



**UNSW Global**  
THE UNIVERSITY OF NEW SOUTH WALES

# **Trainee Handbook**

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UNSW Global Pty Limited ABN 62 418 582 is the education, training and consultancy company of UNSW and is a Registered Training Organisation (RTO). NTIS Provider Code: 90682.

## 1. Welcome to UNSW Global

UNSW Global is the education, training and consultancy company of UNSW and is a Registered Training Organisation (RTO). Our *Learn4Life* program includes accredited training, business skills and IT courses.

A complete listing of our accredited training programs, including unit descriptors, can be found in Appendix 1. These programs currently include:

- Certificate IV in Training and Assessment TAA40104
- Certificate IV in Marketing (BSB41307)
- Certificate IV in Frontline Management BSB40807
- Certificate IV in Occupational Health and Safety BSB41407
- Certificate IV in Business Sales BSB40607
- Diploma of International Business BSB50807
- Diploma of Management BSB51107
- Certificate IV in Human Resources BSB41007

## 2. Rights and Responsibilities

UNSW Global requires all trainers and trainees to:

- be accountable for personal decisions and actions
- behave honestly and with integrity
- act with care and diligence
- treat others with respect and courtesy
- refrain from any form of harassment or intimidation
- maintain professional confidentiality
- provide true, accurate and full information when it is requested
- comply with Australian laws

## 3. Admission

UNSW Global is committed to providing equal opportunity and promoting inclusion for all trainees.

## 4. Orientation

When you start your training with UNSW Global, your orientation will generally include:

- a discussion of learning outcomes
- an outline of how delivery and assessment will occur
- an introduction to relevant personnel, facilities and resources
- OHS issues and procedures
- a discussion of participant and trainer expectations and responsibilities

## 5. Attendance

UNSW Global expects you to attend all training. You must attend a minimum of 80% of the scheduled course hours. Non-attendance will impact on your ability to complete assessments or the course successfully.

Please notify your trainer if you know you are going to be absent from class, or call 1800 727 640.

In the rare event that we need to postpone a class we will contact you as soon as possible either by phone or text message.

## **6. Refund of Fees**

All requests for refunds must be made in writing.

Requests made more than 14 days prior to training commencement will receive a full refund of fees paid. Requests made within 14 days of training commencement will receive a refund of 50% of fees paid.

If you fail to attend a course, no refund or transfer to another course will be made.

UNSW Global Pty Limited reserves the right to cancel or alter the details of any advertised course, and refuse enrolment to any individual(s) as permitted by law.

## **7. Studying with UNSW Global**

Accredited training with UNSW Global is offered off the job through face-to-face classroom based delivery, Recognition of Prior Learning (RPL) or a combination of the two. All accredited training programs can be customised to meet the specific contexts of corporate clients and can be delivered in-house.

### **7.1 Trainers and Assessors**

UNSW Global trainers and assessors are selected on the basis of relevant professional, academic and business qualifications, extensive workplace experience, as well as their training credentials. As a minimum they hold the Certificate IV in Workplace Training (BSZ98) or the Certificate IV in Training and Assessment (TAA40104).

### **7.2 Training**

During training you will be expected to:

- participate in small group and individual activities, lectures, practical problem solving exercises and independent learning projects in order to practise and apply theory
- engage in simulated 'workplace like' business situations
- undertake reading and research activities in addition to theory and practical sessions throughout the program

You will be provided with learner guides that include notes, readings, practical exercises, assessment tasks and tools.

### **7.3 Language, literacy and numeracy**

Trainees who have difficulty with basic literacy, numeracy, English language or other areas of learning should advise UNSW Global of their support needs prior to training. UNSW Global may provide support through UNSW Institute of Languages or referral to other agencies.

### **7.4 Recognition of Prior Learning (RPL)**

You may apply for recognition of existing competence which you have gained through previous studies and/or life and work experience. Competency is demonstrated through a portfolio of evidence mapped against the qualification. UNSW Global's RPL process is as follows:

1. Enquire about the process through your trainer or the Training and Quality Assurance Manager.
2. Receive the RPL kit.
3. Prepare a portfolio of evidence.

