for 2010 will target</p> <ul style="list-style-type: none"> • School Support Staff • Central and district-based staff who directly support schools
WHAT	<p>Courses on offer for 2010</p> <p>Business Services Training Package -</p> <p><u><i>Certificate IV in Frontline Management (BSB40807)</i></u></p> <p>Developing participants' skills to:</p> <ul style="list-style-type: none"> • Show leadership in the workplace • Implement operational plan • Monitor a safe workplace • Promote team effectiveness • Address customer needs • Implement workplace information systems • Make a presentation • Manage projects • Develop work priorities • Write complex documents <p><u><i>Diploma of Management (BSB51107)</i></u></p> <p>Developing participants' skills to:</p> <ul style="list-style-type: none"> • Manage budgets and financial plans • Develop a workplace learning environment • Manage people performance • Manage operational plan • Facilitate continuous improvement • Ensure a safe workplace • Manage projects • Develop workplace policy and procedures for sustainability

HOW

Delivery

Each program will be delivered over a three-month period consisting of:

- up to eight days face-to-face training, spread over two school holidays
- a workplace learning project to be completed at your school site during the term

There will be two intakes per qualification in both metropolitan and regional areas. The selection of regional areas will be determined by the number of applications and system needs.

Assessment

A key element of accredited training is the assessment of learning. Assessment is **not** about testing knowledge through an exam, but about applying what is learnt in the workplace and demonstrating competence. Assessment will involve a range of activities including responses to scenarios, work-based activities, small projects, presentations, participation in discussions and reflection on worksite policies and practices. Assessment is conducted by qualified PLI assessors. Line managers and delegated workplace supervisors may be asked to provide supporting evidence by signing verification forms or providing testimonials. All learning materials, training and support strategies are designed to assist you to complete assessments.

TIME

Program dates for 2010

Both the Certificate IV and Diploma will run simultaneously. You will complete your qualifications in and out of work time.

Round 1 – Term 2

The first intake of applicants will commence in the second week of the April school holidays and finish in the first week of the following July school holidays.

- Monday, 12 April – Thursday, 15 April 8:30am to 4:30pm (four days face to face theory)
- Term 2 – workplace learning project
- Monday, 5 July – Tuesday, 6 July (two day face-to-face theory and assessment)

Round 2 – Term 3

The second intake of applicants will commence in the second week of the July school holidays and finish in the first week of the following October school holidays.

- Monday, 12 July – Thursday, 15 July 8:30am to 4:30pm (four days face-to-face theory)
- Term 3 – workplace learning project
- Monday, 4 October – Tuesday, 5 October (two day face-to-face theory and assessment)

SUPPORT

You will be supported throughout the program by a trainer/assessor through a combination of the following

- face-to-face
- online
- phone and
- email contact

You will also be encouraged to establish support networks with your line manager, colleagues and other participants in the program. It is expected that you will take responsibility for your own learning, including accessing support when needed to plan and complete the assessments.

Sponsor Endorsement

The selection process requires you to discuss your application with your principal/line manager and that they agree to support your participation in the program.

Sponsors are asked to support participants by

- meeting with them to discuss course requirements
- providing opportunities to apply their learning and complete the work-based assessment tasks
- signing verification forms or providing testimonials where required
- attending the graduation ceremony

RPL/ CREDIT TRANSFER

Recognition of Prior Learning (RPL)

RPL is a formal process by which a participant's current skills and knowledge gained by any combination of previous study or work or life experience can be recognised. Participants are required to provide evidence of current competency to an accredited assessor who will assess this evidence. If the evidence sufficiently meets the criteria then the participant is awarded that unit and does not need to do any further training or assessment for that unit. As it is recognised that many participants will come to the program with considerable experience, there will be a focus on Recognition of Prior Learning (RPL).

To find out more about the RPL guidelines please refer to the ***Participant's Guide to RPL*** available on the PLI website.

