



Protector Alsafe  
Pre Enrolment Handbook  
December 2009

## Contents

1.	Welcome.....	3
2.	Commitment.....	3
3.	Occupational Health and Safety .....	3
4.	What is the purpose of this handbook? .....	4
5.	Contact details (RTO Head Office).....	4
6.	Summary of policies and procedures .....	4
7.	Selection and admission .....	4
8.	Numeracy and Literacy .....	4
9.	Course requirements.....	5
11.	Course information.....	5
12.	Prerequisites .....	10
13.	Target group for training .....	11
14.	Potential career and employment pathways .....	11
15.	Our learning style and assessments .....	11
16.	Fees, charges and refunds.....	11
17.	Gaining a replacement Qualification or Statement of Attainment.....	12
18.	Access and equity.....	12
19.	Recognition of units of competency.....	12
20.	Recognition of prior learning .....	13
21.	Productive participation .....	13
22.	Training Materials .....	13
23.	Accessing student records .....	14
24.	Complaints and appeals.....	14
25.	Welfare services .....	14
26.	Child Protection.....	15
27.	Privacy and confidentiality.....	15
28.	Summary .....	15
	FORMAL COMPLAINT OR APPEAL FORM.....	16
	RPL / RCC APPLICATION FORM.....	18

## **1. Welcome**

Protector Alsafe Pty Ltd is a Registered Training Organisation (RTO) providing workplace safety-related training based on nationally recognised units of competency including Certificate II and Certificate III level qualifications. This Handbook relates to our role as an RTO.

Our RTO head office is situated at Altona, Victoria. From here, training is offered to organisations wishing to increase the safety-related competencies of their personnel.

Our training leads to nationally recognised qualifications and units of competency (Certificate II, Certificate III and Statements of Attainment). Our practical training environment closely resembles the workplace and learners can become competent with practical 'hands on' activities.

## **2. Commitment**

As an RTO we have agreed to abide by the principles of the Australian Qualifications Framework and the Australian Qualitative Training Framework. As such we are committed to providing a quality service with our focus being on continuous improvement.

All students and employers are encouraged to provide feedback about any issue.

## **3. Occupational Health and Safety**

Protector Alsafe is committed to creating and maintaining a safe and healthy working environment for all its students. As a result all students as will initially receive a site safety brief which will include as a minimum the following:

- Expectation that students will comply with all lawful instructions;
- First Aid (treatment, location of first aid kit);
- Reporting of incidents (including OHS, unserviceable equipment);
- Fitness for Work Policy;
- Behaviour (equity and diversity, language, harassment etc);
- Fire evacuation procedures;
- Not endangering others' health and safety; and
- Amenities (toilets, smoking area, lunch room).

#### **4. What is the purpose of this handbook?**

As an RTO we are required to provide information about our policies and procedures to clients and learners before enrolment—this Handbook does that, and tells you a little about the services we provide and what we expect from our learners. Please ask our staff if you need further clarification or have any questions.

#### **5. Contact details (RTO Head Office)**

Learning and Content Manager: Mitchell Heine

Web: <http://www2.protectoralsafe.com.au>

Email: [mitchell.heine@protectoralsafe.com.au](mailto:mitchell.heine@protectoralsafe.com.au)

Address: 471 Grieve Parade, Altona North, Victoria, 3025

Telephone: 0429362269

#### **6. Summary of policies and procedures**

Some of our RTO policies and procedures are summarised on the following pages. You can get a full copy from our RTO Head Office or your instructor.

#### **7. Selection and admission**

Course attendees are to comply with their employer stated Fitness For Work policy whilst attending any training course. Protector Alsafsafe Instructors reserve the right to suspend from a training course any participant/s that are disruptive or unsafe.

Training courses provided by Protector Alsafsafe may involve physical exertions in conditions that can be mentally and physically stressful. In some courses it will be inappropriate for injured workers or workers currently involved in Worker's Compensation claims or rehabilitation activities as part of a return to work plan, to participate in a training course. Protector Alsafsafe Instructors reserve the right to suspend from their training courses attendees who are unable to actively participate in the course activities as a result of injury. Should this situation arise, immediate and discreet contact will be made with the client contact to discuss future training options for the individual concerned.

