

Hyundai Advanced Apprenticeship Academy Employer Handbook

Creating a better future through education



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A Message for Employers:

Congratulations on your decision to enrol your Apprentice into the “**Hyundai Advanced Apprenticeship Academy**” (HAAA).

Hyundai Motor Company Australia (HMCA) is a Registered Training Organisation (RTO Code: 91394). With this status we are able to issue nationally recognised qualifications that HMCA is registered to deliver. This document will make several references to “HAAA” which is a division of the HMCA training department. When references are made using HAAA, it refers to the HMCA RTO.

The training that your Apprentice is about to undertake is aimed at achieving the AUR30616 - Certificate Level III in Light Vehicle Mechanical Technology.

This handbook is a reference guide to your Apprentice’s formal training. It contains information such as:

- AUR30616 - Certificate III in Light Vehicle Mechanical Technology
- What is expected of your Apprentice
- What is expected of you as the Employer
- HAAA Policies and Procedures
- Support Services

The Apprenticeship pathway provides an opportunity for your Apprentice to gain valuable work experience as well as a nationally recognised qualification. Your Apprentice will be agreeing to the expectations and responsibilities implicit in HAAA, both in the workplace and during training sessions at HMCA premises.

As the Employer, you play an important role in your Apprentice’s training. You will be supervising and monitoring your Apprentice’s performance in the workplace, providing guidance and supporting the knowledge and skills your Apprentice will obtain during the training. You are required to sign off on your Apprentice’s competency achievement record after you are satisfied that the Apprentice has demonstrated required knowledge and skills.

HAAA is also there to support your Apprentice’s progress through the training. Our trainers are there to provide your Apprentice with information and resources as required by the relevant qualification, as well as additional support your Apprentice may need during the chosen course of study.

If you or your Apprentice needs any specific information about any aspect of the training not covered by this handbook, forms or resources, your contacts at HAAA are:

Rena Clogher

Training Administrator

Email: renae_clogher@hyundai.com.au

Phone 02 8873 6139

Rick Parker

Curriculum Developer

Email: rick_parker@hyundai.com.au

Phone 02 8873 6123

You and your Apprentice will also be supported by your chosen Australian Apprenticeships Support Network (AASN).

Congratulations again on your decision to enrol your Apprentice into HAAA. We look forward to working with you and your Apprentice to provide them with the best opportunity to succeed.

Peter Neal



General Manager, National Service & RTO Chief Executive Officer
Hyundai Motor Company Australia

About Australian Apprenticeships:

Australian Apprenticeships offer opportunities for you to train, study and earn an income at a variety of qualification levels in most occupations as well as in traditional trades.

As an Australian Apprentice you can combine time at work with training. When you finish your Australian Apprenticeship, you will have a nationally recognised qualification that can take you anywhere in Australia and one that is held in high regard in many overseas countries as well. You will have many options for your future to think about and choose from.

Australian Apprenticeships are delivered through an arrangement between:

- Federal, State and Territory Governments
- Employers
- RTO's

For more information visit:

<https://www.australianapprenticeships.gov.au/about>

Career pathways:

Whether an Apprentice has past experience or if they are just starting out, HAAA can guide an Apprentice and help build their future within the Hyundai family.

If an Apprentice is seeking to gain further accreditation, an Apprentice could be eligible to receive credit towards other automotive related trades upon completion of specific units in the AUR30616 - Certificate III in Light Vehicle Mechanical Technology. A Trainer will be able to provide more information upon request.

On completion of the AUR30616 - Certificate III in Light Vehicle Mechanical Technology, an Apprentice will be prepared to progress through to more senior roles within the dealership, such as Master Technician, Workshop Controller, Foreman, Service Manager or perhaps even Hyundai Franchise Owner. The training structure for Apprentices has been tailored to allow for this future integration into senior roles.

Career Pathway	Employment Roles
1st Year apprenticeship	Apprentice
2nd Year apprenticeship	Hyundai Certified Technician
3rd Year apprenticeship	Expert Technician
4 th Year apprenticeship	Provisional Master Technician
5 th year apprenticeship	Master Technician

Additional possibilities

Dealership Management	Workshop Controller
	Foreman
	Service Manager
	Hyundai Franchise Owner

Australian Apprenticeships Network Provider:

Australian Apprenticeships Network Provider (AASN) are contracted by the Australian Government to provide free service, information and deliver support services to Australian Apprentices and Employers and administer payment under the Australian Apprenticeships Incentives Program.

AASN also work with State and Territory Training Authorities to provide streamlined support service for Employers and Australian Apprentices. Visit the website below for more information.

<http://www.apprenticeshipsupport.com.au/Home>

State and Territory Training Authorities:

Government departments in each State or Territory are responsible for the operation of the Vocational Education and Training (VET) system including Australian Apprenticeships.

Specific areas of State or Territory responsibility include:

- Registration and certification of Australian Apprenticeships training agreements
- Registration and monitoring of Group Training Organisations
- Employment arrangements for Australian Apprentices

Registered Training Organisations:

Registered Training Organisations (RTOs) are organisations registered to deliver training; conduct assessments and issue nationally recognised qualifications in accordance with the Australian Quality Training Framework. HMCA RTO has one qualification that it currently delivers in training, AUR30616 – Certificate III in Light Vehicle Mechanical Technology

Third Party RTO'S:

HMCA operates under partnership agreements with two RTO's which includes TAFE NSW (RTO Code: 90008) & South Metropolitan TAFE WA (RTO Code: 52787). This means that in New South Wales and Western Australia, TAFE NSW (RTO Code: 90008) & South Metropolitan TAFE WA (RTO Code: 52787) will be the nominated RTO for the Apprentice and will issue the certificate under their name on completion. However, all training, supervision and assessment activities will be conducted by HAAA trainers and at HMCA facilities.

All enrolment and administration fees are to be paid to HAAA. All refunds if applicable to Employers/Apprentices will be administrated by our accounts department. HAAA will pay its third party partners on the Employer's/Apprentice's behalf to avoid any inconvenience.

If Apprentices withdraw from the Hyundai Advanced Apprenticeship Academy all cancellation forms must be sent to the nominated RTO and copy to HAAA Training Administrator renae_clogher@hyundai.com.au.

Please request the form via the above email.

TAFE NSW contact: <https://swsi.tafensw.edu.au/> - 02 9609 9392

TAFE WA contact: <http://www.southmetrotafe.wa.edu.au/> - 08 9267 7463

Course overview:

AUR30616 - Certificate III in Light Vehicle Mechanical Technology

The AUR30616 - Certificate III in Light Vehicle Mechanical Technology is recognised as the official Australian Automotive Mechanic (Technician) Trade Qualification. The qualification encompasses the knowledge and skills required to perform a wide range of tasks including service, repair and diagnosis on a variety of light vehicles. Different states and territories may have automotive licencing requirements for Automotive Technicians and this qualification serves as a pre-requisite to achieving an Automotive repairers licence. Refer to your relevant state legislation for more information.

Pre-requisites:

There are no pre-requisites for this course.

Duration:

4 Year Apprenticeship- 3 years (part time) off the job training at HAAA (1228 hours) combined with on the job training + 1 additional year of on the job training.

Delivery Mode:

Training delivery is instructor led and face to face which involves research and hands on activities. Training and assessment will be conducted both in the classroom and simulated workshop environment at HMCA premises in NSW, QLD, VIC and WA.

Off the job training spans over 3 years and will be delivered in block form. The Apprentice will be required to attend 8 x 1 week training blocks per annum at Hyundai training premises. This is done with the intention that the Apprentice gains comprehensive exposure and sufficient practice on the subject being delivered as opposed to 1 day a week. Apprentices are required to attend HAAA for all 24 weeks of training offered over the 3 years of the course.

Training Facilities:

Off the job training and assessment will take place at the following locations:

Hyundai NSW Training Academy:

394 Lane Cove Road, MACQUARIE PARK NSW 2113

+61 2 8873 6123

Trainer: Tim Bartolo

Hyundai VIC Training Academy:

Building 15, 253 -257 Ferntree Gully Road, MOUNT WAVERLY VIC 3149

+ 61 3 8562 2819

Trainer: Martin Coram

Hyundai WA Training Academy:

782 Marshall Road, MALAGA WA 6090

+ 61 89377 8421

Trainer: John Gill

Hyundai QLD Training Academy:

32 Ashtan Place BANYO QLD 4014

+61 7 3632 2020

Trainer: Peter Ferri

Trainer: Colin Mitchell

Learning Outcomes:

Upon successful completion of the course, a qualified Technician should be able to perform a broad range of tasks on a variety of light vehicles. They should possess the required knowledge and skills to carry out work activities autonomously, take responsibility for their own work and gain the confidence to work on modern day motor vehicles including electrical and mechanical systems.

Recognition of Prior Learning (RPL):

Apprentices may have completed other courses, or have automotive industry experience which may be considered as Recognition of Prior Learning (RPL). The enrolment form allows all parties to advise of previous training completed and relevant automotive industry experience. Apprentices should let Trainers know of any previous/current work experience that align with the unit of competency and if recognised, they will be eligible for RPL. The Trainer will take this into consideration when reviewing an Apprentice's assessment evidence portfolio.

In the event that an Apprentice applies for RPL for a particular competency, the assessor will make the necessary arrangements with the Apprentice to modify the course schedule accordingly.

Apprentices will be required to provide sufficient evidence of competence to support a successful RPL claim. Examples of evidence may include:

- Certificates
- Statement of attainment
- Transcripts
- Reports
- References during paid or unpaid work experience
- Samples of work
- Qualifications (HAAA recognises Australian Quality Framework Qualifications and Statements of Attainment issued by other Registered Training Organisations in accordance with its mutual recognition obligations)

An RPL application form is available from the HAAA personnel.

Credit Transfers:

HAAA accepts and provides credit to Apprentices for units of competency and/or modules already achieved (unless licensing or regulatory requirements prevent this). Credit transfer is the formal recognition of studies undertaken in another institute.

An Apprentice may already hold AQF statements of attainment or qualifications that include units listed in the AUR30616 qualification. HAAA will award credit transfer for any verifiable, current (or equivalent) units of competency an Apprentice holds. This means he/she **does not** need to undergo assessment for competencies already attained.

Note! A successful application for RPL/Credit transfer does not necessarily attract a fee refund or credit.

Training Plan:

There are three parties involved in this Apprenticeship:

1. The Apprentice
2. The Employer
3. HMCA RTO/3rd Party RTO

What is a Training Plan?

Training plans are developed by the RTO in consultation with the Employer and Apprentice.

Under State Government arrangements, the Employer and Apprentice have the right to decide which RTO will deliver their training, the units of competence and the sequence they will be delivered, and how, when, where and by whom training and assessment will be delivered.

A training plan covers specific details about the course and the units to be completed and will be prepared by HAAA/3rd Party RTO and a copy provided to both the Employer and the Apprentice. Under specific State Government arrangements, the lodgement of a training plan is a pre-requisite for the approval of the training contract.

The training plan is a document that outlines:

- The qualification to be undertaken
- The units of competency (UOC) that will be undertaken
- Whether Recognition of Prior Learning or Current Competencies (RPL/RCC) has been offered
- Whether the training is to be delivered 'on-the-job' or 'off-the-job'
- Whether an arrangement to average hours has been entered into
- Who is the training provider
- How, when training and assessment will occur

Using the training plan:

- The parties to the training contract must agree on the training requirements and develop a training plan with the chosen training provider.
- Training plans are a working document to be used for the duration of the training contract and must be updated as necessary to reflect the current status of the Apprentice's training
- A copy of the current training plan, including any updates, must be kept by the RTO, Employer and Apprentice. It is the Apprentice/RTO responsibility to update training plans every time a unit of competency is completed
- Upon completion of the training plan the Apprentice is eligible to be issued with the appropriate qualification
- The RTO issues the qualification when all 3 parties have verified that the Apprentice is competent to the required industry standard
- The training plan requires a signature from everyone (RTO, Employer and Apprentice), signifying their agreement and participation in the proposed training plan.