4. Pay the RPL assessment fee.
5. Submit the portfolio for assessment .
6. Interview with assessor (if necessary).
7. Assessment and report.
8. Appeal (if necessary).

An RPL assessment fee of \$1200 applies. RPL is granted for units of competency and for complete qualifications; it is not granted for partial units of competency.

### **7.5 Recognition of qualifications issued by other RTOs**

UNSW Global recognises qualifications and Statements of Attainment issued by other RTOs under the Australian Qualifications Framework (AQF). You may use qualifications and Statements of Attainment to gain credit towards the same or related course offered by UNSW Global.

### **7.6 Assessment**

All assessments comply with Training Package requirements and may include observation, oral and written questioning, project work and both individual and group work tasks. Your trainer will inform you about how and when assessment will occur on your course.

Where possible assessment tasks are designed for completion as work based tasks, giving assessment candidates opportunity to apply their learning in their day to day work situations.

In competency based assessment you may be judged as 'competent' or 'not yet competent'. In the event that you are judged 'not yet competent', additional support will be provided to help you to complete the particular unit and prepare for an additional assessment event.

On accredited training courses all assessments must be submitted within eight (8) weeks of course completion. Assessments submitted after this time will attract an additional assessment fee of \$75 per assessment task. Assessments will not be accepted 12 months after course completion.

### **7.7 Plagiarism**

The basic principles are that you should not attempt to pass off the work of another person as your own, and it should be possible for a reader to check the information and ideas that you have used by going to the original source material. Acknowledgement should be sufficiently accurate to enable the source to be located speedily. If you are unsure whether, or how, to make acknowledgement ask your trainer.

If plagiarism is discovered, penalties will apply. These may include counselling, a verbal warning or being asked to resubmit an assessment task.

### **7.8 Assessment Appeals**

Appeals regarding any aspect of the assessment process must be made in writing to the Training and Quality Assurance Manager within 14 days of results being notified to the trainee.

Following consultation with the assessor, the appeal may be referred to a review panel. The panel may:

- uphold the assessment decision
- use their judgement to revise the assessment decision
- request further evidence to enable them to reach a decision
- arrange for reassessment by another assessor.

The appeal decision should be reached within three weeks of an appeal being lodged. There is no fee for reassessment. Participants may be reassessed once per assessment.

## 7.9 Study Tips

- **Plan your time.** When you start your course, make a study plan which outlines when you will be attending class, when assessments are due and how these relate to other aspects of your life such as work schedules, family events and other commitments.
- **Use your professional judgement.** If the quality of your work would not be acceptable to your manager, then it will probably not meet the standard required by your trainer/assessor.
- **Be specific.** When you are asked for them, describe concrete examples of what you do, how you do it and why you do it. Avoid broad statements and generalisations.
- **Write your own answers.** When you work with a group or partner, make sure that you have your own record of the discussion and decisions you made.
- **Make a copy** of your assessment before you submit it.

## 8. Feedback and complaints

UNSW Global is committed to a process of continuous improvement based on feedback from course participants, trainers and other stakeholders. We welcome comments which may help us to improve our services, products and processes.

In some situations you may feel that you want to make a complaint. In such situations, UNSW Global has the following complaints process:

- In the first instance, complaints should be resolved by a process of discussion, cooperation and conciliation directly with the person(s) concerned.
- Where it is not possible to resolve the matter directly, the complaint is referred to the Training and Quality Assurance Manager. The Training and Quality Assurance Manager may ask for the complaint to be put in writing.
- If further investigation is required the complaint will be referred to the Director, Continuing Education for final consideration and a decision on the outcome of the complaint.
- Complaints which cannot be resolved internally may be directed to an independent third party such as the NSW Office of Fair Trading or the national Complaints Hotline on 1800 000 674.