#### **8. Numeracy and Literacy**

To participate in training, you need literacy skills to the level that would be used in the workplace. For example, in many of the units we offer you will need to be able to read and apply standard operating procedures. Some training offered by Protector Alsaf requires the ability to carry out mathematical calculations. If you have difficulties reading or carrying out mathematical calculations contact Protector Alsaf prior to training so we may discuss your individual needs.

## **9. Course requirements**

Attendees are to wear normal work clothes to include covered foot wear (steel capped boots preferred), long sleeve shirt and long pants or overalls, attendee's who do not comply with the required dress code may be refused admission to their course. Protector Alsaf instructors reserve the right to suspend from training courses participants who are disruptive or unsafe.

Courses will commence at the listed time. Due to the nature of the training students shall be in attendance for the full duration. Persons who arrive after the scheduled start time may not be admitted. If an attendee is running late they are to contact the Protector Alsaf training centre to notify of estimated time of arrival.

At the start of each day of training students are required to sign a Course Attendance Sheet. In the event this is not signed students may be classed as Not Yet Competent (NYC).

## **10. Drugs and Alcohol in the Workplace Policy**

Protector Alsaf is committed to ensuring the health, safety and welfare of all employees, visitors and students by providing a safe working environment. People who are adversely affected by drugs and alcohol are deemed not fit for work. They pose a hazard to themselves other students and our trainers. In line with this any student who is adversely affected by either alcohol or drugs in the opinion of the trainer will be turned away from training.

Attendee's are to comply with their employer stated Fitness For Work policy whilst attending any training course. In the event a student is turned away from training because of "Fitness For Work" concerns the student's employer will be contacted.

Protector Alsaf shall not be held responsibility for any cost incurred by an individual, employer or organisation as result of not being able to complete any training due to "Fitness For Work" issues.

## **11. Course information**

**a. Qualifications**

We are registered to offer the following nationally recognised qualifications:

**PUA20701 Certificate II in Public Safety (Firefighting Operations)**

The key clients for this qualification are emergency response teams working in industry that are required to be the first response to an emergency situation.

For PUA20701 Certificate II in Public Safety (Firefighting Operations) to be achieved it is essential that competence is to be demonstrated in all 4 core units plus 7 elective units.

**Code Core Units**

- PUAFIR201B Prevent injury
- PUAFIR204B Respond to wildfire
- PUAEQU001B Prepare, maintain and test response equipment
- PUATEA001B Work in a team

**Code Elective Units**

- PUAFIR203B Respond to urban fire
- PUAFIR207B Operate breathing apparatus open circuit
- PUAFIR208B Participate in community safety activities
- PUACOM001B Communicate in the workplace
- PUALAW001B Protect and preserve incident scene
- PUAOPE002B Operate communications systems and equipment
- PUASAR001B Participate in a rescue operation

**PUA20601 Certificate II in Public Safety (Firefighting and Emergency Operations)**

The key clients for this qualification are emergency response teams working in industry that are required to be the first response to an emergency situation.

For PUA20601 Certificate II in Public Safety (Firefighting and Emergency Operations) to be achieved it is essential that competence is to be demonstrated in all 8 core units plus 3 elective units.

### **Code Core Units**

- PUAFIR201B Prevent injury
- PUAFIR203B Respond to urban fire
- PUAFIR207B Operate breathing apparatus open circuit
- PUAEQU001B Prepare, maintain and test response equipment
- PUAOPE002B Operate communications systems and equipment
- PUATEA001B Work in a team
- PUAEME001B Provide emergency care
- PUASAR001B Participate in a rescue operation

### **Code Elective Units**

- PUAFIR204B Respond to wildfire
- PUACOM001B Communicate in the workplace
- PUALAW001B Protect and preserve incident scene

### **PUA30601 Certificate III in Public Safety (Firefighting and Emergency Operations)**

The key clients for this qualification are emergency response teams working in industry that are required to be the first response to an emergency situation. This course is also targeted at people wishing to work in industry as a firefighter, or those wanting to enhance their current level of skills.

For PUA30601 Certificate III in Public Safety (Firefighting and Emergency Operations) to be achieved it is essential that competence is to be demonstrated in all 9 core units plus 3 elective units.