All parties are required to sign and return a copy of the training plan to HAAA Training Administrator renae_clogher@hyundai.com.au prior to the commencement of training with HAAA.

This training plan will also be brought along to dealer visits (at least once annually) to be updated accordingly and to be signed off by the Employer for acknowledgement and commitment to Apprentice progression.

Apprentice Identification - Unique Student Identification (USI):

As of 1 January 2015, all Australian students require a USI when enrolling or re-enrolling in nationally recognised training. A USI links to an online account that contains all training records and results (transcript) that have been completed from 1 January 2015 onwards. One of the benefits of the USI is the ability to provide students with easy access to their training records and results transcripts throughout their life.

Apprentice USI for enrolment

If an Apprentice already has a USI, the Apprentice will need to provide it during the enrolment process. If an Apprentice does not have a USI, the Apprentice will need to create one so the enrolment process is not impeded.

Read more at or '[How to create your USI](#)' or '[Apprentice Quick Guide](#)' or ASQA's '[USI Fact Sheet](#)'

- If you are ready to create your own USI [click here](#)

USI transcript

USI account holders can access their national training record online, in the form of a USI Transcript.

The USI Transcript currently shows nationally recognised training from 2015, 2016 and 2017 first-quarter (for funded training). It collates outcomes from different training providers, in different states, and across different years – in the one record. USI account holders are able to download or print their USI Transcript and share it electronically with registered training providers if they wish.

- Read about your USI Transcript [here](#)
- Log into the USI Apprentice Portal [here](#)
- To provide HMCA with permission to view and edit your USI Transcript, follow these [instructions](#)

Eligibility to enrol with HAAA:

- Candidates must be employed by a Hyundai dealer as a 1st Year Apprentice Light Vehicle Technician. Apprentices working for dealers under a Group Training Organisation (GTO) are also eligible for enrolment.
- Completion of the School Certificate or Higher School Certificate would be advantageous.
- Candidates will need to be able to carry out physical work and take part in activities such as using hand tools and automotive industry equipment, removal and lifting of vehicle components including engines and transmissions.
- Candidates must be able to use computers and other forms of technology for the purpose of diagnosis and other workplace tasks involving use of telephones and communication equipment.
- It is also important that the Candidate possesses a reasonable level of Language, Literacy and Numeracy to perform the required task of an Automotive Technician.

Pre-enrolment Questionnaire:

Apprentices are required to have an adequate level of English language to undertake this Apprenticeship with HAAA. Before enrolment, a candidate must complete a Pre- enrolment questionnaire. The Pre-enrolment questionnaire is used to evaluate and identify any Apprentices' special learning needs or requirements. If the Apprentices has special learning needs or require LLN assistance, the Curriculum developer and Assessor will discuss this with the Apprentice and communicate the recommendations to both the Apprentice and the Trainer in offering the support avenues available.

How can disclosing my disability, mental health or medical condition help me succeed at the Hyundai Advanced Apprenticeship Academy?

Apprentices are not legally obliged to disclose any disability, mental health or medical conditions whilst studying at the Hyundai Advanced Apprenticeship Academy. But by disclosing these details will be giving them the best chance of succeeding in the chosen course and getting the support available.

Early disclosure to (preferably before a program commences) allows time for the Hyundai Advanced Apprenticeship Academy to arrange appropriate support. All information disclosed will be kept confidential.

Hyundai Advanced Apprenticeship Academy Trainers are available to provide learning support during training. They are very approachable and will do their best to encourage Apprentices to successfully complete all training requirements. The Trainer will assist Apprentices seeking additional academic support and skills development in the first instance.

Language, Literacy and Numeracy Support Services

It is important that Apprentices have adequate LLN Skills to meet the learning and assessment requirements of the course. Apprentices who are experiencing difficulties with any aspect of the course should contact their Trainer or HAAA personnel. HAAA offer a range of support services include:

Dealer Visits	The visits ensure that the Apprentice is on track with their training plan, is receiving appropriate workplace experience, is supported through sufficient workplace mentoring and allows for identification of any areas of concerns.
In class Trainer and Assessor	HAAA Trainers foster a positive, safe and non-threatening environment to ensure that any Apprentices are able to ask any questions in class for understanding and clarification.
In class revision/ recap sessions	HAAA Trainers structure the class so that at the beginning and at the end of the class, a revision is redone to recap what has been taught in that session.
1 on 1 tutoring	HAAA trainers make themselves available to offer any further mentoring before class, during breaks or after class to clarify, or catch up on any work missed.
Group work	Group work is facilitated to enhance and enrich learning experiences with other Apprentices.
Phone tutoring	HAAA Trainers can be made available via phone to cover any content required for further assistance.

Language, Literacy and Numeracy Assessment Accommodation

There are a range of support services available to assist Apprentices with specific learning requirements including LLN accommodation (adjustment) in assessments such as:

- Assessment via face to face discussion/questioning instead of written
- Provision of extra time
- Use of an interpreter or 'reader'
- Use of adaptive technology
- Frequent check-ups and individual coaching from trainers as required
- Assistance with sessions at the start of each unit of competency to clarify understanding of expectations and responsibilities
- Advice on current and future learning and assessment pathways

Additional Support Services

In some cases if assistance with specialised language development is required, HAAA will provide assistance to help with studies and refer Apprentices to third party and external agencies, course content support and/or literacy and numeracy support. These external services are not included with the enrolment fees and may carry additional fees for the Apprentices.

- **NSW Apprentices can access RUREADY online service provided by TAFE NSW**
- **WA Apprentices have access to LLN trainers courtesy of South Metropolitan TAFE to come out and assist the Apprentice**

Skills for Education and Employment (SEE)	Formerly known as the Language, Literacy and Numeracy Program (LLNP) SEE provides up to 800 hours of free accredited LLN training for eligible job seekers whose LLN skills are below the level considered necessary to secure sustainable employment or pursue further education and training.	https://www.education.gov.au/skills-education-and-employment
Reading Writing Hotline	This is a free national telephone adult literacy and numeracy referral service. <ul style="list-style-type: none"> ▪ Information on adult literacy programs in your local area ▪ Distance learning if you are unable to attend in your local area 	1300 655 506
Program in Applied Vocational Study Skills (CAVSS) WA Apprentices ONLY	CAVSS is a team teaching delivery strategy for integrating literacy and numeracy support with vocational training.	http://www.dtwd.wa.gov.au/sites/default/files/uploads/CAVSS-getting_started_05.pdf
Apprenticeship Support Australia	Apprenticeship Support Australia Network Providers are able to provide mentoring support to Apprentices.	1300 363 831 or http://www.apprenticeshipsupport.com.au/

Other support

Lifeline (24hrs a day)	13 11 14
Headspace	1800 650 890
Beyond Blue	1300 22 4636
Sane Helpline	1800 18 7263
Mental Health Line	1800 011 511
Kids Helpline (24hrs a day)	1800 55 1800
Suicide Call Back Service	1300 659 467

Course Schedule:

The course involves classroom based activities, simulated workshop activities, knowledge and skill assessments, workplace evidence, pre and post course work as well as dealer visits.

AUR30616 - Certificate III in Light Vehicle Mechanical Technology

Week	National code	Title	Core/ Elective
1	AURASA002	Follow safe working practices in an automotive workplace	Core
	AURAEA002	Follow environmental and sustainability best practice in an automotive workplace	Core
2	AURAF003	Communicate effectively in an automotive workplace	Elective
	AURTTK002	Use and maintain tools and equipment in an automotive workplace	Core
3	AURTTA004	Carry out servicing operations	Core
	AURTTA018	Carry out diagnostic procedures	Core
4	AURTTC003	Diagnose and repair cooling systems	Core
	AURTTE004	Inspect and service engines	Core
5	AURETR025	Test, charge and replace batteries and jump start vehicles	Core
	AURETR012	Test and repair basic electrical circuits	Core
6	AURETR030	Diagnose and repair starting systems	Core
	AURETR029	Diagnose and repair charging systems	Core
7	AURTTB001	Inspect and service braking systems	Core
	AURLTB003	Diagnose and repair light vehicle hydraulic braking systems	Core
8	AURLTX003	Diagnose and repair light vehicle clutch systems	Elective
	AURTTX002	Inspect and service manual transmissions	Elective
9	AURLTX001	Diagnose and repair light vehicle manual transmissions	Elective
10	AURLTQ002	Diagnose and repair light vehicle drive shafts	Elective
	AURTTQ001	Inspect and service final drive assemblies	Elective

11	AURLTD005	Diagnose and repair light vehicle suspension systems	Core
12	AURLTD004	Diagnose and repair light vehicle steering systems	Core
	AURETD001	Diagnose and repair electronically controlled steering systems	Elective
13	AURETR022	Diagnose and repair vehicle dynamic control systems	Elective
14	AURETU003	Service air conditioning systems and HVAC systems	Elective
	AURETU004	Diagnose and repair air conditioning and HVAC systems	Elective
15	AURLTE002	Diagnose and repair light vehicle engines	Core
16	AURETR031	Diagnose and repair ignition systems	Core
17	AURTF001	Inspect and service petrol fuel systems	Core
	AURLTZ001	Diagnose and repair light vehicle emission control systems	Core
18	AURETR023	Diagnose and repair electronic spark ignition engine management systems	Core
19	AURETR024	Diagnose and repair compression ignition engine management systems	Elective
20	AURETR043	Diagnose and repair electronic body management systems	Elective
21	AURETR032	Diagnose and repair automotive electrical systems	Elective
22 & 23	AURTTX003	Inspect and service automatic transmissions	Elective
	AURLTX002	Diagnose and repair light vehicle automatic transmissions	Elective
24	AURETR020	Diagnose and repair network electronic control systems	Elective

Commencement date:

State	Induction dates	Commencement date	Census date
NSW	Week commencing 4 th March 2019	11 th March 2019	11 th April 2019
QLD	Week commencing 4 th March 2019		
VIC	Week commencing 4 th March 2019		
WA	Week commencing 4 th March 2019		

Induction:

Once an Apprentice is accepted and enrolled, you will be advised of an induction day prior to the commencement of training where all Apprentices enrolled will attend induction to familiarise themselves with the operations and rules of HAAA.

This is mandatory for all Apprentices and one dealer representative to attend (i.e., Service Manager, Foreman and/or Apprentice Mentor). HAAA encourages parents/guardians and GTO's to attend.

This session will cover the following:

- Introductions to key personnel and other Apprentices
- An overview of facilities equipment, resources and facility tour
- Course Timetable
- An outline of learning and assessment strategies
- Training Plan and its importance
- Apprentice support and welfare contacts
- Full briefing on organisational policies and procedures (e.g. WH&S, Drug & Alcohol, Complaints, RPL, Grievances and Appeals)
- Role of Australian Apprentice Support Network Provider (AASN)
- Photo Identification (i.e.: Driver's license or passport sighted and recorded)
- Uniform sizing by HMCA's preferred supplier Corporate uniforms
- Question and answer session

Training delivery and assessment:

Training and Assessment:

The course comprises of 2 training components:

1. Off the Job training – where Apprentices will attend formal training sessions at HAAA, developing new skills and knowledge in a simulated workshop environment.
2. On the Job training - at the Employer’s workplace where the Apprentice is provided the opportunity to apply new skills and knowledge to specific work tasks.

Off the job training:

Our training reflects current industry practice and the AUR (Automotive Retail Service and Repair) training package requirements.

HAAA reserves the right to alter course content if changes will improve Apprentices learning or achievement of competencies. Any changes will involve consultation with industry stakeholders before implementation.

