



Information Handbook
for Student and
Employer



illuminate
GROUP

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SECTION 1 – GENERAL INFORMATION

Who is Illuminate Group?

Illuminate Group is a nationally Registered Training Organisation (RTO) (52022) approved by the Training Accreditation Council to deliver and assess nationally recognised qualifications. As a Registered Training Organisation, Illuminate Group must ensure compliance against the Standards for RTOs which clearly outlines how training and assessment is undertaken.

Illuminate Group offers a comprehensive range of nationally recognised qualifications.

Qualifications we offer

Please see our website for the latest list of nationally recognized qualifications we offer:

Benefits of the Training Program

On completion of the requirements defined in the Qualification, you will receive a Nationally Recognised Certificate and a Record of Results.

A Statement of Attainment will be issued if you complete one or more units of competency from a nationally recognised qualification but not the entire qualification.

Illuminate Group will issue your qualification within thirty (30) days of all required paperwork being signed off as competent and all course fees have been paid.

Re-issuing of qualifications is possible where a Certificate, Statement of Attainment or a Record of Results has been misplaced or damaged. Contact Illuminate Group via email at admin@illuminategroup.com.au to order a replacement. An administration fee of \$25 plus GST applies.

Duration of Training

The duration of training is outlined on the Course Information Sheet and discussed at enrolment.

Time management is essential in completing your training. It is important that you set aside time to work on gathering the required evidence which may include completing assigned written questions / answers, work based projects, portfolio of work related evidence. If you need help with planning your time, ask your trainer or supervisor.

On commencement of your course your trainer, in consultation with your workplace supervisor, will establish a training schedule.

Support Services

All participants enrolled through Illuminate Group will be allocated to a trainer who will support them through the training program.

Illuminate Group has the following services for students. To take advantage of these services please contact our friendly staff, whose details are provided in this document, and we will outline the process for getting assistance to access the following services:

- Language, Literacy and Numeracy assistance and referrals;
- Additional study support (in situations beyond the participant's control);
- Mentoring; and
- Counselling services (in consultation with yourself and your employer, if required).

In the event that required support extends beyond Illuminate Group capabilities, then we will source / give referral information for relevant organisation/s that supply required support services.

Student Safety and Security

On any training session held at Illuminate Group you will be provided information about safe and secure access to our office and training facilities for the conduct of your training and assessment.

In the event your training and assessment is taking place at your employers site, you will be required to follow all safety and security procedures outlined by your employer. Your employer will conduct a relevant security and safety induction for you.

SECTION 2 – ENROLMENT PROCESS

- Illuminate Group provides Students with an enrolment interview to ensure they have appropriate information to facilitate their interactions with Illuminate Group and their learning.
- Each Student receives a copy of this Illuminate Group Student Handbook prior to the enrolment interview. The student handbook outlines key information including their rights and responsibilities as a learner.
- All Students sign an acknowledgment that they have received, read and understood Illuminate Group policies and details within the Student Handbook during the enrolment interview.
- The enrolment interview provides the students with course information, mode of delivery and assessment details, duration, workplace expectations, RPL/Credit Transfer, fees, LL&N and special needs BEFORE they are enrolled. This is to ensure that they have all of the information they require to assess whether a course is appropriate for them before enrolling. See enrolment form for list of what information is provided in the enrolment interview.

Student Privacy and Confidentiality

In accordance with our Privacy Policy, we are committed to protecting the privacy and personal information of all participants. Illuminate Group is required to submit aggregated statistical information to our regulatory bodies. Except as required by regulatory bodies, government contracts or by law, information about a participant will not be disclosed to any third party without the consent of the participant.

Enrolment Adjustments

Illuminate Group will:

- a) Identify any competencies previously acquired (Recognition of Prior Learning (RPL) or Credit Transfer);
- b) ascertain the most suitable qualification for each student to enrol in, based on the individual's existing educational attainment, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills; and
- c) ascertain that the proposed learning strategies and materials are appropriate for that individual.
- d) Identify any special needs or literacy, language and numeracy needs and will create a plan for the student.

Language Literacy and Numeracy

You may require language, literacy or numeracy support to achieve your learning goals. Illuminate Group is committed to providing training and assessment programs that cater to specific individual needs where required.

During enrolment, we work with you to identify any special requirements you may have to successfully complete the course and achieve your learning goals.