### **Code Core Units**

- PUAFIR302B Suppress urban fire
- PUAFIR306B Render hazardous materials incidents safe
- PUAFIR308B Employ personal protection at a hazardous materials incident
- PUAFIR309B Operate pumps
- PUAVEH001B Drive vehicles under operational conditions
- PUAEME002B Manage injuries at emergency incident
- PUAOHS002B Maintain safety at an incident site
- PUATEA002B Work autonomously

- PUAEME003B Administer oxygen in an emergency situation

#### **Code Elective Units**

- PUAFIR301B Undertake community safety activities
- PUAFIR307B Monitor hazardous atmospheres
- PUAFIR303B Suppress wildfire

#### **PUA30701 Certificate III in Public Safety (Firefighting Operations)**

The key clients for this qualification are emergency response teams working in industry that are required to be the first response to an emergency situation. This course is also targeted at people wishing to work in industry as a fire fighter, or those wanting to enhance their current level of skills.

For PUA30701 Certificate III in Public Safety (Firefighting Operations) to be achieved it is essential that competence is to be demonstrated in all 4 core units plus 8 elective units. Only 1 of the asterisked two core units can be counted as a core unit towards a qualification; the remaining ‘Suppress...’ unit may be taken as an elective.

#### **Code Core Units**

- PUAFIR301B Undertake community safety activities
- PUAFIR302B Suppress urban fire \*

*OR*

- PUAFIR303B Suppress wildfire \*
- PUAOHS002B Maintain safety at an incident site
- PUATEA002B Work autonomously

#### **Code Elective Units**

- PUAFIR306B Render hazardous materials incidents safe
- PUAFIR307B Monitor hazardous atmospheres
- PUAFIR308B Employ personal protection at a hazardous materials incident

- PUAFIR309B Operate pumps
- PUAEME002B Manage injuries at emergency incident
- PUAEME003B Administer oxygen in an emergency situation
- PUASAR002B Undertake road accident rescue
- PUAVEH001B Drive vehicles under operational conditions

### Course information – Units of Competency

We are registered to offer the following nationally recognised units of competency:

AUR70508A	Carry out manual handling operations
BCCCM1001C	Follow OH&S policies & procedures
BCCCM2009B	Work in confined spaces
BCPRF2001A	Work safely on roofs
HLTCPR201A	Perform CPR
HLTFA301B	Apply first aid
MNMC205A	Conduct local risk assessment
MNMG237A	Work safely at heights
MNMMSU411A	Supervise work in confined space
MSAPMAOHS205A	Control Minor Incidents
MSAPMOHS212A	Undertake first response to fire incidents
MSAPMOHS216A	Operate breathing apparatus
MSAPMOHS217A	Gas test atmospheres
MSAPMPER200B	Work in accordance with an issued permit
MSAPMPER201A	Monitor and control work permits
MSAPMPER205B	Enter confined space
MSAPMPER300B	Issue work permits
PMASUP236B	Operate vehicles in the field
PUAEME002B	Manage injuries at emergency incident
PUAFIR201B	Prevent injury
PUAFIR207B	Operate breathing apparatus open circuit
PUAFIR306B	Render hazardous materials incidents safe
PUAFIR307B	Monitor hazardous materials
PUAFIR308B	Employ personal protection at a hazardous materials incident
PUASAR001B	Participate in a rescue operation
PUASAR002B	Undertake road accident rescue

PUASAR004B	Undertake vertical rescue
PUASAR005B	Undertake confined space rescue
PUATEA001B	Work in a team
PUATEA002B	Work autonomously
PUAWER001B	Identify, prevent and report potential workplace emergency situations
PUAWER002B	Ensure workplace emergency prevention procedures, systems and processes are implemented
PUAWER003B	Manage and monitor workplace emergency, procedures, equipment and other resources
PUAWER004B	Respond to workplace emergencies
PUAWER005B	Operate as part of an emergency control organisation
PUAWER006B	Lead an emergency control organisation\
PUAWER007B	Manage an emergency control organisation
PUAWER008B	Confine small workplace emergencies

These units are from the following nationally endorsed Training Packages:

- PMA08 Chemical, Hydrocarbons And Oil Refining Training Package
- PUA00 Public Safety Training Package
- MNM05 Metalliferous Mining Training Package
- HLT07 Health Training Package
- AUR05 Automotive Industry Retail, Service and Repair Training Package
- BCC03 Civil Construction Industry Training Package
- BCP03 Plumbing and Services Industry Training Package

Contact our RTO Head Office for the latest information. You can also download the units of competency from the NTIS website [www.ntis.gov.au](http://www.ntis.gov.au)

## **12. Prerequisites**

There will be on occasion training offered by Protector Alsafe that will have prerequisites which must be completed before a statement of attainment or qualification can be offered. In most cases the prerequisites are covered during the training. Individual units of competency can be downloaded via the NTIS website [www.ntis.gov.au](http://www.ntis.gov.au) where information on the prerequisites will be indicated.