The off the job training components delivered at HAAA include:

- Pre and Post course work
- Research, theory and practical task sheets and questionnaires
- Practical exercises using nominated vehicles, tools and equipment
- Discussions, role plays, demonstration and practice

HAAA will support Apprentices throughout the assessment process with:

- Extra mentoring coaching if required
- Working with Hyundai dealerships to assist in achieving workplace evidence outcomes

Apprentices are provided with:

- Hardcopy training and assessment materials for each UOC
- PC tablet to use during training blocks only
- Industry equipment and resources to use during practical activities

Apprentices need to bring:

- Personal protective equipment (PPE) if applicable
- Work evidence log book
- Wear Apprentice uniform provided
- Pens

On the job training:

Whilst on-the-job training is not as formal as the off-the-job component, it is a vital component of the Apprenticeship. It is in the workplace that an Apprentice is provided with an opportunity to apply knowledge and skills learnt in the classroom. This is to be supported entirely by the Employer. It is the responsibility of the Employer and the Apprentice to ensure that sufficient practice is obtained on the job

Workplace Evidence Log:

To record the workplace activities the Apprentice will be issued with a work evidence logbook. As the Apprentice progresses through the course, this work evidence log will be used as evidence (together with your Apprentices off-the job assessment results), to show competence (that is, that your Apprentice has the knowledge and can do the tasks) as set out in their training plan.

You as the Employer will need to sign throughout this work evidence logbook against the tasks your Apprentice successfully completes in the workplace.

The Trainer will sign throughout this work evidence log when the Apprentice successfully completes any off-the-job assessments and/or tasks.

This work evidence log is a crucial piece of information as it determines whether an Apprentice's performance meets the objectives expressed in the training package. It is the evidence that will prove the Apprentice/s claim of competence and must be submitted for assessment and ultimate certification.

Each item of workplace evidence needs to be completed by the end of the 3rd year and will be detailed in the Apprentice's student progress report which will be monitored by the HAAA Trainer and discussed with the Apprentice.

Dealer visits:

HAAA Trainers will undertake 3 compulsory dealer visits each year. The visits will be conducted by email, phone or workplace visits and will correspond with the Apprentice's training plan. The purpose of the dealer visits is to ensure that the Apprentice is on track with their training plan, check that the Apprentice is receiving appropriate workplace experience, is supported through sufficient workplace mentoring, identification of any areas of concerns and meeting requirements of state based Apprenticeship compliance regulations.

During the course of the visits the Service Manager/Supervisor and Apprentice must be in attendance with a current copy of the Apprentice's training plan.

The dealer visit will consist of the following:

- Meet with the Apprentice and Employer to discuss progress in relation to training plan
- Monitor and document the progress of training against the training plan
- Monitor and document the training/workplace evidence
- Provide constructive feedback
- Action plans if Apprentice is neglecting studies or falling behind
- Signing off completed competencies

Assessment:

Assessment is compulsory and is carried out in accordance with the Principles of Assessment and the Rules of Evidence as well as meeting the requirements of the AUR (Automotive Retail Service and Repair) training package. HAAA will record an Apprentice assessment outcome as either “Competent” or “Not Yet Competent”.

The AUR30616 - Certificate III in Light Vehicle Mechanical Technology has 36 Units of Competencies (i.e. specific subject areas). Each unit details the knowledge and skills required to become “competent” in that unit.

Competence is achieved when the Assessor has collected sufficient evidence to prove that the Apprentice has the knowledge and skills as required by the unit, and can demonstrate that the Apprentice can apply the knowledge and skills to different situations (including in the workplace) as required. The off-the-job training provided by HAAA will assess an Apprentice’s abilities in different situations over a period of time, for all Units of Competence included in the Apprenticeship.

Evidence to support competence will be collected from all of the following:

- Attendance at training
- Classroom and simulated workshop activities including task sheets
- Knowledge assessment
- Skills assessment
- Work evidence log

A record of the Apprentice progress including assessment outcomes will be detailed in the Apprentice’s student progress report which will be monitored by the Apprentice’s Trainer and discussed with the Employer.

Prior to the delivery of the training for each unit, the Trainer will provide the Apprentice with a written description of each unit including performance criteria, knowledge and performance evidence requirements for each competency. This will include information on methods of assessment, assessment tasks and due dates for completion of tasks. The Apprentice will be given feedback on whether he/she achieved the competency or not, and why. The Trainer will also inform the Apprentice about other opportunities that they think would be valuable for the Apprentice.

All assessment tasks should be completed on or before the due date. Extensions need to be negotiated with the Trainer/Assessor and must be for a good reason.

Assessments will have a cover sheet clearly setting out Apprentice name and the assessment results.

Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual Apprentice’s needs

Appeals against assessment decisions:

Appeals against an assessment decision must be received within fifteen (15) working days of receiving an assessment result. If an Apprentice wants to appeal against an assessment decision, the Apprentice can make a formal request for re-assessment through a **Request for Re-Assessment Form** which is available from the Hyundai Advanced Apprenticeship Academy. A re-assessment process will be implemented following submission of the form.

If the Apprentice is still not satisfied at the conclusion of the re-assessment process, then the Apprentice has the right to obtain an independent expert to decide (see Complaints and Grievance Procedure).

Course Fees:

Under Apprenticeship arrangements it is not uncommon for the cost of the off-the-job training to be paid by the Employer. Apprentices will need to discuss payment of fees with their Employer. Further information on who pays the fees of formal training can be located at <https://www.fairwork.gov.au/find-help-for/apprentices-and-trainees/apprentice-entitlements#2751-27691>

NSW Fee-Free Apprenticeships <https://vet.nsw.gov.au/choosing-vet/fee-free-apprenticeships>

HAAA is responsible for:

Providing accurate and accessible information to Apprentices about fees, including:

- Invoicing fees and collecting payment
- Publishing all applicable Apprentice fees as required under relevant legislation
- Ensuring fair and equitable processes for issuing enrolment fee refunds to Employers/Apprentices in accordance with relevant legislation and HAAA policy

Employers/Apprentices are responsible for:

- Ensuring all information provided for enrolment and fee collection is accurate, including enrolment records and personal information
- Acting on payment of information about fees (including invoices) in a timely manner
- Paying all fees and administration charges by the specified due date

Note: Failure to pay outstanding fees may result in the cancellation of a Apprentice's enrolment and will not be issued a statement of attainment.

Fee payment:

Payment of enrolment fees and other fees and charges by their due date is a condition of a Apprentice's enrolment. Failure to pay all enrolment fees owing, by the deadline, may result in an Apprentice being prevented from:

- Being issued a Qualification Testamur, Transcript of Results or Statement of Attainment until payment has been received
- HAAA will notify an Employer/Apprentice who fails to pay their fees by the required deadline, of the intention to cancel their enrolment and will list any penalties that apply as per the list above
- Enrolment invoices are provided to Apprentices or their Employers (as appropriate) via email/accounts department

- Payment of the enrolment is required prior to the course start date. There is a non-refundable administration cost– see our course pricing information available on the Hyundai Academy website.

HAAA Cost of training:

A nominal fee equivalent to that charged by TAFE in the relevant state will be required prior to commencement. This is usually around \$2000 for the whole course over the 3 year period. This amount is subject to change and varies according to each State. Please contact HAAA for further clarification of cost renae_clogher@hyundai.com.au

There is also an administration fee \$1300 per year to be paid before training commences. HAAA will invoice the Employer/GTO accordingly upon nomination.

The administration fee covers the cost of:

- Apprentice uniforms to be worn **only at** off-the-job training
- Morning tea, lunch and afternoon tea supplied
- Text books
- Other learning resources

Note:

- Aboriginal or Torres Strait Islander Apprentices are exempt from paying the nominal fee
- Nationally recognised training does not attract GST
- NSW Fee-Free Apprenticeships <https://vet.nsw.gov.au/choosing-vet/fee-free-apprenticeships>

Other costs:

Apart from enrolment and administration fees, other costs to the Apprentice/Employer must also be factored in, including:

- Purchase of personal protective equipment/clothing
- Private or public transport related charges to and from the training centre
- Accommodation charges (where applicable)
- Parking charges (if applicable)

Non- Attendance Cost (No Show):

An Employer restricting the Apprentice from attending training, resulting in the Apprentice being absent for his/her scheduled training block, is a breach of the attendance agreement. The Employer will be charged a fee of \$200 per day that the Apprentice is absent for training. This associated cost covers the cost of the Trainer to reschedule to catch up with the work and training that the Apprentice has missed.

HAAA cannot accept responsibility for changes to work commitments or personal circumstances. For more information please refer to our non-attendance policy.

The Australian Government Financial Support and Incentives:

The Australian Government provides financial support to Australian Apprentices. Their website provides information on the incentives (available from the Australian Government only).

<http://www.Apprenticeshipsupport.com.au/Apprentices>

Australian Apprenticeships Support Networks are responsible for determining eligibility for these incentives.

Trade Support Loans:

Apprentices working in automotive industry may be eligible for a loan of up to \$20,000 to help them cover the costs of living and learning.

If an Apprentice decides to apply for a loan, they have the choice of how much to borrow and what to spend the money on. They can opt-in and out of the loan at any time and can borrow a small amount, say \$500, or take the full \$20,000 over four years. The loan amounts are highest in the early years of the Apprenticeship while Apprentice wages are lower.

Payments have annual limits of:

\$8,000 in year one

\$6,000 in year two

\$4,000 in year three

\$2,000 in year four

Trade Support Loans are flexible to meet individual needs with payments sent to the nominated bank account every month. As an additional incentive, Apprentices get a 20 per cent discount on the loan when they successfully complete Their Apprenticeship.

The loans are interest free but indexed annually with the consumer price index. They will only start repaying the loan when they are earning a sustainable income of more than \$50,000. Repayments are made through the tax system. They can notify their Employer to make repayments automatically. For more info visit:

www.australianapprenticeships.gov.au/publications/trade-support-loans-glance or phone 13 38 73.

NSW - Concession & Rebates:

NSW Apprentice Car Registration Rebate

A vehicle registration rebate of \$100 is available to first and second year Apprentices registered with the NSW Department of Education and Communities.

For more information on eligibility and to obtain a copy of the Rebate form, visit the [RMS website](#).

Need more information? See the Apprentice rebate [frequently asked questions](#).

NSW Transport Concession Entitlement Card

https://www.training.nsw.gov.au/apprenticeships_traineeships/students/self_help/travel_concession_card.html

NSW Fee-Free Apprenticeships <https://vet.nsw.gov.au/choosing-vet/fee-free-apprenticeships>

QLD - Concessions & Rebates:

Fee-free training for Year 12 graduates

Year 12 graduates can access fee-free training for Certificate III apprenticeships or traineeships in high priority areas from January 2014 under the Real Opportunities Action Plan. Follow this link for more information: www.training.qld.gov.au

WA - Concessions & Rebates:

<p>Travel and Accommodation Allowance (TAA) www.dtwd.wa.gov.au</p>	<p>Regional Apprentices who are required to attend block release training at a Registered Training Organisation away from their home may be eligible to claim a Travel and Accommodation Allowance (TAA). To be eligible for travel, you will need to travel 71km (minimum), and for accommodation 200km (minimum).</p>
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VIC - Concessions & Rebates:

<p>Apprentice Travel Allowance Scheme www.education.vic.gov.au/training/Apprentices/apprentices/Pages/finance.aspx</p>	<p>Regional Apprentices who are required to attend block release training at a Registered Training Organisation away from their home may be eligible to claim the Apprenticeship Travel Allowance</p>
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Some of the other initiatives currently available across Australia include:

- Living away and home allowance
- Travel and accommodated allowances
- Youth allowance, Austudy and Abstudy
- Discounted health care and travel allowance

<p>Living Away From Home Allowance (LAFHA) 1300 363 831 Apprenticeship Support Australia</p>	<p>You may be eligible for an allowance if you have to move away from your parents' or guardians' home in order to take up or retain an apprenticeship or traineeship.</p>
<p>Centrelink - Income Support 13 36 33 www.humanservices.gov.au</p>	<p>Abstudy – help with costs if you are an Aboriginal and Torres Strait Islander Australian who is undertaking an apprenticeship studying.</p> <p>Austudy – provides financial support if you are aged 25 years of age or more and a full-time student, Apprentice.</p> <p>Youth Allowance – financial help if you are under 25 years of age and undertaking full-time apprenticeship</p>
<p>Low Income Health Care Card 13 36 33 www.humanservices.gov.au</p>	<p>If you are a low-income earner you may be eligible to receive concessions and discounts to:</p> <ul style="list-style-type: none"> ▪ Cheaper medicines under the Pharmaceutical Benefits Scheme ▪ Training course and educational fees (contact your RTO to find out if discounts apply) ▪ Energy and electricity bills ▪ Health care costs, including ambulance, dental and eye care ▪ Public transport costs ▪ Water rates

Support Services Nationally:

Financial assistance and other incentives may also be available from your State or Territory Training Authority. Use the links below to see what is available to you and talk to your Employer or AASN contact to make sure to get access to all the available benefits.