All complaints and their outcomes are recorded. Complaints received in writing will receive a written response.

## 9. Legislative compliance

UNSW Global policies, procedures and Code of Conduct meet State and Commonwealth legislative and regulatory requirements, including those relating to:

- Occupational Health and Safety
- Privacy
- Anti-Discrimination Equal Employment and Opportunity
- Vocational Education and Training
- Workplace Harassment, Victimisation and Bullying

### 9.1 Privacy

UNSW Global collects personal information in order to create and maintain participant records. We are committed to maintaining and storing participant information securely. Participants may request access to their records at any time. A full copy of the Privacy policy is available at

<http://www.learn4life.unsw.edu.au/privacy.htm>

### 9.2 OHS

Course participants are responsible for adhering to UNSW OHS policies and procedures, following instructions on safe work methods, promptly reporting hazards or accidents and ensuring that their

conduct does not endanger others. If you have any concerns regarding OHS issues speak to your trainer.

### 9.3 Smoking

You are not permitted to smoke on UNSW Global property. This includes training facilities, common areas, toilets, fire stairs and the entrance to buildings.

## Appendix 1 – Accredited Training Courses

### *Certificate IV in Business Sales BSB40607*

Unit	Unit code	Unit title
1.	BSBOHS407A	<b>Monitor a safe workplace</b> Learn to implement and monitor the organisation's OHS policies, procedures and programs to meet legislative requirements
2.	BSBPRO401A	<b>Develop product knowledge</b> Deals with developing product knowledge in preparation for the sales process
3.	BSBSLS501A	<b>Develop a sales plan</b> Outlines how to develop a sales plan for a product based on strategic objectives and in accordance with established performance targets
4.	BSBSLS402A	<b>Identify sales prospects</b> Recognise potential sales prospects through application of prospecting methods
5.	BSBCMM401A	<b>Make a presentation</b> Learn to prepare, deliver and review a presentation to a target audience
6.	BSBSLS403A	<b>Present a sales solution</b> Sets out how to present a sales solution which responds to the specific buying needs of the client
7.	BSBREL402A	<b>Build client relationships and business networks</b> Shows how to establish, maintain and improve client relationships, and actively participate in networks to support attainment of key business outcomes
8.	BSBSLS404A	<b>Secure prospect commitment</b> Covers how to use sales processes associated with securing prospect commitment to proceed with a sale
9.	BSBSLS405A	<b>Support post-sale activities</b> Attend to post sale activities that strengthen the partnership between a salesperson and the client, and enhance the prospect of future sales
10.	BSBSLS406A	<b>Self-manage sales performance</b> Outlines ways of establishing an individualised sales plan, and through managing stress, time and sales related paperwork

**Certificate IV in Frontline Management BSB40807**  
**Diploma of Management BSB51107**

Unit	Unit code	Unit title
1.	BSBWOR502A	<b>Ensure team effectiveness</b> Involves developing team plans, leading the work team and working with management of the organisation
2.	BSBMGT515A	<b>Manage operational plan</b> Covers producing short-term plans, acquiring resources and providing reports on performance
3.	BSBWOR501A	<b>Manage personal work priorities and professional development</b> Examines setting and meeting priorities, analysing information and using a range of strategies to develop further competence in managing personal performance and professional development
4.	BSBOHS509A	<b>Ensure a safe workplace</b> Covers how to establish, maintain and evaluate the organisation's OHS policies, procedures and programs in accordance with OHS legal requirements
5.	BSBMGT502B	<b>Manage people performance</b> Is concerned with OHS responsibilities of employees in supervisory positions to monitor policies and procedures
6.	BSBPMG510A	<b>Manage projects</b> Focuses on the management of a straightforward project or a section of a larger project
7.	BSBCUS501A	<b>Manage quality customer service</b> Look at how to develop strategies to manage organisational systems
8.	BSBMGT516A	<b>Facilitate continuous improvement</b> Emphasis on using systems and strategies to review performance and identify opportunities for further improvement