For more information in relation to the specific prerequisites associated with your training contact Protector Alsafe at [training@protectoralsafe.com.au](mailto:training@protectoralsafe.com.au).

### **13. Target group for training**

Our training suits people who require workplace safety-related competencies and qualifications. While the units come from Training Packages in the manufacturing, chemical, hydrocarbons and refining industries and the qualifications come from the Public Safety training package, learners might not always be from these industries as the skills covered by the units can be found in many work settings.

### **14. Potential career and employment pathways**

The training involves units of competency and qualifications that directly apply to many workplaces. Because the units are from endorsed Training Packages, they can contribute to nationally recognised qualifications.

### **15. Our learning style and assessments**

Our learning program is conducted (usually) at our venue and includes very practical ‘hands-on’ experiences, as well as small group classroom based activities and discussion. Our trainers are all very experienced in the field of workplace safety.

Our assessments process is in accordance with the National Assessment Principles and conforms to the standards of the Australian Qualifications Framework. Where possible the assessment process is as flexible as possible within the requirements of the units of competency. Assessment will usually involve assessment of knowledge, skills and attitudes against the requirements of the unit of competency. This will usually involve practical demonstration, verbal or written tests, and completion of practical tasks. Your assessor will give you feedback about the outcomes of assessments and will guide you on options in relation to assessment outcomes.

### **16. Fees, charges and refunds**

Your fees to attend this training will usually have been covered by your employer. If not, your trainer will discuss the fees and charges with you on application. As our fees and charges might change from time to time—contact our RTO Head Office for the latest details.

Fees for groups are usually invoiced to the relevant organisation on training completion. Individual learners are required to pay the fee on commencement.

We aim to be fair in offering refunds—however, no refund applies if you withdraw after commencement unless special circumstances, such as illness, apply.

Course cancellation policy is:

Cancelled within:

- |    |                          |                           |
|----|--------------------------|---------------------------|
| a. | 7 days                   | no charge                 |
| b. | less than 7 days         | 50 per cent of course fee |
| c. | 24 hours from start time | full course fee           |

In the event any student is turned away from training as a result of being adversely affected by drugs or alcohol in the trainer's opinion, there shall be no refund.

#### **17. Gaining a replacement Qualification or Statement of Attainment**

If you require a replacement qualification or Statement of Attainment please email [training@protectoralsafe.com.au](mailto:training@protectoralsafe.com.au). An administration fee of \$20.00 may apply.

#### **18. Access and equity**

In summary, access and equity is about everyone being treated fairly without discrimination. This includes you being able to enrol and participate regardless of any irrelevant characteristics such as your ethnic background, sex, religion, race, disability, age, marital status, parental status. It also includes us considering reasonable adjustments to training and assessment if you have a disability, and providing these within resources.

If you have any special needs, we encourage you to tell us about them so we can work to meet your needs, and keep you on track.

Who is responsible for access and equity? We all are... You have responsibilities to treat others fairly while in training. We must treat you fairly in providing goods and services to you.

#### **19. Recognition of units of competency**

Protector Alsafe will recognise all relevant Statements of Attainment issued by any other Registered Training Organisation (RTO). This means you do not need to enrol in any unit you already hold. Under credit transfer arrangements you can also achieve credit for any relevant completed studies at TAFE colleges or other RTOs.

## **20. Recognition of prior learning**

Recognition of prior learning (RPL) is an assessment process by which you may demonstrate competencies you already hold that have been gained through work or life experiences.

If you want to be considered for RPL, complete an RPL Application Form (located in the back of this handbook) . Our assessment will include practical testing, observation of skills, questioning and review of evidence provided. Because this involves a comprehensive individual assessment, there is a fee of 80 per cent of the scheduled training fee for this service.

## **21. Productive participation**

We expect learners to make a positive contribution and to treat others with respect and courtesy; and we will treat any inappropriate behaviour seriously. Protector Alsafe considers the following (but are not limited to) are examples of inappropriate behaviour that will not be tolerated under any circumstances:

- taking, possessing, trafficking, or being affected by illegal substances or alcohol;
- engaging in physical violence or threats of violence, bullying or other harassment using abusive language, or possessing illegal weapons;
- acting in any way that could cause any loss, damage or harm to other learners, staff, property and equipment; and
- academic misbehaviour which may be defined as cheating or the distraction of others.