Australian Capital Territory

ACT Department of Education and Training
and Tertiary Education Directorate
220 Northbourne Ave, Braddon, ACT 2612
P (02) 6205 8555
F (02) 6205 8448
[www.det.act.gov.au/vhe/australian Apprenticeships/australian Apprentices](http://www.det.act.gov.au/vhe/australian_Apprenticeships/australian_Apprentices)

South Australia

Department of Further Education,
Employment, Science and Technology
Traineeship and Apprenticeships Services
GPO Box 320, Adelaide, SA 5001
P 1800 673 097
F (08) 8463 5654
www.dfeest.sa.gov.au/Apprentices

New South Wales

State Training Services
NSW Department of Education and
Communities
Locked Bag 53, Darlinghurst, NSW 1300
P 13 28 11 (NSW callers)
(02) 9266 8704 (interstate callers)
F (02) 9266 8590
https://www.training.nsw.gov.au/individuals/Apprenticeships_traineeships/index.html

Queensland

Department of Education and Training
LMB 527, Brisbane QLD 4001
P 1800 210 210
<http://www.Apprenticeshipsinfo.qld.gov.au>

Northern Territory

Department of Education and Training
Training and Higher Education Division
Mitchell Centre, 11th Floor, 55-59 Mitchell
Street
PO Box 4821, Darwin NT 0801
P (08) 8901 1357
F (08) 8901 4903
<http://www.australianApprenticeshipsnt.com.au/Apprentice.html>

Tasmania

Skills Tasmania
GPO Box 169, Hobart, TAS 7001
P (03) 6233 4600 or Free call 1800 655 846
F (03) 6234 4358
<http://www.skills.tas.gov.au/Apprentices/support>

Victoria

Skills Victoria
GPO BOX 2960, Melbourne VIC 3001
P (03) 9651 9999
F (03) 9637 3564
<http://www.skills.vic.gov.au/get-training/financial-assistance>**Western**
Australia

Apprentice Centre
Department of Training and Workforce
Development
Locked Bag 16, Osborne Park Delivery
Centre WA 6916
P 13 19 54 (local) or (08) 6551 5499
(interstate)
www.trainingwa.wa.gov.au/Apprenticecentre/detcms/portal

Employer incentives and rebates:

Some financial incentives and benefits for Employers of Apprentices are listed below:

This list indicates the value of the incentives and benefits for which an Employer of an Apprentice may be eligible. It is a guide only. Payment of incentives and benefits will be subject to Employers and Apprentices satisfying the eligibility criteria. Details of each incentive and benefit should be discussed with the Employer's Industry Training Consultant.
<http://www.apprenticeshipsupport.com.au/Employers/Incentives-and-Funding>

Services are funded under an Australian Government contract and are provided at no cost to the Employer.

Employer incentives

There are a number of incentives currently available to eligible Employers of Apprentices. Each incentive payment has a number of eligibility criteria that will be assessed by an Australian Apprenticeship Support Network (Apprenticeship Network) provider.

Current incentives:

- Commencement incentives
- Recommencement incentives
- Completion incentives
- Rural and Regional Skills Shortage Incentive
- Declared Drought Area Incentives
- Mature Aged Workers Incentives
- [Australian School-based Apprenticeship Incentive](#)
- [Assistance for Australian Apprentices with Disability](#)
- [Support for Adult Australian Apprentices](#)

More detailed information is available in the [Summary of the Australian Government Australian Apprenticeships Incentives Program](#) information sheets.

Apprentice award:

Australian Apprentices are entitled to receive wages and conditions under an appropriate award, approved enterprise agreement, or national minimum wage and National Employment Standards.

The Fair Work ombudsman's website has a [list of awards](#) available across all industries. This provides them with information about the minimum wage and conditions that they are entitled to. You are required by law to have a copy of this award or agreement.

Apprentice Award will cover:

- Base rates of pay, including piecework rates
- Types of employment (e.g. full-time, part-time, casual)
- Overtime and penalty rates
- Work arrangements (e.g. rosters, variations to working hours)
- Annualised wage or salary arrangements
- Allowances (e.g. travel allowances)
- Leave, leave loading and taking leave
- Superannuation
- Procedures for consultation, representation and dispute settlement
- Outworkers
- An industry-specific redundancy scheme

Terms and Conditions

Enrolment:

Both the Apprentice and the Employer are required to sign the RTO enrolment form. By signing the enrolment form both parties are indicating their commitment to undertake the chosen course at HAAA. The Apprentice is also committing to abide by the Policies and Procedures and the Rules and Regulations of HAAA throughout the duration of the course.

The Employer's signature indicates their commitment to support the Apprentice during the Apprenticeship.

Census Date:

Census date is the official deadline for finalising enrolment and administration fees for HAAA. The census date is the last day an Apprentice can withdraw from the program without financial penalty. If an Apprentice does not withdraw by the census date the Employer is liable to pay the enrolment and administration fee.

For HAAA, the census date is 30 days after the program start date. Any withdrawal or consideration after this date will incur a fee.

Once this date has passed, the Apprentice is committed to the units enrolled in. This means the Employer will be charged enrolment and administration fees for all enrolled units.

Apprentice obligations:

- Access course and enrolment information
- Enrol in the course with the assistance of Employer and Australian Apprenticeship Support Network (AASN)
- Ensure personal and contact details are current on any enrolment documentation
- Check to ensure enrolment is correct and meets any pre-requisite or co-requisite requirements
- If necessary, amend any incorrect enrolment details prior to the course census date
- Advise administration of any changes to their personal and contact details by the course census date
- Advise administration of any errors or omissions on any documentation they receive from HAAA
- Submit the required forms when applying for deferral or withdrawal from the program and provide the required supporting documentation

- Understand consequences of deferral or withdrawal to study options
- Check email accounts regularly for correspondence from Trainers/Administration
- Be familiar with, and abide by HAAA policies in the Apprentice Handbook as a condition of enrolment
- Attend all training blocks as required by, and set out in course schedule
- Notify Trainers of any absences
- Be punctual
- Complete all learning and assessment activities during training including classroom activities, practical demonstration and written theory assessments, within nominated time frames
- Ensure work evidence logbook is kept up-to-date, in good order and in a secure location
- Update training plan upon completion of a unit
- Be familiar with all the units of competence as listed in the training plan and when instructed, build up a collection of work evidence relating to each unit
- With the guidance of the Assessor/Trainer ensure that all work records are consistently and accurately recorded
- Ensure that work evidence is authentic, by providing proof from a nominated witness (usually the Employer) in the workplace
- Bring evidence when attending off-the-job training so records can be updated and (more importantly) so that the Apprentice can be assessed on the evidence provided
- Apprentices are expected to discuss their learning with their Employer when they return to the workplace so they are given every opportunity to apply new skills and knowledge on the job.

Tips to help an Apprentice get the most out of training:

- Ask the RTO for help with LLN skills
- Ask RTO questions and ask for help when and where appropriate
- Ask Trainers to explain things in a different way to help understanding
- Take new opportunities to extend one's capabilities and to do things that exercise LLN skills
- Identify and use strengths as an Apprentice
- Build positive working/learning relationships
- If required, check with someone before undertaking a task, especially in the workplace
- Find a 'study buddy - meet together and study together
- Consider and take advantage of other/external learning opportunities, e.g. Adult Community Education programs or TAFE
- Find someone (a relative, a friend, or work mate) who is supportive. Talk to them about successful experiences in the past and the strategies used. Figure out how those strengths can be applied to the current learning situation
- Utilise audio visual aids, including mobile phone, digital camera, recorder, computer, iPod etc.

Employer obligations:

- ***Release the Apprentice as required during work hours to undertake training and assessment required by the HAAA course schedule***
- Provide an environment conducive to the Apprentice's development of workplace skills
- Provide a safe working environment which complies with the relevant award requirements
- Provide training and work to the Apprentice relevant to the Apprenticeship
- Assign existing qualified and competent staff to guide, mentor, develop and encourage the Apprentice
- Identify areas in which the Apprentice can be trained and assessed in their workplace
- Establish the areas that require additional assistance or reinforcement
- Ensure the Apprentice attends all off-the-job training at HAAA
- Reviewing with the Apprentice what has been learnt at HAAA and ensuring the Employer is providing the Apprentice with adequate practical work in line with what has been taught during the Apprentice's training
- Ensure that his/her work evidence is authentic, by providing proof from a nominated witness (usually the Employer) in the workplace
- Check and sign off all work evidence log book once an Apprentice has completed a unit
- Sign off competencies on training plan once the Apprentice has satisfactorily completed the unit
- Provide access to structure on and/or off-the-job training
- Observe the Apprentice's progress and confirm that they are developing the required skills and knowledge by liaising regularly with the Trainers
- Provide or arrange to provide the facilities, range of work and supervision supporting the Apprentice to develop on-the-job knowledge and competency related to the occupational outcome aligned to the Apprenticeship
- Discuss the progress of the Apprentice and agree in the necessary actions to be taken in the Hyundai dealership to ensure the Apprentice is receiving enough practical work to learn each module correctly and thoroughly
- Ensure that all measures, including resources, facilities and one-on-one coaching, is made available to allow the Apprentice to achieve competency in all nominated units covered

Service Manager or Supervisor role and responsibilities:

The Service Manager/Supervisor should act as a role model and workplace coach while providing quality on-the-job training. The Apprentice will look to the Service Manager/Supervisor for guidance and help in learning how to do their job. The Service Manager/Supervisor will need to organise and record both on-the-job and formal training activities undertaken in the Hyundai dealership, as well as provide workplace evidence to the trainers and update training plan once Apprentice is competent.

The Service Manager/Supervisor will also assist the Apprentice in gaining access to equipment and training as needed or outlined in the training plan.

Coaching includes; training activities such as teaching and demonstrating how to do tasks, but it is also a broader term that includes motivating the Apprentice, providing broad information about the automotive industry, providing constructive feedback and recognising their achievements.

An effective Service Manager/Supervisor:

- Provides a safe and supportive work environment, conducive to learning and free from bullying, harassment or discrimination
- Manages safety and production risks while training
- Acts as a role model
- Manages the Apprentice's training needs and motivation
- Helps the Apprentice develop problem solving and general employability skills
- Provide regular constructive feedback and encouragement
- Promotes independence and self-direction on learning
- Maintains records of progress
- Meets with the Trainers regularly during dealer visits to ensure effective training delivery and assessment practices and to review progress through the training plan/progress report
- Integrates learning tasks into work activities based on the training plan/workplace evidence logbook
- Ensure the Apprentice receives the instructions, practice and support they need to develop the skills in all aspects of vocation
- Ensure the Apprentice is instructed and supervised by a supervisor competent in the relevant vocation and/or skill

- Provide access at the dealership where the Apprentice's learning can be applied and where they can complete work evidence logbook activities
- Where the Apprentice is younger than 18 years of age, exercise an appropriate duty of care

Behaviour and performance

Employers must monitor performance of their Apprentices in the same way as they do their other employees. There is a high onus on the Employer to ensure that their Apprentice is provided with clear feedback and direction about their performance and their development of the skills required under the Training Contract and the Training Plan.

It is important to use open and honest communication, and all parties should clearly understand the performance issues, and come to an agreement as to how they will be resolved. It would be helpful if a record is kept of all discussions, and the parties develop a written plan with expected outcomes, which can be used to track progress and monitor performance.