If you require further support, Illuminate Group will discuss with you and your workplace the options available. This may include:

- reasonable adjustment of assessment activities
- alternate delivery and assessment methods
- referral to specialist support
- reconsidering the suitability of current qualification.

Recognition of Prior Learning (RPL)

RPL in simple terms involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. RPL assesses this unrecognised learning against the requirements of the qualification, in respect of both entry requirements and the outcomes to be achieved.

Illuminate Group has a simple but methodical RPL process which is outlined in detail on the Policy on Recognition of Prior Learning (RPL) and in the handbook provided at induction.

Prospective participants will be made aware of the availability and the application process for RPL prior to enrolment into the program via discussions with Illuminate Group staff.

All successful RPL outcomes will be recorded on the relevant enrolment.

Credit Transfer (CT)

Credit Transfer assesses the extent to which your previous qualification or unit of competency is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

For example; if you have completed a unit of competency in the same program at a different training organisation then you can apply for a credit in the unit/s that will be listed on a Statement of Attainment from the previous training organisation.

If you believe you have completed relevant units or other formal training, discuss with your trainer / assessor before training commences. You will be required to provide a certified copy of the original Certificate, Record of Results (Academic Transcript) and/or a Statement of Attainment when applying.

Resources and Facilities

Illuminate Group provides learning and assessment workbooks throughout the training.

Workplace Resource Requirements for on-the-job training may include but are not limited to (dependant on the qualification):

- workplace projects to use for assessment activities
- access to workplace processes, policies and procedures
- access to third parties to complete on the job observation reports
- access to relevant equipment in relation to the qualification being studied.

Training Delivery - Traineeships

Program delivery is a combination of on-the-job and off-the-job. The training ensures that where possible organisational policies and procedures are integrated into the units of competencies that you are completing, and the participant is supported by workplace mentoring and coaching and regular meetings with the RTO trainer / assessor.

The Assessment Process

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. 'Competency' is demonstrated through the application of knowledge and skill to the standard of performance required in the workplace and the ability to transfer and apply skills and knowledge to new situations and environments, consistently over a period.

Methods of Assessment may include:

- Observation of workplace performance
- Demonstration of specific skills/knowledge
- Work related projects
- Written questions
- Third Party report from qualified supervisor and/or technical expert in the workplace.

The rules of evidence guide the collection of evidence to ensure that it is valid, sufficient, current and authentic.

Assessment Outcomes

Illuminate Group delivers competency-based training which means participants will be assessed as "Competent" or "Not Yet Competent". If a "Not Yet Competent" result is issued the assessor will:

- discuss any skill gaps;
- implement further training required; and
- set a schedule to gather further evidence until you can demonstrate competency.

Feedback

Illuminate Group seeks opportunities for improvement through open communication and on-going feedback from participants. The data is analysed and where required discussions are held to determine a solution to any issues raised in the feedback form.

Enrolment Forms

All students enrolling with Illuminate Group must complete an enrolment form for all qualifications and accredited short courses.

Enrolment forms must be signed by the student and if under the age 18 must be signed by a parent or guardian. If the training is provided through the employer, an employer representative is required to sign the form.

Disability Supplement

'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. 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 or distress and which represent 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'

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.

Unique Student Identifier (USI)

All students enrolled in an AQF qualification or nationally recognised Unit of Competency, must provide their USI code at the time of enrolment or provide the USI code to Illuminate Group prior to issuance of a certificate or statement of attainment.

Where the student is unable to create their own USI or unable to locate their USI, Illuminate Group can create/locate a USI on their behalf. The student must complete the USI section in the Enrolment Form and provide the required documentation outlined.

Students Cancelling Training Sessions

Whilst it is understood that there may be times that students will need to cancel their training session we do ask that it is kept at an absolute minimum. Cancelling sessions can cause students to fall behind and lose momentum with their training.

Rights and Responsibilities

Students' Rights

All students have the right to:

- be treated fairly and with respect by Illuminate Group staff
- not be harassed, victimised or discriminated against on any basis
- learn in a supportive environment which is free from harassment, discrimination and victimisation
- learn in a healthy and safe environment where the risks to personal health and safety are managed and minimized
- receive adequate withdrawal from routine work duties to undertake structured training activities (for traineeships)
- have their personal details and records kept private and secure according to Illuminate Group's privacy policy
- timely access to any information Illuminate Group holds about them
- have their complaints dealt with fairly, promptly, confidentially and without retribution
- make appeals about procedural and assessment decisions
- receive training, assessment and support services that meet their individual needs
- be given clear and accurate information about their course, training and assessment arrangements and their progress
- access the support they may need to effectively participate in their training program
- provide feedback to Illuminate Group, on the client services, training, assessment and support services they received.