These examples are what we consider to be serious misbehaviour that could result in immediate suspension or cancellation of enrolment. Other, less serious but equally unproductive, behaviour is also unwelcome. In less serious situations, our trainers will counsel learners about the required behaviour.

## **22. Training Materials**

During the conduct of Protector Alsafe training students will be issued or be given access to safety equipment. This equipment is to be used in accordance with the instructions given by the trainer. In the event a piece of equipment is not used appropriately, this may result in equipment becoming unserviceable and more importantly become unsafe for the student or next user.

All equipment will be inspected prior to, during and after use. On most occasions this may be factored into the training. In the event a piece of equipment is found to be faulty or damaged the item shall be removed from service and the trainer is to be informed immediately.

If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

### **23. Accessing student records**

At any time after completing training, students may request a re-print of the Statement of Attainment. Applicants for a reprint should contact the National Learning and Content Manager via [training@protecotralsafe.com.au](mailto:training@protecotralsafe.com.au).

### **24. Complaints and appeals**

If you believe you have been treated unfairly or wish to appeal any of our decisions (including assessment decisions) you have a right to do so under our Complaints and Appeals Procedures. You have the right to be heard. We will deal promptly, fairly and confidentially with your complaint or appeal using independent people. While we try to resolve complaints informally if possible, formal complaints and appeals must be submitted in writing, and there is a form to help with this. At the back of this booklet is the Protector Alsafe “Formal Complaint or Appeal Form”.

Contact the Training Manager or your trainer if you have a complaint. If this is difficult to do on your own, you can ask someone to do it on your behalf, or to be with you when you make a complaint or present an appeal.

Students who believe that their assessment result does not accurately reflect their performance may request a re-assessment. This must be done within two weeks of being informed they are Not Yet Competent.

### **25. Welfare services**

Most training conducted at Protector Alsafe involves small classes run over a short time frame. As a result the trainers will provide individual support and guidance initially to the student. Due to the nature of the training provided the trainer will refer students to an array of services that are available. These being organisations such as (but not limited to) Centrelink, Salvation Army and Lifeline. Depending on the individual location of where training is being conducted the level of support / welfare services available maybe affected.

## **26. Child protection**

Protector Alsafe acknowledges that it is required to comply with Federal, state, and territory legislation relating to child protection. As such, Protector Alsafe Instructors working with clients and students under the age of eighteen are required to undertake the appropriate Police Checks or appropriate working with children checks for their respective state.

## **27. Privacy and confidentiality**

In providing services we will gather and record information and maintain its confidentiality in line with our Privacy policy and Record Keeping Policy and Procedures. You can access, and amend if required, any personal information we hold about you in line with those procedures. Contact the Training Manager or your trainer if you require more information.

## **28. Summary**

We hope you enjoy your training with Protector Alsafe.

# FORMAL COMPLAINT OR APPEAL FORM

## PART 1: INSTRUCTIONS

We are committed to providing you with the best possible service and to improving our services.

You can use this form at any time to lodge a formal complaint or appeal including an appeal against our assessment decisions.

However, if you have a complaint or wish to appeal any decisions we urge you to first try to informally discuss the issue with the person concerned, your trainer or the **National Learning and Content Manager**.

### **Our processes for handling complaints, grievances and appeals**

In summary, we will handle your complaint or appeal as follows:

- ◆ All formal complaints and appeals must be in writing.
- ◆ In bringing the complaint or appeal you have the right to be supported by another person if you wish.
- ◆ You have the right to have your issue heard and to be dealt with fairly in the process.
- ◆ We will follow our *Complaints and appeals procedures* in investigating and dealing with issues, including maintaining confidentiality and secure records. We will involve you in processes and will only contact other people with your permission.
- ◆ You will be notified in writing of the outcomes including the reasons.
- ◆ Any agreed remedies will be implemented by us promptly and monitored.
- ◆ If you are unsatisfied with the process or outcomes you are free to consult a private mediator or agency.

Our process is provided in full in the *Complaints and Appeals Policy* and summarised in the *Pre-Enrolment Handbook*.