Credit Transfer/National Recognition

A key feature of the Australian Quality Training Framework (AQTF) is the recognition and acceptance of qualifications and statements of attainment issued by Registered Training Organisations. These recognition arrangements are underpinned by the AQTF standards and ensure the portability of qualifications across Australia.

National Recognition (NR) is granted where there is an exact match with the unit of competence title and code issued to you by another RTO to the unit of competency being applied for. Credit Transfer (CT) is the recognition of units, subjects or modules completed through prior study where the title or code might be different but the learning or competency outcomes are equivalent.

Applications for Credit Transfer and National Recognition can be made once you have registered in the program.

SELECTION	<p>Application Requirements</p> <p>You will be offered a place in the program if you meet the following requirements:</p> <ul style="list-style-type: none"> • The skills/knowledge to complete the designated RPL units or willingness to complete gap training provided by DoE. • Sponsor endorsement • Referee testimonial • Employment by DoE for the duration of the program <p>There will be limited positions available for each round. A total of 60 places will be offered in each qualification for 2010.</p>
APPLY	<p>Expression of Interest</p> <p>Step 1: Make sure you have read and understood all information in this package</p> <p>Step 2: Obtain Sponsor Endorsement</p> <p>Step 3: Complete the Expression of Interest (appendix A)</p> <p>Step 4: Attach a copy of your Curriculum Vitae (Example – appendix B)</p> <p>Step 5: Attach a copy of the Referee and Sponsor testimonials (appendix C,D,E,F)</p> <p>Step 6: Forward to the PLI by 4 December 2009</p> <p>All applicants will receive notification of the outcome of their application by 15 December 2009.</p> <p>If successful you will receive a letter of offer and registration package.</p>
COST	<p>Fees</p> <p>The Department of Education offers the program at a cost of</p> <ul style="list-style-type: none"> • \$900 for the Certificate IV in Frontline Management • \$980 for the Diploma of Management <p>Payment in full is required at the time of registration. Staff can negotiate with their line manager for full or part payment towards these costs. Individuals suffering financial hardship may contact Jo Gow on 9242 6333 to discuss a part-payment plan.</p>
KEY DATES	<ul style="list-style-type: none"> • Expression of Interest closes 4 December 2009 (end of week 7) • Applicants will be notified in writing by 15 December 2009 of placement (end of week 9) • Registration and payment of fees due by 28 February 2010 • Program commences 12 April 2010

ABOUT US	<p>The Professional Learning Institute is a directorate of the Department of Education. Through the Learning and Recognition Strategy the Professional Learning Institute is working towards providing accredited training to support all DoE staff.</p> <p>Our role is to</p> <ul style="list-style-type: none"> - Build workforce capability - Provide career pathways - Deliver accredited training (AQTF endorsed) - Support and complement existing programs and initiatives
CONTACT US	<p>Professional Learning Institute Department of Education 164 -194 Oxford Street Leederville WA 6007 Fax: 9242 6395</p> <p>Jo Gow Consultant Professional Learning School Support Tel: (08) 9242 6333 Josephine.Gow@det.wa.edu.au</p> <p>Fiona Winfield Coordinator Professional Learning Operations Tel: (08) 9242 6354 Fiona.Winfield@det.wa.edu.au</p> <p>Website: www.det.wa.edu.au/pli/</p>

TERMS AND CONDITIONS

PARTICIPANT'S RESPONSIBILITIES

Prior to enrolment we ask you to accept and abide by the PLI's policies and procedures. At the commencement of your program, you will be able to discuss the specific requirements of your program along with the general rights and responsibilities detailed below.