Student Responsibilities

All students have the responsibility to make every effort to acquire the skills and knowledge needed to successfully complete their training. Your responsibilities include:

- Providing and managing your USI
- accepting instruction and training in the vocation
- notifying your trainer if you are unable to attend any scheduled training assessment session
- attending and actively participating in scheduled training delivered by your trainer assessor
- completing assignments, projects and other assessment tasks set by your trainer / assessor in a timely manner
- giving the Third-Party Report to your supervisors at the commencement of a unit of competency to ensure they have sufficient time to observe tasks relevant to the unit prior to next training visit (where relevant)
- seeking from your workplace supervisor and trainer, the knowledge and skills in relation to the training and your organisation (where relevant)
- notifying Illuminate Group if there are changes to your personal details such as name, home address, postal address or if you have any concerns about completing your course
- discussing any concerns with your workplace supervisor (where relevant) and / or trainer / assessor.

WHS Responsibilities

To protect your own health and safety and to avoid adversely affecting the health and safety of any other person.

To not wilfully nor recklessly interfere with, or misuse anything provided by Illuminate Group in the interests of health, safety and welfare.

To cooperate with health and safety directives given by Illuminate Group trainer / assessors.

To ensure that you are not, by the consumption of drugs and / or alcohol, in such a state as to endanger your health and safety or that of others.

Must not meet with trainer / assessor outside of your work/training location.

Employer / Supervisor Responsibilities (where relevant)

- Will ensure your workplace has the appropriate facilities and equipment available, so you can complete training and assessment activities.
- Will participate in the development of your training plan.
- Will provide you with the coaching / mentoring support required to develop your skills and on the job knowledge.
- Will allow Illuminate Group access to you at agreed times.
- Will complete third-party reports to verify your on the job application of the skills and knowledge.
- Will ensure that you have sufficient time to gather the required evidence as required by the training / assessor.
- Will inform you trainer/assessor of any concerns or issues that may arise during the program, as soon as possible.
- Will participate in regular feedback sessions with Illuminate Group

Trainer / Assessor Responsibilities

- Will outline the holistic outcomes of the qualifications and the relevance to your role.
- Will outline the training and assessment process including Recognition of Prior Learning.
- Will help you identify your current skills and knowledge.
- Will deliver structured training according to the training plan.
- Will discuss relevant work-related projects against the competencies.
- Will schedule regular visits throughout the training program
- Will be available via e-mail, SMS or phone to clarify questions you may have between visits during working / business hours
- Will assess you in a fair and flexible manner.
- Will provide you with feedback on your progress throughout the course.
- Will check your progress and ensure you are ready for assessment.
- Will provide you with the opportunity to re-assess if you are deemed not yet competent.
- Will ensure the evidence you provide is in line with the rules of evidence gathered, i.e. the evidence is sufficient, current, authentic and valid.
- Will discuss with your supervisor any skill gap that requires further development and re-assessment.

Illuminate Group Responsibilities

- Ensure trainer / assessors hold the relevant training and current vocational qualifications and current experience.
- Provide training and assessment resources.
- Record in the student management system your progress throughout the training program.
- USI reporting.
- Standards for RTO's.
- Training Package Requirements.

SECTION 3 - PRIVACY

Who will see your information?

Illuminate Group aims to meet all legislative requirements of the State and Commonwealth Government.

We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our Students, and relates to the industry for which we are conducting training.

The legislation that particularly effects your participation in Vocational Education and Training includes, but is not limited to:

Gaining Access to your Records

You can access your own records at any time by forwarding a written request to admin@illuminategroup.com.au (Records that have been securely archived may take longer to access).

In the event your employer has organised your training and assessment with us then your employer will, by default, have access to your records. If you do not want this to occur please speak either to your employer or contact our office on the details provided in this document and we will discuss this request with you. We will outline relevant requirements that relate to your training and assessment records kept and managed by Illuminate Group and help you address any queries or requests you may have about your records.

Record Keeping

Illuminate Group manages a hard copy file for individual current trainees/participants. These files are stored electronically on a secured server and are maintained on site.