## PART TWO: DETAILS OF FORMAL COMPLAINT OR APPEAL

Please provide your contact details so we can follow up the issue directly with you.

Name: .....

Address:.....  
.....

Telephone: Home ..... Work ..... Mobile .....

Date: .....

Best time to be contacted .....  
.....

Course or training being undertaken with us:.....

Name of instructor: .....

**Please complete the following sections or add another sheet if required.**

Describe your complaint, or the decision you want to appeal:

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Date or dates involved:

.....

Describe any efforts *you* have made to resolve the issue:

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.....  
.....

Describe any efforts Protector Alsafe employees have made to resolve the issue:

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How do you think the situation can be resolved – what do you want to happen?

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**Signed:** ..... **Date:** .....

Send or give the completed form to the National Learning and Content Manager – email below. We will contact you when we have received the form and discuss the issue with you and how we might investigate the matter.

Email: [Mitchell.heine@protectoralsafe.com.au](mailto:Mitchell.heine@protectoralsafe.com.au)

# RPL / RCC APPLICATION FORM

## PROCESS

### Step 1

Answer the questions on this form to apply for Recognition of Prior Learning (RPL). You can get some-one to help you complete it if needed. You can also attach extra pages if you require more space for answers.

### Step 2

Attach evidence of your skills and knowledge that we can use to assess your prior Learning. Your evidence could include:

- certificates or qualifications
- work samples
- photos, video tapes, audio tapes
- reports from past employers, schools
- information from personal or business referees

### Step 3

When you have completed Steps 1 & 2, we will interview you, assess you and then verify your evidence, for example by contacting people or organisations you listed.

## PART 1: GENERAL INFORMATION

### 1.1 Personal details

Family Name: .....

Given Names: .....

Address: .....

Postcode: ..... State: .....

Telephone: Day: ..... Evening: ..... Mob: .....

Email address: .....

**1.2 Work experience:** List any relevant work experience in the space provided (full or part time, voluntary or unpaid work). Begin with the most recent.

Employer or Organisation	What sort of work?	When?
Name: ..... ..... Address: ..... ..... ..... Contact: ..... Phone: .....	..... ..... ..... ..... ..... ..... .....	
Name: ..... ..... Address: ..... ..... ..... Contact: ..... Phone: .....	..... ..... ..... ..... ..... ..... .....	
Name: ..... ..... Address: ..... ..... ..... Contact: ..... Phone: .....	..... ..... ..... ..... ..... ..... .....	

**1.3 Other interests or skills:** List other factors that have helped you to gain relevant skills. For example: assisting in a family business, interests or hobbies.

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**1.4 Other languages:** Do you speak any languages other than English? If so give details.

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**1.5 Community involvement:** Indicate in the space below, any involvement (including official positions and informal contributions) with a team, club, society or community organisation.

Organisation	Describe the sort of involvement?	When?
Name: ..... ..... Address: ..... ..... Contact: ..... Phone: .....	..... ..... ..... ..... .....	
Name: ..... ..... Address: ..... ..... Contact: ..... Phone: .....	..... ..... ..... ..... .....	

**PART TWO: EDUCATION AND TRAINING DETAILS**

**2.1 Secondary school:**

What is the highest level of secondary schooling achieved? (Circle year) –  
**Year 9, 10, 11, 12**

In what year did you complete school? .....

**2.2 Other training:** Have you participated in any formal or informal training? (For example, technical training, university, industry training, professional development programs, education classes, hobby classes). Please provide details.

..... ..... .....
-------------------------

**2.3 Other enrolment:** Are you currently enrolled in any other course? Please give details.

.....

.....

**PART 3: COURSE INFORMATION**

**3.1 Course name:** give the name of course relating to this application (in which you are or will be enrolled).

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**3.2 Personal employment goals:** think about your employment goals – how will this course help you in gaining or changing your employment?

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**3.3 Relevance of prior learning:** how do you believe your experience (as listed above) relate to the skills and knowledge in the course?

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**3.4 Prior learning for which you are seeking recognition:** From the course outline, list the areas or units of competency for which you seek recognition of prior learning. Make sure you have provided sufficient evidence in the sections above (or attach sheet if space is too small).

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**PART FOUR: DECLARATION**

Evidence to support my application is attached. YES  NO

I have accurately completed this form to the best of my knowledge, and I give the RTO permission to contact the people or organisations I have listed to verify my claims.

Name: .....

Signed: ..... Date: .....