**Certificate IV in Occupational Health & Safety BSB41604**

Unit	Unit code	Unit title
1.	BSBOHS408A	<b>Assist with compliance with OHS and other related laws</b> Develops an understanding of the legal and regulatory framework in OHS
2.	BSBOHS401B	<b>Contribute to the implementation of a systematic approach to managing OHS</b> Looks at how to contribute to the application of a systematic approach to managing OHS
3.	BSBRES401A	<b>Analyse and present research information</b> Organise and present workplace information using available systems
4.	BSBOHS402B	<b>Contribute to the implementation of the OHS consultation process</b> Examines consultation in the workplace as part of a systematic approach to managing OHS
5.	BSBPMG510A	<b>Manage projects</b> Focuses on the management of a straightforward project or a section of a larger project
6.	BSBOHS403B	<b>Identify hazards and assess OHS risks</b> Shows ways to identify hazards and to assess occupational health and safety (OHS) risks in the workplace
7.	BSBOHS404B	<b>Contribute to the implementation of strategies to control OHS risk</b> Addresses knowledge, processes and techniques necessary for OHS risk controls
8.	BSBMGT403A	<b>Implement continuous improvement</b> How to use systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance
9.	BSBOHS405B	<b>Contribute to the implementation of emergency procedures</b> Shows how to contribute to the implementation of planning and response procedures for emergencies

## **Certificate IV in Training & Assessment TAA40104**

<b>Unit</b>	<b>Unit code</b>	<b>Unit title</b>
1.	<b>TAAASS401C</b>	<b>Plan and organise assessment</b> Covers planning and organising the assessment process, including recognition of prior learning (RPL), in a competency based assessment system
2.	<b>TAAASS402C</b>	<b>Assess competence</b> Learn to assess the competence of a candidate
3.	<b>TAAASS403B</b>	<b>Develop assessment tools</b> Shows how to develop assessment tools
4.	<b>TAAASS404B</b>	<b>Participate in assessment validation</b> Specifies the competence required to participate in an assessment validation process
5.	<b>TAATAS401B</b>	<b>Maintain information requirements of training and/or assessment organisations</b> Maintain training and/or assessment information requirements
6.	<b>TAADEL401B</b>	<b>Plan and organise group based delivery</b> Shows how to plan and organise training for individuals within a group
7.	<b>TAADEL402B</b>	<b>Facilitate group based learning</b> Focuses on facilitating learning by individuals within a group
8.	<b>TAADEL403B</b>	<b>Facilitate individual learning</b> Learn to facilitate individual learning through a one on one relationship between a learner and facilitator
9.	<b>TAADEL404B</b>	<b>Facilitate work based learning</b> Demonstrates how to use work effectively as a learning process
10.	<b>TAADES401B</b>	<b>Use Training Packages to meet client needs</b> Use Training Packages and accredited courses as a tool to support industry
11.	<b>TAADES402B</b>	<b>Design and develop learning programs</b> Design and develop learning programs to meet an identified need for a group of learners, using appropriate criteria
12.	<b>TAAENV401B</b>	<b>Work effectively in vocational education and training</b> Work effectively in the policy and operating environment of the vocational education and training sector
13.	<b>TAAENV402B</b>	<b>Foster and promote an inclusive learning culture</b> Focuses on how to foster and promote an environment which supports inclusive work practice and learning culture
14.	<b>TAAENV403B</b>	<b>Ensure a safe and health learning environment</b> Covers ensuring the health, safety and welfare of learners and candidates