You can expect to

- be treated with courtesy and respect
- learn in a supportive and safe environment free from discrimination, harassment and bullying
- have concerns and complaints taken seriously and addressed promptly
- have reasonable learning needs met regardless of gender, disability, ethnicity, age or mode of study
- be supported during your learning
- have opportunities to provide feedback on services

You are expected to

- know and observe policies and procedures as outlined in this handbook
- submit assessments as required or, if unable to meet this expectation contact the program manager/facilitator prior to the assessment due date to negotiate a reasonable adjustment or to request an extension
- attend all scheduled training sessions. However if exceptional circumstances arise, please notify the program manager/facilitator as soon as possible
- contribute to a positive learning environment that maximises teaching and learning opportunities for staff and other participants
- respect the rights of others and act in a fashion not likely to be perceived as discrimination, harassment or bullying
- act in a professional manner during work placements or other forms of practice-based learning activities and respect the confidentiality of information made available as part of that work experience
- respect the property and facilities of the PLI or of venues used for training purposes
- not endanger your or others' health and safety
- notify the PLI if your contact details change, for example, change of worksite, name or phone number
- notify your program manager/facilitator as early as possible if you are experiencing any difficulties with your learning
- notify the program manager/facilitator if you intend to withdraw from the program

COMPETENCY BASED TRAINING

The training you receive through the PLI is nationally recognised and competency-based. It is part of the national VET system.

This means that the training you receive is

- high quality
- flexible, including elements of face-to-face and work-based learning methods
- suited to adult learners
- recognised by other RTOs across Australia
- based on skills and knowledge needed in the workplace
- formal recognition for skills learnt on the job or through experience, as well as through study

HEALTH SAFETY AND WELLBEING

The PLI has a responsibility to ensure that our training and assessment services are conducted in a safe and healthy environment and we are committed to resolving any issues that impact on meeting this responsibility. If you have any concerns relating to your health, safety or wellbeing while participating in a learning program, please raise your concerns with a PLI staff member.

ACCESS AND EQUITY

If you have a particular requirement due to either a physical, health, cultural, linguistic or learning need, please talk to the program manager/facilitator prior to enrolment or provide details on the registration form so that we can discuss possible arrangements with you prior to enrolment. We will endeavour to agree on a suitable arrangement that will maximise your success as a learner. Any information provided will be treated confidentially and with sensitivity.

PARTICIPANT PROGRESS

When we receive your assessments you will be sent a confirmation of receipt and then written confirmation of the outcome. In addition, you are able to receive information about your progress at any time during the program by contacting your program manager/facilitator.

FEES

The Department of Education offers the program at a cost of

- \$900 for the Certificate IV in Frontline Management
- \$980 for the Diploma of Management

Staff can negotiate with their line manager for full or part payment of fees.

Following approval of your application, all fees will need to be paid on registration unless you have arranged a payment plan. Part-payment plans are an agreement to pay fees by instalment. Please contact Jo Gow on 9242 6333 for further details.

Your fees only provide you with a place in the program for which you have applied. If you do not complete the assessments within the scheduled timetable, you will be required to apply for, be selected and pay fees for a place in a subsequent program. These fees will be transferred if you apply for a subsequent program due to exceptional circumstances.

Payment of fees can be made by cheque marked payable to the *Leadership Centre*.

You will be sent a tax receipt invoice with your registration package. Payment of your invoice confirms your place in the program.

WITHDRAWING FROM THE PROGRAM

If you wish to withdraw from a program you must contact the program manager/facilitator to discuss your intention to withdraw. This might be useful to help resolve any problems you are encountering.

If withdrawal is unavoidable you will need to submit a ***Notice to Withdraw from a Training Program*** form available on our website. The form will require a signature from your line manager. Forward the form to your program manager/facilitator.

Your status in the program will be considered active until your withdrawal form has been received by the PLI and signed by the relevant program manager. You will be sent a letter confirming your withdrawal.

REFUND POLICY

Registrations cancelled 48 hours prior to the program commencement will receive a refund.

MAKING A COMPLAINT

From time to time, issues, problems or conflicts arise that may lead to participants feeling that decisions or processes are unreasonable, that they have been treated unfairly in some way or that difficult relationships are getting in the way of their learning. If this happens to you, we encourage you to take up any such concerns directly with the person or people involved.