If an Employer or Apprentice have an issue and the matter cannot be resolved internally, is of a serious nature, or further advice is required, contact your State Government body for assistance.

Resources:

[NSW Department of Industry](#) for Employers of Apprentices includes practical information on how to deliver effective workplace coaching. This is a great resource for any Employer who is interested in developing their Apprentice/Employees using best practice coaching techniques.

www.training.nsw.gov.au/forms_documents/apprenticeships_traineeships/supervising_your_app_trainee

The QLD Employer resource assessment and training plan- expectations of the Department of Education and Training – Mandatory for all QLD Hyundai Dealerships

The Employer, Apprentice and the Supervising Registered Training Organisation (SRTO) all have obligations under the Further Education and Training (FET) Act 2014.

The supervising registered training organisation (SRTO) plays an integral role in assessing an Employer's capacity to provide the facilities, range of work and supervision when the SRTO prepares the training plan required for the apprenticeship.

The Employer must provide or arrange to provide the facilities, range of work and supervision supporting the Apprentice to develop on-the-job knowledge and competence related to the occupational outcome aligned to the Apprenticeship.

The Employer must have a qualified supervisor in the same workplace for predominantly the same working hours as the Apprentice; this person must be in the place when the training contract is signed. The definition of a qualified supervisor is available in the [Declaration of Apprenticeships and Traineeships Policy on the Training website](#). If at any point during the Apprenticeship there is no qualified supervisor available, contact the department to discuss what options may be available.

If the Employer is unable or unwilling to make these arrangements the training contract cannot continue.

<https://training.qld.gov.au/apprenticeshipsinfo/information-resources/employer-capacity>

To learn more about your rights and responsibilities and governing bodies and State regulations please see below links;

<https://www.asqa.gov.au/standards>

<https://www.australianapprenticeships.gov.au/>

<http://www.skills.vic.gov.au>

<https://training.qld.gov.au/>

<https://www.training.nsw.gov.au/>

<http://www.dtwd.wa.gov.au>

<https://www.aapathways.com.au/>

HAAA Obligations:

- Provide Apprentices with accurate, timely and sufficient course, fee and enrolment information to:
 - Enable them to make an informed choice about the most suitable learning pathway; and to identify and address any individual needs
- Providing a fair and equitable learning environment
- Advising Apprentices on their course selection, including:
 - Making recommendations about whether the course is suitable to achieving their required outcomes;
 - Providing information about the course pre-requisites and co-requisites;
 - Making recommendations about which completion pathway best suits a Apprentice's existing skills, competencies and learning requirements;
 - The availability of recognition of prior learning (RPL) and credit transfer to suitable Apprentices;
 - The qualification requirements; and study requirements
- Providing advice regarding enrolment, deferral and withdrawal via the Apprentice Handbook
- Providing access to all Apprentice-related policies in the Apprentice Handbook
- Providing written terms and conditions for enrolment into an accredited course (this document)
- Providing quality training and assessment by maintaining a quality assurance system for managing and monitoring all education and training operations and for reviewing client and staff satisfaction
- Ensuring Apprentices are not enrolled in, and do not incur a financial liability for a course they did not agree to
- Intervening with appropriate support and actions if there are concerns with a Apprentice's enrolment, attendance or participation

Apprentice attendance and non-attendance

HAAA understands that there will be times when circumstances are beyond the Apprentice's control and will prevent them from attending training. Such circumstances may include, but are not limited to:

- Illness or injury
- Personal/family reasons
- Bereavement

HAAA is committed to giving every Apprentice an opportunity to successfully complete their chosen course and provides support for individual circumstances when an Apprentice begins to disengage from their learning or when regular attendance is not consistent. This policy outlines the Apprentice's attendance requirements and how to notify HAAA if the Apprentice cannot attend training or a class.

What are the attendance requirements?

An Apprentice is required to attend 100% of the scheduled classes and sign an attendance sheet (paper based attendance sheet). Apprentices must make every effort to acquire the skills and knowledge they need to successfully complete their Apprenticeship by attending scheduled training delivered by the RTO.

Non-Attendance by the Apprentice

If an Apprentice is continuously absent from class and attendance drops below 90 percent, the Apprentice will be compromising their ability to complete the course. The Apprentice will also be considered by HAAA to be 'at Risk' of enrolment being cancelled due to non-attendance.

HAAA encourages Apprentices to call and speak to a Trainer who can then discuss any underlying issues that may be impacting attendance or the suitability of the training.

The Trainer/Assessor may develop an individual re-engagement strategy taking into account specific individual needs.

What happens if an Apprentice misses a class?

If an Apprentice does not attend class, we will try to contact both the Apprentice and Employer.

If an Apprentice can't attend a class or attend an appointment with the Trainer, he/she can either:

1. Contact the trainer directly or
2. Call our office on 02 8873 6139

Apprentices will be required to contact HAAA before the commencement of class. Our office will let the Trainer know and non-attendance will be recorded in his/her records.

If an Apprentice is away for more than two classes or plan on any extended absence from classes, it is required that an Apprentice obtain the appropriate evidence to support being away. A medical certificate, letter from employer/ parents or other equivalent documentation must be provided as evidence.

An appointment will also need to be organised with the trainer to be counselled for plans on how to catch up, make up classes or obtain approval. Failure to inform HAAA or give sufficient notice may jeopardise the Apprentice enrolment and training with HAAA.

Class cancellations

Our policy is generally to provide as much notice as possible. On rare occasions, we may need to cancel a scheduled class. Where this is the case, we will keep Employers and Apprentices informed of changes to ensure all Apprentices can attend necessary training. Where possible, HAAA will try to schedule another Trainer. If this is not possible, HAAA will:

- Send the Employer and Apprentice an SMS TXT, and/or
- Attempt to call

Changes to agreed Services:

Where there are any changes to agreed services, HAAA will advise Apprentices as soon as practicable, generally within five (5) working days.

Changes related to training delivery may include but are not limited to:

- Training venue;
- Training dates;
- Training start or end times; or
- Trainer/Assessor
- Changes relating other relevant information may include:
 - Policies or procedures;
 - Existing third party arrangements

General

The information provided by HAAA is correct at the time of publication but may change. HAAA reserves the right to change course fees, dates, content or trainers at its discretion. HAAA reserves the right to record, via video and/or audio, learning sessions for quality assurance purposes and to support Apprentices

Cancellation, Withdrawal and Refunds:

HAAA employs financial management strategies to protect fees paid. Employers/ Apprentices withdrawing from the course or applying for a refund will need to complete a withdrawal/refund application form and return it to HAAA.

Below is a list of conditions where a refund may be applicable:

- The Apprentice cancels before commencement of the program
- The fee is overpaid
- The course is cancelled
- Unforeseen circumstances such serious injury where the Apprentice is unable to continue with HAAA
- If the Apprentice leaves within 30 days of attending 1st block of training
- HAAA is notified of the termination within period a full refund will be issued
- HAAA **MUST** be notified within 30 days of the census date

Enrolment fees are non- refundable after 30 days of census date. (ex. GST) per Apprentice and includes:

- Training
- Assessment
- Workshop materials and equipment

Refunds and the census date:

Refunds of enrolment fees will be granted based on any amendment to enrolment on, or before, the census date (30 days after the program start date). Please see your annual timetable for clarification. Refunds will not be made for enrolment fees or administration fees and charges paid by Employer/Apprentices who withdraw on, or after, the census date. The Employer/Apprentices are liable for the full enrolment fee amount.

Refunds due to withdrawal:

If an Apprentice withdraws from the course before the census date, any payments already made will be automatically refunded, minus the non-refundable administration fee. However, if an Apprentice withdraws from the course on, or after, the census date and they have paid enrolment fees, all payments will be forfeited and any refund is not applicable. Apprentices who withdraw from the course on, or after, the census date may apply for a refund under 'Special Circumstances' provisions, if their decision to withdraw is based on unexpected or extenuating circumstances.

The Request to Defer Form and Request to Withdraw Form are available by request to Hyundai email at renae_clogher@hyundai.com.au

Refunds due to deferral:

Apprentices who apply to defer their studies on, or after, the census date are unable to receive any refunds.

- Apprentices can defer their studies without incurring any financial liability, any time prior to the course start date
- Employers paying fees are unable to transfer any paid fees or receive any refunds if they apply to defer their studies on, or after the census date
- If Apprentices apply to defer before the census date, and their deferral is accepted by HAAA, they may have any payments already made automatically refunded, minus the non-refundable administration fee.
- Apprentices who defer on, or after, the census date may apply for a refund under the 'Special Circumstances' provisions, if their decision to defer is based on unexpected or extenuating circumstances
- Apprentices must request to defer their studies in writing
- The maximum period of deferment is one (1) year
- Applications for deferral are accepted at Hyundai Advanced Apprenticeship Academy's discretion

Refunds under special circumstances:

There are special circumstances under which Apprentices may be eligible to receive a refund. To be eligible to apply for a refund due to special circumstances the Apprentice must:

- Have remained enrolled in the course after the census date; and
- Not have successfully completed the course requirements.
- Apprentices applying for a refund due to special circumstances:

Special circumstances may include:

- Sudden serious illness or hospitalisation;
- Documented medical conditions causing an inability to continue study;
- Death in the family or other crisis that causes inability to continue the program

Supporting documentation:

When an Employer/Apprentice applies for a refund of fees under special circumstances: The Apprentice must submit a written application using Enrolment Adjustment Form ; and supporting documents must be provided for evidence to support the application of the special circumstances.

Failure to provide supporting documentation will result in the Apprentice's application not being assessed, as privacy laws prevent HAAA from obtaining information about the Apprentice's circumstances from a third party without the Apprentice's written consent.

Documentary evidence must be originals or Justice of the Peace certified copies of original documents.

Extenuating Circumstances/Special consideration:

If illness or another serious cause has affected academic performance, an Apprentice can apply for special consideration. All applications must be submitted to the Trainer within five (5) working days of the occurrence of the circumstances for which the special consideration is being sought. Supporting documentary evidence should, where possible, be attached to the application form.

Refunds related to termination of services or failure to provide services:

Employers/Apprentices have the right to obtain a full refund of fees paid for services not provided by HAAA if:

- The contractual agreement is terminated early by HAAA; or
- HAAA fails to provide the agreed services

Refunds when conditions of enrolment are breached:

Apprentices who breach the Discipline Policy or any other policy provided to Apprentices in the Apprentice Handbook, or who are suspended or expelled from the course, are not eligible for a refund of fees as adherence to HAAA policies and procedures is a condition of enrolment. The HAAA has the right to suspend an Apprentice as a precautionary measure so that an investigation free of prejudice can take place. Immediate suspension from the course will apply in all cases of gross misconduct.

The following is examples of the conditions under which an Apprentice would be suspended:

- Apprentices under the adverse influence of drugs and/or alcohol
- Weapons
- Theft
- Assault
- Criminal activity of any sort
- Vandalism
- Offensive language
- Gambling
- Sexual activity
- Inappropriate use of the internet
- Cheating and plagiarism
- Damage to HMCA property, facilities and/or Accommodation
- Bullying
- Harassment
- Sexual harassment

Refunds due to overpayment:

If an Employer/Apprentice has overpaid an invoice issued by HAAA, the Employer/Apprentice will receive a refund to the value of the overpayment, within 10 working days of the overpayment.

Requesting a refund:

To request a refund, Apprentices must lodge a written application to HAAA using Enrolment Adjustment Form available via renaeclogher@hyundai.com.au

The completed form must be submitted to renaeclogher@hyundai.com.au

Requests for refunds will be processed within 10 working days of receiving the request.

Refund amounts:

Following are the levels of refund available depending upon timing during enrolment:

Timeframe or situation	Refund as % of fees paid
Prior to census date	100% of enrolment fees (less non-refundable administration fee)
After census date, with no 'special circumstances'	0% of any fees paid
Timeframe or situation	Refund as % of fees paid
After census date, under 'special circumstances' conditions	100% of any pre-paid training/assessment not yet undertaken
The contractual agreement is terminated early by Hyundai Advanced Apprenticeship Academy	100% of all fees paid
Hyundai Advanced Apprenticeship Academy fails to provide the agreed services	100% of all fees paid

Plagiarism and cheating:

Work evidence logbook and other forms of assessment must be those of the individual and original work. Copying directly from research sources or another Apprentice's work, including re-worded or paraphrased material without acknowledgement is plagiarism. Plagiarism & cheating will not be accepted and will result in disciplinary action.