## **Certificate IV in Marketing BSB41307**

<b>Unit</b>	<b>Unit code</b>	<b>Unit title</b>
1.	<b>BSBREL402A</b>	<b>Build client relationships and business networks</b> Shows how to establish, maintain and improve client relationships, and actively participate in networks to support attainment of key business outcomes
2.	<b>BSBCMM401A</b>	<b>Make a presentation</b> Learn to prepare, deliver and review a presentation to a target audience
3.	<b>BSBMKG402B</b>	<b>Profile the market</b> Develop skills in analysing consumer behaviour to target marketing to specific markets and specific needs
4.	<b>BSBCUS402A</b>	<b>Address customer needs</b> Manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks
5.	<b>BSBMKG408B</b>	<b>Conduct market research</b> Focuses on conduct market research using interview and survey methodologies and to report on findings
6.	<b>BSBRES401A</b>	<b>Analyse and present research information</b> Organise and present workplace information using available systems
7.	<b>BSBMKG414A</b>	<b>Undertake marketing activities</b> Plan, implement and manage basic marketing and promotional activities
8.	<b>BSBMKG413A</b>	<b>Promote products and services</b> Coordinate and review the promotion of an organisation's products and services
9.	<b>BSBADV509A</b>	<b>Create mass print media advertisements</b> Shows how to create mass print media advertisements that communicate the key features of a product, service or idea to the consumer
10.		<b>Assessment day</b>

### ***Certificate IV in Human Resources BSB41007***

Unit	Unit code	Unit title
1.	<b>BSBWRK410A</b>	<b>Implement industrial relations procedures</b> Represent the organisation/employer in dealing with industrial relations policies and procedures in the workplace
2.	<b>BSBWRK408A</b>	<b>Undertake negotiations</b> Effectively participate in negotiations either as an individual or as a member of a negotiating team
3.	<b>BSBWRK404A</b>	<b>Promote equality of opportunity and fair treatment for all workers</b> Focuses on how to challenge discrimination to promote equality
4.	<b>BSBOHS407A</b>	<b>Monitor a safe workplace</b> Is concerned with OHS responsibilities of employees in supervisory positions to monitor policies and procedures
5.	<b>BSBREL401A</b>	<b>Establish networks</b> Develop and maintain effective work relationships and networks
6.	<b>BSBWOR401A</b>	<b>Establish effective workplace relationships</b> Collect, analyse and communicate information and to develop and maintain effective working relationships and networks
7.	<b>BSBWOR402A</b>	<b>Promote team effectiveness</b> Develop team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation
8.	<b>BSBHRM402A</b>	<b>Recruit, select and induct staff</b> Execute tasks associated with the recruitment cycle
9.	<b>BSBHRM403A</b>	<b>Support performance management process</b> Assist in the effective implementation of a performance management system and to facilitate employee performance
10.	<b>BSBHRM401A</b>	<b>Review human resources functions</b> Undertake research that supports work across a range of HR functional areas

### ***Diploma of International Business BSB52004***

Unit	Unit code	Unit title
1.	<b>BSBMKG516A</b>	<b>Profile International markets</b> Looks at identifying the market, profiling the audience and developing a positioning strategy for international target markets
2.	<b>BSBMKG511A</b>	<b>Analyse data from international markets</b> Involves interpreting international trends and market developments to assist in target marketing activities and establishing marketing plans
3.	<b>BSBMKG512A</b>	<b>Forecast international market and business needs</b> Shows what is required to gather intelligence about the target international market and to use that information in the business
4.	<b>BSBMKG517A</b>	<b>Analyse consumer behaviour for specific international markets</b> analyse consumer behaviour for specific international markets
5.	<b>BSBREL502A</b>	<b>Build international business networks</b> Examines the requirements needed to set up, maintain and review your own participation in international business networks
6.	<b>BSBREL501A</b>	<b>Build international client relationships</b> Uses culturally appropriate communication strategies to build, maintain and improve effective relationships with international clients
7.	<b>BSBMKG513A</b>	<b>Promote products and services to international markets</b> Identifies planning, coordinating, reviewing and reporting requirements needed to promote products and services to international markets
8.	<b>BSBMKG606B</b>	<b>Manage international marketing programs</b> Develops ability to research and select marketing opportunities, communicate marketing objectives, and develop a risk management strategy