However, if this does not resolve the issue, or if personal resolution is not an option (either for reasons of individual sensitivity, cultural or power relationships, or due to the nature and seriousness of the concern) we encourage you to make a complaint.

A complaint is a notice to the PLI that you are protesting against what you perceive to be inappropriate, unfair or offensive action (or inaction) and that intervention by the PLI is requested or necessary.

You may make a complaint about training and assessment, issuing qualifications, managing fees and providing administrative services. Complaints could include, but are not confined to, issues such as

- thinking the assessment process was invalid or unfair
- feeling intimidated or harassed
- being concerned about lack of responsiveness of services of some kind

If you are thinking about lodging a complaint, the following questions may help

- What are your concerns?
- What are the details of the circumstances? (Who? What? Where? When? How?)
- What is the outcome or remedy that you want?

Complaints process

Complaints must be lodged in writing and lodged with the Manager, Professional Learning Institute. An example letter is available on the PLI website. An assessment appeal must be lodged within 3 weeks of receiving notification of the outcome of the assessment.

Once a complaint has been lodged, a Complaint Manager will be appointed to manage the process for resolving the complaint. The Complaint Manager will

- acknowledge receipt of the complaint and discuss it with you
- assess the nature and substance of the complaint, including clarifying issues and desired outcomes
- communicate with you about the process of resolving the complaint and the support available to you
- work towards a resolution
- ensure that the outcome and reasons for the decision are provided to you and others involved in the complaint

In most instances, the complaint will be resolved within 15 working days of receipt. You will be kept informed and you have a right to have your privacy protected and to involve a support person. You also have a responsibility to protect the privacy of the other person(s) involved.

Depending on the situation, complaint resolution may not give you the exact outcome you want, but is intended to provide a solution that is both reasonable and acceptable in the circumstances.

QUALIFICATIONS AT END OF PROGRAM

Once you successfully complete a full qualification learning program, you will have achieved a qualification and you will be issued with either a nationally-recognised Certificate or Diploma. If you successfully complete a short course program, you will receive a Statement of Attainment for one or more units of competency achieved. This Statement of Attainment may contribute to further qualifications.

GRADUATION CEREMONY

The PLI will host a Graduation Ceremony for participants who have successfully completed a full qualification. If you are unable to attend the ceremony, your parchment will be posted to you after the event.

REPLACEMENT OF LOST PARCHMENTS, STATEMENTS OF ATTAINMENT OR ACADEMIC TRANSCRIPTS

Replacements can be requested by submitting an ***Application to Receive a Replacement Parchment/Statement of Attainment/Academic Transcript***. This form is available from our website. The form can be sent to the PLI by either faxing to 9242 6395 or by posting to

Jo Gow
Professional Learning Institute
Department of Education
164 -194 Oxford Street
Leederville WA 6007

Please allow a minimum of two weeks to produce and send the replacement documents. The cost for replacement is \$20.

TIPS FOR BEING A SUCCESSFUL LEARNER

We hope you enjoy your studies and look forward to supporting you to succeed. Some tips for being a successful learner include

- be clear about what you want to achieve and what you hope to learn
- set yourself small goals with timelines
- participate actively – you'll get more out of it if you ask questions and make a contribution
- make space for study in your life and plan for regular study sessions
- use a support network
- do something with the things you learn – talk about them, write about them, try things out
- ask for help early
- have confidence in yourself



Department of Education
Professional Learning

EXPRESSION OF INTEREST

Learning and Recognition Program for School Support Staff

Name		
Home address		
Mobile		
ID number		
Site name		
Site telephone		
Site facsimile		
District		
Position/Role		
Email		
Permanent employee of DoE Yes <input type="checkbox"/> No <input type="checkbox"/>		Metropolitan area <input type="checkbox"/> or Regional <input type="checkbox"/>
Please tick the qualification of interest		Please select your choice of intake
Certificate IV in Frontline Management <input type="checkbox"/>		Round 1 – April to July 2010 <input type="checkbox"/>
Diploma of Management <input type="checkbox"/>		Round 2 July to October 2010 <input type="checkbox"/>
Particular Requirements (physical, health, cultural, linguistic or learning need)		
Please attach the following <ul style="list-style-type: none"> • Curriculum Vitae (example attached – appendix B) • Referee testimonial • Sponsor declaration 		

I understand and agree to the Learning and Recognition Program terms and conditions as outlined in this information package. I have the time to complete the studies required and am able to implement a project at my site for the workplace learning component.