Disciplinary Procedures:

Anyone displaying the above and any other inappropriate or dangerous behaviour, (e.g. disruptive class behaviour, refusal to follow WH&S procedures, irregular attendance) will be required to attend a disciplinary meeting to discuss the necessary changes they need to make.

Exit Points and Issuance of Certification:

Successful completion of all units within the qualification is the only exit point for those who wish to receive a full AUR30616 - Certificate III in Light Vehicle Mechanical Technology. A Statement of Attainment is available for completed units of competencies if an Apprentice leaves prior to completion of the 3yr course.

AQF certification will not be issued to Apprentices unless they have:

- Completed all course requirements;
- Achieved 'competent' outcomes for all relevant units of competency;
- Paid all enrolment fees and administration fees; and
- Provided a verifiable Unique Apprentice Identifier (USI) to HAAA

A copy of the AQF certificate will not be issued to Employers unless permission has been approved in writing by the Apprentice. HAAA will issue the full AQF certification documentation that the Apprentice is entitled to within 30 calendar days of an Apprentice being assessed as competent in the training program. As per Clauses 3.1 – 3.4

All Apprentices who successfully complete the requirements of the AUR30616 - Certificate in III Light Vehicle Mechanical Technology will be invited to attend the HAAA Awards Night held in the relevant region. Apprentice of the Year will also be awarded at the ceremony.

HAAA Policy and Procedures:

There are a number of policies an Apprentice must be aware of and observe during enrolment with HAAA. These are in place to ensure that Apprentices display a high level of personal responsibility and interaction with other Apprentices and staff members whilst at HAAA. These will also be outlined in induction. Key policies are detailed below.

Access and equity:

- HAAA ensures that any persons seeking enrolment, or who are enrolled in our courses, are treated equitably
- HAAA does not discriminate in terms of race, sexual preference, disability, gender, age, ethnicity, literacy, numeracy, geography, or any other basis that is not directly related to the performance of the person involved
- HAAA is committed to supporting individuals with a physical or intellectual disability so that they enjoy full access to employment opportunities and training courses offered by HAAA and encourage them to participate as fully and independently as possible

- All employees, Apprentices, suppliers and other people we deal with are entitled to equal consideration and respect

If an Apprentice requires assistance in study support because of a disability or ongoing health/medical condition, HAAA will help develop a personal access plan. Please further details please refer to our Access and Equity Policy.

Apprentice welfare and support services:

HAAA will provide Apprentices with adequate and appropriate access to academic and welfare support services and information as and when required throughout the course of their Apprenticeship.

If an Apprentice is experiencing learning or other difficulties please inform the Trainer and they can offer direction to appropriate sources of help and support. Provision is made for language, literacy and numeracy assessment support where appropriate.

Discrimination, harassment, bullying and workplace violence:

- HAAA is committed to providing an environment where staff and Apprentices are able to work and study free from discrimination, harassment, online bullying and workplace violence
- All staff will ensure their behaviour is appropriate, and in accordance with relevant HAAA training policies and procedures
- Apprentices will support the elimination of discrimination, harassment, workplace violence, online bullying, and victimisation of work or study colleagues. They should refuse to join in with these types of actions and behaviours; and support the person to say 'no' to these behaviours
- Apprentices may refer the matter to any staff member of HAAA
- Where there is an allegation that discrimination, harassment, online bullying or workplace violence has occurred, staff will act promptly to address the alleged behaviour, including eliminating the potential for such behaviour to reoccur

Alcohol and Drug Policy:

1. Purpose of the policy

The purpose of the policy is to provide a statement regarding the prevention and management of alcohol and other drug related harm amongst Apprentices within the HAAA community.

HAAA considers that the use of alcohol and other drugs is primarily a health issue for the individual Apprentice. However, where a Apprentice's behaviour affects the health and safety of other Apprentices and staff, HAAA is committed to appropriately managing the situation.

This may include providing appropriate education and training (including information on prevention approaches and services available) to Apprentices and staff; supporting the Apprentice to address specific alcohol and other drug related issues; and/or taking action under the Apprentices Handbook, if necessary.

HAAA does not allow or condone unauthorised consumption of alcohol or illegal drugs on any HMCA premises or operational sites. This is inclusive of organised off site events.

Alcohol and/or illegal drugs are prohibited on HMCA premises and at Apprentice accommodation facilities.

HAAA has a no alcohol and drug policy for Apprentices whilst they are attending off-the-job training, either on- or off-site of HMCA.

Consumption of alcohol under 18 year olds will not be tolerated.

Supply of alcohol under 18 year olds will not be tolerated.

2. Background and principles

HAAA is committed to:

- Encouraging and assisting Apprentices to realise their full potential within an environment that actively promotes their health, wellbeing and safety
- Minimising alcohol and other drug related harm to individuals and the HMCA community
- Meeting legal and compliance responsibilities in all HMCA related activities
- Ensuring that all members of the HMCA community share responsibility for protecting the academic environment by demonstrating high standards of professional and personal conduct

- Taking appropriate action if alcohol and or other drug use is adversely affecting the health, safety or performance of an individual or group within the HMCA community
- Providing support to Apprentices who wish to address alcohol and other drug related issues which are currently affecting them
- HAAA does not condone or support the use, possession, cultivation or selling of illicit drugs or the misuse and abuse of alcohol, prescription or other medication
- HAAA does have the right to conduct an alcohol and drug test on an Apprentice if they believe the Apprentice is under the influence whilst on HMCA premises
- If any Apprentice is caught with any alcohol or illegal substances on HMCA premises the Apprentice's Employer/Host Employer will be called and disciplinary or legal action may be taken

Child Safety Policy:

Our commitment to Child Safety

HAAA is committed to child safety. All Apprentices under eighteen (18) years of age who are supported by HAAA have a right to feel and be safe. We want children to be safe, happy and empowered. We support and respect all children. We are committed to the safety, participation and empowerment of all children.

We promote diversity and tolerance, and people from all walks of life and cultural backgrounds are welcome. In particular we:

- Promote the cultural safety, participation and empowerment of Aboriginal children;
- Promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds; and
- Ensure that children with a disability are safe and can participate equally

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.

HAAA is committed to preventing child abuse and identifying risks early, and removing and reducing these risks. We have robust human resources and recruitment practices for all personnel and committed to regularly training and education our personnel on child abuse risks. Please refer to our Child Safety Policy.

Complaints and grievance procedure:

If you have a complaint, you need to ask to see the Training Administrator or anyone in HAAA and they will try to resolve the issue and will also help you to fill out a complaint form. If you do not agree with what happened as a result of the complaint, you have the right to lodge the complaint with the Australian Skills Quality Authority (ASQA) - an independent adjudicator. This process will be explained to you when the issue is first raised.

Disciplinary Procedures:

Premise:

HAAA sets high standards of training. During training, Apprentices are representing their Employer and HMCA therefore are expected to uphold this image and abide by the following rules.

An Apprentice considered by a Trainer to be unfit or unsafe to train; or displaying inappropriate or dangerous behaviour (e.g. disruptive class behaviour, refusal to follow WH&S procedures, irregular attendance); will be required to attend a disciplinary meeting to discuss the necessary changes they need to make.

In the meeting, participants will negotiate a plan of action and time scale for reviewing the necessary behaviour changes. If the agreed changes are not agreed to or implemented, you may be dismissed from HAAA.

Purpose:

The purpose of this procedure is to ensure that the person whose performance or conduct is under question is aware of HAAA expectations. This person is encouraged to take steps to avoid more severe disciplinary action in the future by modifying their behaviour appropriately.

For offences other than “Gross Misconduct”, the facts of the case will be investigated as speedily as possible before taking action under this code. At any stage of this procedure the Apprentice will be informed if he/she has attained the acceptable standard of performance and/or conduct.

Examples of poor discipline covered by this procedure are given below, under two headings:

1. Breaches of General Discipline
2. Serious Breaches of Discipline (Gross Misconduct)

It should be stressed out that the following lists are not exhaustive

1. Breaches of General Discipline:

- Absence from work and training without good reason
- Poor time keeping
- Unsatisfactory performance
- Disruptive behaviour
- Failure to carry out reasonable instructions from supervisors, taking into account all circumstances at the time
- Disregard of safety precautions and rules likely to endanger oneself or one's colleagues
- Normally, breaches of General Discipline will be dealt with following the stages of procedure shown below

Note: *Gross misconduct will result in instant dismissal*

Stage One - First Warning (Verbal):

This entails a formal interview situation where an Apprentice whose performance is contrary to this code of practice, will be informed accordingly that this is an official warning. A written note of this interview will be kept by the person delivering the warning to the Apprentice. The Apprentice will be given the opportunity to explain his/her conduct so that any help needed can be given.

Stage Two - First Written Warning:

Where it is considered that a Apprentices conduct has not improved following a verbal warning, for similar conduct the Apprentice will again be interviewed and will be given the opportunity to explain his/her case. The Apprentice will be given help if needed. The Apprentice will, at the same time, be given a written warning that if his/her conduct does not improve within a specified time then a final warning will be given. The Apprentice will sign and receive a copy of the written warning.

Stage Three - Final Written Warning:

If, within the specified time limit, the Apprentices conduct has still not improved, the Apprentice will be informed in writing that a re-occurrence will result in dismissal from HAAA. Again the Apprentice will be given the opportunity to put forward his/her case and will sign and receive a copy of the final warning.

Stage Four – Dismissal:

If the Apprentices conduct has still not reached the required standard within the specified time limit, shown in the Final Warning, then the Apprentice's participation in HAAA will be terminated and the reason(s) specified in writing.

2. Serious Breaches of Discipline (Gross Misconduct):

- Theft from other workers/Apprentices or from HAAA
- Falsification of records or statements
- Abuse of other workers/Apprentices or damage to HMCA property
- Assault upon any individual for whatever reason
- Being under the influence of drugs/alcohol on HMCA premises
- Possession of illegal drugs at the Training Centre, or hotel accommodation

Suspension and Dismissal:

a) Suspension Pending Investigation

HAAA has the right to suspend the Apprentice as a precautionary measure so that an investigation free of prejudice can take place

b) Instant Dismissal

Dismissal will apply in all cases of Gross Misconduct

Complaints:

If an Apprentice has a complaint, he/she should discuss this with the Trainer and Assessor immediately, who will work with them to resolve any issues. If this is not possible please contact the Training Administrator. Our staff will work with the Apprentice to resolve any issues, and will also help them fill out a complaint form. If the Apprentice does not agree with the outcome of the complaint, they have the right to make an appeal and have an independent panel review the complaint.

Appeals:

If an Apprentice has any concerns with regard to any disciplinary action, either at work or HAAA, they have the right to register an appeal in the first instance to the Trainer who will then give relevant advice on the correct course of action.

Industry engagement:

HAAA engages with industry stakeholders to ensure that our training and assessment practices and resources continue to meet the needs of industry, particularly in areas where technology and/or techniques change rapidly.

HAAA training and assessment is aligned to current methods, technology, products and performance expectations for the workplace tasks specified in the training package.

HAAA is continuously implementing new strategies and monitoring our practices to ensure our training continues to meet industry needs provided by our Employer's feedback, surveys, dealer visits, industry consultation/engagement and validation outcomes.

HAAA welcomes your feedback:

We regularly gather feedback from Employers/Apprentices on the services HAAA provide and the quality of the training and assessment outcomes.

You will be asked to complete an online Employer Satisfaction Survey each year about our accredited training course. HAAA look forward to hearing from you about our performance. HAAA will email you the survey mid-year.