An electronic version of individual trainee / participant is created in a Student Management System (VETtrak) which is compliant with AVETMISS reporting requirements.

SECTION 4 – ISSUING QUALIFICATIONS

Certification Issuance

We will at no additional cost, issue you a formal Certificate, Statement of Attainment and Record of Results on completion, withdrawal, cancellation or transfer to another RTO, provided you and/or your employer have paid in full the fee related to the qualification or units of competencies you have successfully completed and which are to be shown on the Statement of Attainment and Record of Results.

Recognition of AQF Qualifications Issued by other Registered Training Organisations

Illuminate Group will always abide by the mutual recognition agreements formed between all states / territories of Australia, in the recognition of other RTO's training and certification therein awarded.

Illuminate Group will recognise Nationally Recognised Training through the provision certification showing all requirements as detailed within the Australian Qualification Framework (AQF); and communicate with the issuing RTO'S for the provision of written confirmation regarding a Certificate or Statement of Attainment, if doubt is evident.

SECTION 5 - REFUNDS

For fee paying students, payment of all refunds, to students who are entitled to a refund, are in accordance with the following refund policy.

Illuminate Group will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

- a) Payment of all refunds is made within one week (seven days) of application for refund.
- b) With regard to all withdrawals, Illuminate Group will firstly encourage a client to enrol on another course date, prior to processing refund applications.

- c) There is no refund applicable where a client has commenced their course/unit.
- d) There is no refund to participants who do not obtain their qualification after assessment.
- e) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- f) Illuminate Group does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- g) Illuminate Group provides a full refund to all Students, should there be a need for Illuminate Group to cancel a course. In the first instance Illuminate Group will (where possible) provide an opportunity for the client to attend another scheduled course.
- h) If Illuminate Group cancels a course, Students do not have to apply for a refund, Illuminate Group will process the refunds automatically.

SECTION 6 - RELEVANT RTO POLICIES

Access and Equity

Illuminate Group in line with obligations under State and Commonwealth legislation is committed to promoting a fair and equitable environment for staff and Students that is free from discrimination, harassment and vilification.

Illuminate Group encourages people with disabilities to apply. Participant selection decisions comply with Equal Opportunity legislation. All participants complete a mandatory pre-training review to determine their capacity to meet the pre-requisite and requirements of the qualification.

Appropriately qualified staff assesses the extent to which the applicant is likely to achieve the stated competencies of the courses, based on qualifications and experience.

Marketing and Advertising

It is our policy to always market and advertise our services in an ethical and accurate manner, we do this by:

- developing and implementing our marketing and advertising materials based on feedback from our stakeholders;
- ensuring our marketing and advertising materials on our website and other mediums we use will only market what we are registered to deliver. We also ensure that we do not mislead our stakeholders through any marketing and advertising mediums we use; and
- we constantly review and update our marketing and advertising materials and modes to ensure they meet consumer protections laws and our regulating and funding body requirements.

We endeavour always to have ethical and accurate marketing practices which transparently show what and how we offer our courses. Your rights as a consumer are protected always.

Complaints and Appeals

For the successful operation of Illuminate Group and for your own successful development, it is important that we are aware of any complaints you or your employer may have. Informal complaints are encouraged to be discussed with your Trainer.

Should you feel your complaint is not being resolved adequately, you may wish to approach the CEO Illuminate Group by seeking an appointment. Illuminate Group has adopted a fair and responsible complaint procedure, which aims to resolve any problem or perceived problem from within the workplace.

This may range from the enrolment process, resources, program content, assessments, trainer / assessor or other Illuminate Group staff, issuing of qualification or statement of attainment or the way in which you have been treated.

Disciplinary Procedures

Illuminate Group adheres to the principles of adult learning and the learning environment shall facilitate the learning of all students without interference or disturbance from others and encourage students to respect and protect the rights of others.

Students will uphold the standards of Illuminate Group and their employers (where relevant) when they are engaged in training and assessment activities. Misconduct means any conduct that is prejudicial to the good order and discipline.

These forms of misconduct will not be accepted: wilful damage or removal of property, assault or harassment (physical or verbal), cheating or attempting to cheat or assisting any other participant to cheat by any means, negligent or disorderly conduct towards a staff member or participant, being under the influence of alcohol or drugs, smoking in the building, infringing copyright and consistently attending classes late. Students who are caught cheating, plagiarism, stealing and / or will face disciplinary action.



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