Participant signature _____ Date _____

Please return to Jo Gow
by close of business Friday, 4 December 2009
Fax: 9242 6395

CV EXAMPLE
(Approx. 2-3 pages)

NAME

Personal Particulars

Address
Telephone
Fax
Email
Date of birth

Career Summary

Since working for the DoE for the past 18 years I have developed.....

Key Skills and Abilities

I am particularly committed.....
I work effectively in
I am punctual, motivated, reliable, and committed

Education

Date	Institution	Location
Date	Institution	Location

Additional Training

2005 DET
2006 XXX

Work History

Date	Company	Location
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Position/Role

- Planning
- Team work
- Leadership
- Time management
- Reporting

Accomplishments/Outcomes Achieved

- List your accomplishments

Referees 2 referees one of whom is your line manager

Name
Title
Company
Contact details

Name
Title
Company
Contact details

**Department of Education
Professional Learning**

Referee testimonial – Certificate IV in Frontline Management

Applicant’s name _____

Position title _____

has worked with me for _____ years/months

Please indicate the skills/competencies that the applicant *successfully* performs in the workplace

Skills/competencies	Often	Sometimes	Rarely
Show leadership in the workplace			
Implement operational plan			
Monitor a safe workplace			
Promote team effectiveness			
Address customer needs			
Implement workplace information system			
Make a presentation			
Manage projects			
Develop work priorities			
Write complex documents			

Any other comments

Referee details

Name _____

Position title _____

Contact details _____

Signature _____

Date _____

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Professional Learning**

Referee testimonial – Diploma of Management

Applicant’s name _____

Position title _____

has worked with me for _____ years/months

Please indicate the skills/competencies that the applicant *successfully* performs in the workplace

Skills/competencies	Often	Sometimes	Rarely
Manage budgets and financial plans			
Develop a workplace learning environment			
Manage people performance			
Manage operational plan			
Facilitate continuous improvement			
Ensure a safe workplace			
Develop workplace policy and procedures for sustainability			

Any other comments

Referee details

Name _____

Position title _____

Contact details _____

Signature _____

Date _____

**Department of Education
Professional Learning**

Sponsor testimonial – Certificate IV in Frontline Management

Applicant’s name _____

Position title _____

has worked with me for _____ years/months

Please indicate the skills/competencies that the applicant *successfully* performs in the workplace

Skills/competencies	Often	Sometimes	Rarely
Show leadership in the workplace			
Implement operational plan			
Monitor a safe workplace			
Promote team effectiveness			
Address customer needs			
Implement workplace information system			
Make a presentation			
Manage projects			
Develop work priorities			
Write complex documents			

Any other comments

Sponsor details

Name _____

Position title _____

Contact details _____

Signature _____

Date _____

**Department of Education
Professional Learning**

Sponsor testimonial – Diploma of Management

Applicant’s name _____

Position title _____

has worked with me for _____ years/months

Please indicate the skills/competencies that the applicant *successfully* performs in the workplace

Skills/competencies	Often	Sometimes	Rarely
Manage budgets and financial plans			
Develop a workplace learning environment			
Manage people performance			
Manage operational plan			
Facilitate continuous improvement			
Ensure a safe workplace			
Develop workplace policy and procedures for sustainability			

Any other comments

Sponsor details

Name _____

Position title _____

Contact details _____

Signature _____

Date _____