Privacy and information handling:

HAAA collects personal and sensitive information,(as those terms are defined in the Privacy Act 1988 (Commonwealth Government) concerning Apprentices during their enrolment including, but not limited to their attendance, participation and academic progress. Information collected by HAAA throughout a Apprentice's enrolment will be used and/or disclosed by HAAA or other authorised organisations (such as relevant Government departments) for the purposes of general Apprentice administration, identification, communication, state and national reporting, monitoring and evaluation. Apprentice's progress records are available upon request.

Collection of personal information:

In order to meet the requirements of Registered Training Organisations under the Apprenticeship and Traineeship Act 2001, Apprentice and Trainee information is provided to Employers, Australian Apprenticeship Centres and State Training Services. State-wide and regional statistics derived from information provided by all Apprentices will also be provided to the Commonwealth Government.

This includes collect personal details such as staff, clients' and Apprentices' records of name, contact address and phone numbers, emergency contact details, emails, medical history and conditions/impairments/disabilities/health status, education background,

employment status, place of birth, photo identification such as passport or driver's license details and credit/bank details for legal, tax obligations or enrolment information required to provide suitable training and assessment services to comply with AVETMISS standards.

How the information is collected:

Individual information is collected only for the purposes of the particular activity in line with meeting any legislation or regulatory requirements. Such collection of information by HAAA may include enrolment forms for education programs, payment requirements, surveys and feedback forms.

The collection of this information can come directly from an individual or through dealerships via enrolment forms, websites, any electronic forms or hardcopy forms by any correspondence in writing, over the phone or in person. Where applicable information may be collected from a parent or guardian if an individual is under the age of 18 yrs old.

How the information is held:

HAAA documents and implements procedures to assure the integrity, accuracy and currency of staff, (unrelated to employment records), Apprentice, customer and prospect records. All personal information and data is transferred and stored to a central, internal database system and on a Student Management System (SMS) and Learning Management System (LMS). All Apprentice and client file notes are documented on the Apprentice and client database, which automatically dates and stores the interactions. Apprentice enrolment records are kept for a period of 30 years.

All Apprentice assessment results are kept in hard copy for 6 months after the Apprentice has completed the program. They are kept in a locked cupboard on the premises. After 6 months the hard copy files are then placed in a security bin to be destroyed. Assessment results are entered into the Apprentice database and stored files are kept at the HMCA premises.

All personal information such as phone numbers, emails and assessment results are entered into the Student Management System (SMS) and Learning Management System (LMS) and backed up daily from an off-site location.

Data quality:

HAAA takes reasonable steps to ensure that the personal information held is accurate and up-to-date. These steps include responses to correct personal data and periodic audits and data quality inspections.

How the information is used and disclosure of personal information:

HAAA uses the specified personal information for the purposes of meeting VET requirements for enrolment into course qualifications, awarding qualifications, meeting any funding requirements and reporting requirements for data collection for audit purposes. HAAA will

not disclose any information about an Apprentice, staff member, customer or prospect to a third party unless their consent has been granted.

Any confidential information about committees, Apprentices will be safeguarded by HAAA and kept in locked computer files and storage cupboards. These files are password locked to ensure privacy. HAAA takes all reasonable care to ensure that the personal information is protected from loss, misuse or alteration. HAAA also has electronic security systems in place to protect your personal information transmitted through its website.

HAAA will, on occasion, use personal information to conduct marketing campaigns of HMCA, its sponsors and partners in business products and services. HAAA will also ensure there is a clear and simple way for a client, Apprentice or staff member to opt-out of it, and any further marketing campaigns.

Accessing personal information and correction of information:

Access to personal information or records may be obtained by contacting staff of HAAA. All individuals will be screened to ensure correct identity before disclosing any form of personal information that may include, online log in details, academic records, enrolled courses, membership details, venue dates or locations, due dates or amending of any personal information such as contact details, contact numbers, bank account details etc. Alternatively amending any personal details can be completed by contacting HAAA Training Administrator by phone 02 8873 6139 or email renae_clogher@hyundai.com.au

Grievance or complaints:

Apprentices have the right to seek access to or correction of own personal information. They may also complain if they believe their privacy has been breached. For further information, please contact HAAA Training Administrator in the first instance by phone 02 8873 6139 or email renae_clogher@hyundai.com.au

Workplace Health & Safety (WH&S):

HAAA considers the workplace health, safety and welfare of its staff and Apprentices to be of the utmost importance. HAAA takes all reasonably practicable steps to provide and maintain a safe and healthy workplace and learning environment.

Apprentices and staff also have a legal duty of care to protect their own health and safety and to avoid adversely affecting the health and safety of Apprentices and staff.

HMCA has specific health and safety policies relating to smoking, drugs and alcohol, vehicle use and car parking on HMCA property.

Smoking is prohibited inside all buildings on HMCA sites and is restricted near entrances to buildings. Please observe all no smoking zones and signs.

HAAA are committed to the safety and wellbeing of our Apprentices and staff. The WH&S policy reflects this responsibility. It is important that Apprentices report any hazards that could result in an injury of some kind. This could be a task that may or has caused a physical injury, or a tool or machine that is not working properly. Report any hazard to the Trainer or complete an accident/incident form.

Apprentices will be required to wear personal protective equipment (PPE) and/or personal protective clothing (PPC) while undertaking the course. Examples of this are safety glasses, safety boots, ear plugs, hairnets, gloves, long sleeve shirts, and/or overalls.

- A successful WH&S program is dependent upon all persons on HMCA premises sharing responsibility for ensuring a safe and healthy environment
- HAAA has a designated person with direct access to the RTO Chief Executive who has defined responsibility and authority in relation to workplace health and safety issues
- HAAA ensures all staff and Apprentices are aware of their responsibility regarding WH&S issues through provision of safety information and education
- The delivery and assessment of all courses incorporate the relevant WH&S legislation and requirements as they apply to work practices
- All injuries, accidents and near misses must be reported to the WH&S Officer and recorded via an Accident Report Form
- All accidents will be investigated and action taken to prevent their re-occurrence
- A first aid box and manual will be available for use by staff and Apprentices
- Any action by staff or Apprentices that jeopardises the health, safety or welfare of others may result in dismissal or expulsion
- Apprentices must abide by Workplace Health & Safety rules, which are in force at all times, otherwise they will be asked to leave HMCA premises

HAAA Rules:

HAAA is committed to providing Apprentices with a safe, supportive, intellectually challenging study environment and sets high standards of training, which is reflected in the training facilities. During training an Apprentice will be representing their Hyundai dealership. Therefore as a Hyundai Apprentice, it is expected that Apprentices abide by the following rules.

Dress code:

- Apprentices must wear Hyundai corporate branded shirts and approved work trousers as well as approved safety footwear for all training at HMCA premises
- Apprentices must arrive at the training centre dressed to the above code
- Jeans, tracksuit bottom trousers, shorts and trainers are not permitted
- Hats and caps are not permitted
- Earrings/piercings are to be kept to a minimum and will be removed whenever possible whilst at the training centre
- Long hair must be tied back and the use of a hair net may be required

Cafeteria:

- All persons using the cafeteria/training break areas must make sure they leave the area in a clean and tidy manner
- Apprentices are to use the designated break area or allocated area of the cafeteria unless instructed otherwise

Conduct:

- Staff must be addressed in the appropriate manner
- Apprentices must be aware that other staff members may be teaching, conducting meetings or be on the telephone
- Visitors may be on site at any time and should be treated appropriately
- Treat other Apprentices and staff with respect so as not to compromise their health, safety, privacy and welfare
- Contribute to the orderly effective and safe functioning of HAAA
- Follow HMCA health, safety and welfare policies and procedures
- Comply with all lawful directions given by Trainers and staff while on HMCA property
- Comply with HAAA's commitment to the prevention and elimination of unlawful discrimination
- Abstain from bullying, harassing and any other unlawful activity or behaviour whilst on HMCA property including the online environment
- Access and use only HMCA property to which an Apprentice is entitled
- Ensure that information of, or held by HAAA or other Apprentices is not accessed, used or published inappropriately

- Abide by the terms and conditions and roles and responsibilities as stated in training contract
- Understand others' needs
- Keep the environment clean and safe
- Support equal rights for all Apprentices, regardless of gender, race, sexuality, religion, culture, abilities and age
- Care for HMCA property and property of others and its return when borrowed
- Enhance and support the opportunity of other Apprentices to learn and thrive

Facilities:

- Smoking is allowed only in the designated area outside
- Washrooms and facilities must be left clean and tidy (at all times)
- Apprentices must not sit in or on parked vehicles in the car park
- Apprentices are to only enter the facilities by the entrance indicated
- Apprentices must not loiter in the street or corridors
- Bad language will not be tolerated anywhere in the facility
- Apprentices must not consume alcohol &/or illegal drugs whilst attending a training block
- All Apprentices should conduct themselves in the appropriate manner whilst attending the facility for training
- Apprentices must not leave the premises during the day without the permission of their Trainer

Lecture rooms:

- Personal mobile phones must be switched off whilst training
- Apprentices must not enter lecture rooms unless the Trainer is present
- The lecture room must be left clean and tidy after each session

Workshop:

- Personal protective equipment must be worn at all times in the workshop
- Food and drinks are not permitted in the workshop
- Apprentices must conduct themselves in a safe manner in the workshop
- Apprentices must not sit on workbenches or in the training vehicles unless instructed to do so
- Apprentices must not start vehicles unless instructed to do so
- It is the Apprentice's responsibility to check toolboxes before and after use
- Loss of tools will be charged to the group
- Apprentices must not enter the workshop unsupervised
- All breakages, however minor must be reported
- All accidents, however minor, must be reported to the Trainer and recorded in the accident book
- Personal jewellery must be removed during workshop activities
- Mobile phones must be switched off
- The workshop must be left tidy after each session
- The workshop must be cleaned thoroughly at the end of each day
- All fire doors must be closed at all times when not in use
- Exhaust extraction must be fitted to a vehicle prior to starting an engine in the workshop

Information Technology (IT) Equipment:

Internet services are to be utilised in a responsible manner. Any misuse of email and/or internet usage by Apprentices will result in disciplinary action up to and including dismissal.

Examples of inappropriate computer usage include the following:

- Development of unlawful & harmful documents against the Company and its team members
- Sending abusive or harassing E-Mail/s
- Disclosing company/personal information about other team members
- Access to or transmission of pornography and or other items of an offensive nature
- Downloading or displaying material that could be seen as offensive on HMCA tablets
- Transfer of Company information to an external location (without the consent of the appropriate Manager and/or the Human Resources Department)

- Apprentices must not touch any IT equipment, unless authorised by their Trainer
- Apprentices must not insert or load any disc or software onto the computer until it has been virus checked and authorised by their Trainer
- No games are to be downloaded on the tablets
- Misuse or damage will not be tolerated

Personal vehicles:

- Apprentices must drive sensibly and carefully when arriving at and leaving the premises
- Vehicles must not be used during the training day unless permission is granted by your Trainer/Assessor
- Volumes of radios and in-car entertainment equipment must be kept to a reasonable level
- Vehicles are not to be parked on HMCA premises without the express approval of HAAA training staff

Hotel accommodation (where applicable):

- A HAAA representative will be in contact with hotel management and on call to ensure that all Apprentices conduct themselves appropriately
- The HAAA representative will also be on call if Apprentices require support for any issues that may arise during their stay
- On arrival check the room and report any damage to reception as soon as possible
- No smoking in non-smoking rooms
- All mini-bar items consumed must be paid for by the Apprentice
- All rubbish to be put in the bins provided
- Rooms will be inspected on departure and any cost incurred at the accommodation facility (outside of the actual cost of the room) while you are staying there must be paid for by yourself and/or your Employer and is to be organised prior to departure
- Apprentices must attend all nights booked for accommodation. If circumstances change, the Apprentice must inform their Trainer.
- If an Apprentice is a no show and has not informed the correct people the Apprentice/or Hyundai dealership will be invoiced for the costs incurred
- An Apprentice must only stay in the room that is allocated to them. If there is any major issue with the room you have been allocated you must bring this to the attention of Hyundai Advanced Apprenticeship Academy Management and/or the Training Administrator so the issue can be addressed and resolved accordingly

Mobile phones/personal music players:

Mobile phones and personal music players must be switched off during classes. You should be considerate towards others at all times. Any use of mobile phones or cameras that impinge on the rights of others may result in the suspension or exclusion of the Apprentice from HAAA for a specific period.

Security services:

There are surveillance cameras in use at HMCA properties.

Information Technology (IT) Equipment:

When the Apprentice enrolls, they will be agreeing to abide by the internet user agreement. Information technology resources at HMCA are to be used in a responsible manner for study purposes only. HMCA monitors internet use and action will be taken for inappropriate use. Any misuse of email and internet usage by Apprentices will result in disciplinary action up to and including suspension from the training program.

Copyright:

All training materials are copyright of Hyundai Motor Company Australia Pty Ltd. All rights are reserved. Apprentices will not copy, lend or share program information with any other person. Assessment tasks are for the sole use of the enrolled Apprentice only. The Apprentice will not copy, alter, modify or reproduce the program either in part or in its entirety without Hyundai Motor Company Australia Pty Ltd.'s prior written consent.

Definitions:

Many of the definitions used are taken from the Standards for RTO's 2015 or the AQF Handbook

Term	Definition
Access and equity	Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of Apprentices whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.
AQF qualification	AQF qualification is the result of an accredited complete program of learning that leads to formal certification that a graduate has achieved learning outcomes as described in the AQF.
Assessment	Assessment means the process of collecting evidence and making judgments on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a Training Package or VET accredited program and is conducted in accordance with the principles of assessment and the rules of evidence.
Assessment system	Assessment system is a coordinated set of documented policies and procedures (including assessment materials and tools) designed and implemented to ensure that assessment of Apprentices conforms to assessment policy and procedures.
Assessment requirements	Assessment requirements are the endorsed component of a Training Package that underpins assessment and sets out the industry's approach to valid, reliable, flexible and fair assessment.
Assessment tools	Assessment tools include the following components: the context and conditions of assessment; tasks to be administered to the Apprentice; an outline of the evidence to be gathered from the Apprentice; and evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules).
Assessment Appeals	Assessment Appeals refer to the process whereby a Apprentice may appeal within 10 working days of official publication of the final grade on any of the following grounds: The unit outline was not explicit ie. it did not detail how many assessment tasks were required to be undertaken; how Apprentices will be assessed; and/or when they will be assessed.

Term	Definition
	<p>The Assessor did not fairly and appropriately apply the assessment criteria as specified in the unit outline.</p> <p>The Assessor did not conduct assessment tasks as described in the unit outline.</p> <p>Further information refer to Regulation 5.3</p>
Assessors	<p>A qualified Assessor is a person who has the competencies required under the Standards for RTOs and relevant Training Package or Curriculum Qualification who assess a Apprentice's competence.</p>
Australian Apprenticeship Support Network (ASSN)	<p>Apprenticeship Network providers are contracted by the Australian Government to provide free Australian Apprenticeships support services to apprentices and employers.</p> <p>https://www.australianapprenticeships.gov.au/australian-apprenticeship-support-network</p>
Australian Qualifications Framework (AQF)	<p>Australian Qualifications Framework (AQF) means the framework for regulated qualifications in the Australian education and training system.</p>
Census Date	<p>Census Date is the official deadline for finalising your enrolment and administration fees for the Hyundai Advanced Apprenticeship Academy. The census date is the last day you can withdraw from our program without financial penalty.</p>
Cheating	<p>Cheating is the intention to gain an unfair advantage in the assessment of a unit. This may include (but is not limited to):</p> <ul style="list-style-type: none"> a. fabrication of data and/or results; b. colluding with others; c. allowing another person to complete an assessment on behalf of a student; d. accessing an advanced copy of a test paper; e. copying from others in an assessment; f. bringing into an assessment unauthorised material or information; g. knowingly helping others to cheat; h. taking actions which intrude on the ability of others to complete

Term	Definition
	their assessable tasks.
Competency	Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.
Credit transfer	Credit Transfer relates to institutional recognition of any unit of competency or module a student has successfully completed at any other RTO. Credit transfer is a process that provides students with agreed and consistent credit outcomes based on identified equivalence in content and learning outcomes between matched qualifications. Reference: VET Credit Transfer Procedure
Current industry skills	<p>Current industry skills are the knowledge, skills and experience required by VET trainers and Assessors and those who provide training and assessment under supervision in accordance with the National <i>Standards for RTOs</i> to ensure that their training and assessment is based on current industry practices and meets the needs of industry.</p> <p>Current industry skills may be informed by consultations with industry and may include, but are not limited to:</p> <ul style="list-style-type: none"> a. having knowledge of and/or experience using the latest techniques and processes; b. possessing a high level of product knowledge c. understanding and knowledge of legislation relevant to the industry and to employment and workplaces; d. being customer/client-oriented; e. possessing formal industry and training qualifications; and f. training content that reflects current industry practice.
Educational and support services	<p>May include, but are not limited to:</p> <ul style="list-style-type: none"> a. pre-enrolment materials b. study support and study skills programs c. language, literacy and numeracy (LLN) programs or referrals to these programs d. equipment, resources and/or programs to increase access for Apprentices with disabilities and other Apprentices and accordance with access and equity

Term	Definition
	<ul style="list-style-type: none"> e. learning resource centres f. flexible services or referrals to these services g. counselling services or referrals to these services h. information and communication technology (ICT) support i. learning materials in alternative formats, for example, in large print j. learning and assessment programs contextualised to the workplace, and k. any other services that RTO considers necessary to support Apprentices to achieve competency.
<p>Group Training Organisation (GTO)</p>	<p>GTO employs an apprentice or trainee and places them with a host business in their chosen field. The GTO is the employer of the apprentice or trainee which means a GTO is responsible for organising wages, workers compensation, superannuation and other employee benefits.</p>
<p>Industry</p>	<p>Industry means the bodies that have a stake in the services provided by RTOs. These can include, but are not limited to:</p> <ul style="list-style-type: none"> a. enterprise/industry clients e.g. employers b. group training organisations c. industry organisations d. industry regulators e. industry skills councils or similar bodies f. industry training advisory bodies, and g. unions
<p>Industry engagement</p>	<p>Industry engagement may include, but is not limited to, strategies such as:</p> <ul style="list-style-type: none"> a. partnering with local employers, regional/national businesses, relevant industry bodies and/or enterprise RTOs; b. involving employer nominees in industry advisory committees and/or reference groups; c. embedding staff within enterprises; d. networking in an ongoing way with industry networks, peak bodies and/or employers; e. developing networks of relevant employers and industry representatives to participate in assessment validation; and f. exchanging knowledge, staff, and/or resources with employers,

Term	Definition
	networks and industry bodies.
Industry relevance	<p>Industry relevance is when Apprentices, employers and industry have confidence in the integrity, currency and value of certification documents issued by the RTO. RTO's must document and maintain current evidence of industry engagement activities.</p> <p>This must be demonstrated through a range of strategies of industry engagement and the systematic implementation of the outcomes of that engagement to ensure relevance of the; training and assessment strategies, practices and resources, and the current industry skills of its trainers and Assessors.</p>
Apprentice	Apprentice means a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.
Mode of delivery	Mode of delivery means the method adopted to deliver training and assessment, including face-to-face, online, distance, or blended methods.
Moderation of assessment	Moderation of assessment is the process of bringing assessment judgments and standards into alignment. It is a process that ensures the same standards are applied to all Apprentice assessment results within the same units.
Nationally Recognised Training (NRT) logo	NRT logo means the logo used nationally to signify training packages and VET accredited courses.
Plagiarism	Plagiarism is the presentation of the works of another person / other persons as though they are one's own by failing to properly acknowledge that person/those persons. Proper acknowledgement means to clearly identify which parts of a work originate from which source.
Professional development	Professional development means activities that develop and/or maintain an individual's skills, knowledge, expertise and other characteristics as a trainer or Assessor. This includes both formal and informal activities that encompass vocational competencies, currency of industry skills and knowledge and practice of vocational training, learning and assessment, including competency based training and assessment.
Program	Program is a series of units of vocational education and training, or the modules of a VET accredited program that combine to become

Term	Definition
	a qualification from an accredited Training Package or skill set.
Program Manager / Coordinator	Program Manager/Coordinator is the person responsible for the management and leadership of a program or a range of Programs.
Recognition of Prior Learning (RPL)	<p>Recognition of Prior Learning (RPL) means an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the Training Package or VET accredited programs.</p> <p>Refer to: VET Recognition of Prior Learning (RPL) Assessment Procedure</p>
RTO	RTO means a Registered Training Organisation.
RTO code	RTO Code means the registration identifier given to the RTO on the National Register.
RTO Executive Officer	<p>RTO Executive Officer means:</p> <ul style="list-style-type: none"> a. a person, by whatever name called and whether or not a director of the organisation, who is concerned in or takes part in the management of the RTO
Scope of registration	<p>Scope of registrations means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:</p> <ul style="list-style-type: none"> a. both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO or b. provide assessment resulting in the issuance of AQF certification documentation by the RTO.
Services	Services means training, assessment, related educational and support services and/or any activities related to the recruitment of prospective Apprentices. It does not include services such as student counselling, mediation or ICT support.
Skill set	Skill set means a single unit of competency or a combination of units of competency from a Training Package that link to a licensing or regulatory requirement or a defined industry need.
Special consideration	Special consideration is the making of alternative arrangements for the assessment of students who are unwell or experience hardship. As required under the principles of assessment fairness,

Term	Definition
	reasonable adjustments are applied by the RTO to take into account the individual Apprentice's needs.
Statement of attainment	A statement of attainment recognises that one or more accredited units has been achieved.
Third party (Subcontracting)	Third Party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.
Trainers	Trainers are persons who provide training in accordance with Clause 1.13, 1.14 and 1.16. www.asqa.gov.au/standards
Training	Training is the process used by an RTO or a third party delivering services on its behalf, to facilitate learning and the acquisition of competencies in relation to the training product on the RTO's scope of registration.
Training and assessment strategies and practice	<p>Training and assessment strategies and practice are the approach of, and method adapted by, an RTO with respect to training and assessment designed to enable Apprentices to meet the requirements of the training package and accredited program. They include the amount of training provided, which will be consistent with the requirements of Training Packages and VET accredited programs and the assessment practices that enable each Apprentice to meet the requirements for each unit of competency or module in which they are enrolled.</p> <p>TAS Template</p>
Training Package	Training Package refers to a set of qualifications for a defined industry, occupational area or enterprise endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a Training Package are: units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements.
Training Product	<p>Training Product is any qualification, accredited program, skills set or individual unit of competency listed on the RTO's Scope of Registration.</p> <p>A unit of competency is only considered a training product if it is listed separately on the Scope of Registration. When a qualification is listed on the Scope of Registration, the units of competency within that qualification are not considered a 'training product'</p>

Term	Definition
	rather the qualification is the training product.
Unit of competency (UOC)	Unit of competency is the unit of learning in a VET qualification and includes assessment requirements and the specification of the standards of performance required in the workplace as defined in a Training Package.
Validation	Validation is the quality review of the assessment process. Validation involves checking that the assessment tool/s produce/s valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the training package or VET accredited program are met. It includes reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, processes and/or outcomes and acting upon such recommendations.
VET accredited program	VET accredited program means a program accredited by the VET Regulator in accordance with the Standards of VET Accredited Programs.
VET Quality Framework	VET Quality Framework comprises: <ul style="list-style-type: none"> a. the Standards for Registered Training Organisations b. the Australia Qualification Framework c. the Fit and Proper Person Requirements d. the Financial Viability Risk Assessment Requirements e. the Data Provision Requirements
Vocational competencies	Vocational competencies as applied to trainer's means broad industry knowledge and experience usually combined with a relevant industry qualification. Vocational Competency is determined on an industry-by-industry basis and with reference to the relevant Training Package or VET accredited program.