



SIMPLE SOLUTIONS TRAINING AND CONSULTING
STUDENT HANDBOOK

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Please read this Student Handbook carefully.

This Student Handbook contains information to help you:

- Achieve success with your studies
- Understand your rights and obligations
- Understand Simple Solutions Training and Consulting and our standards
- Know where to access more information

We hope that your training with Simple Solutions Training and Consulting will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve high levels of competency in your chosen skills and we will assist you flexibly and fairly to achieve your goals.

If you have any questions after reading this Student Handbook, please consult your trainer or Simple Solutions Training and Consulting.

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ABOUT SIMPLE SOLUTIONS

Simple Solutions Training and Consulting (Simple Solutions) is an experienced training organisation that provides training and consultancy services to the aged care, disability and community sectors.

Simple Solutions prides itself on providing practical, evidence-based education services that support the implementation of person-centred care by their students and that encourages continuous quality improvement and lifelong learning.

Simple Solutions is a Registered Training Organisation and we deliver nationally recognised training and assessment services in the following qualifications:

- Certificate III in Aged Care
- Certificate IV in Aged Care
- Certificate III in Home and Community Care
- Certificate III in Disability
- Certificate IV in Disability

CONTACT DETAILS

Mail	PO Box 348 Hervey Bay QLD 4655
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Email:	info@simplesolution.com.au

OUR CODE OF PRACTICE

Simple Solutions Training and Consulting is committed to integrating Access and Equity principles within all services provided to our clients. All staff recognise the rights of students/clients and provide information, advice and support that is consistent with our rules and this Code of Practice.

Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment; and to be treated in a fair and considerate manner while you are studying with us.

If, at any time, you feel that we are not abiding by our Code of Practice then report your complaints to your trainer or to Simple Solutions' Chief Executive Officer (CEO). Simple Solutions' policy on handling student complaints is contained in this handbook.

ADMISSION AND ENROLMENT

SELECTION

Students are admitted to Simple Solutions training programs by demonstrating a genuine interest in the area and a determination to complete the course.

Due to the nature of the training being provided and the geographic diversity of students all students are expected to be currently employed in an aged care or disability service organisation as relevant to the course that they are undertaking in order to allow them to complete the vocational placement component of their training.

Where a student is not employed by a suitable aged care or disability service organisation they may negotiate with Simple Solutions to identify a suitable aged care or disability service organisation within their local area that will be able to assist with the vocational placement component of their training.

Class sizes are limited and students are encouraged to book a place as early as possible.

Simple Solutions' selection process reflects our Access and Equity Policy. This policy ensures that student selection decisions comply with equal opportunity legislation.

ENROLMENT

Training participants must complete an Enrolment Form prior to participating in a training program. The Enrolment Form provides Simple Solutions with all relevant personal information and collects data as a regulatory requirement for government agencies. All information provided is confidential and retained according to relevant Privacy legislation.

Prospective students should also indicate on the Enrolment Form their requirement for assistance for special needs.

Information on course content and resources is made available to participants at the time of enrolment.

FEES AND REFUNDS

Simple Solutions training programs are generally delivered on a fee-for-service basis however courses may attract a government subsidy from time to time. See the Simple Solutions website www.simplesolution.com.au or contact us for information about the cost of attending a specific course.

We will issue refunds when:

- A course has been cancelled by Simple Solutions
- Training participant notifies Simple Solutions of withdrawal in writing 7 days prior to commencement of training

Where a training participant is unable to participate in training due to extenuating medical or personal circumstances such a severe illness or injury or death of an immediate family member, Simple Solutions should be notified immediately and a credit of course fees, full or partial refund may be able to be negotiated depending on the nature and expected duration of the extenuating circumstances.

Where appropriate, an alternative participant may attend a training course if the original participant is not available. To assist Simple Solutions we request that you advise us prior to the start of the course where possible and ensure that any pre-course information is relayed to the replacement participant.

All face to face training is devised for a minimum number of participants and Simple Solutions reserves the right to cancel courses or defer courses up to 48 hours prior to commencement. Any fees paid will be refunded, or an alternative course will be offered.

COURSE INFORMATION

All students enrolled in a Simple Solutions training program shall, prior to commencement of the training program, receive information about the training program which includes but is not limited to:

- The time and place of the delivery of the training program;
- Training Program content;
- The details of the relevant unit/s of competence related to the training program (where relevant);
- Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations (where relevant).

ASSESSMENT OUTCOMES AND QUALIFICATIONS

Student results and qualifications are issued in a timely manner and in accordance with national guidelines. Statements of Attainment will be issued to those participants who undertake assessment. Certificates of Attendance will be issued to those participants who do not undertake assessment. All Qualifications, Statements of Attainment and Certificates of Attendance will be despatched within 21 working days of final completion of work and payment of fees.

Assessment outcomes are recorded using the following result codes.

C	Competent
NYC	Not Yet Competent
W	Withdrawn
NA	Not complete
CR	Credit granted for Statements of Attainment issued by Other RTOs

All student records are kept confidential and securely archived. Students may access their files upon written request to Simple Solutions.

RECOGNITION OF PRIOR LEARNING

Skills Recognition includes Recognition of Prior Learning (RPL). Recognition of Prior Learning is a form of assessment.

WHAT IS RECOGNITION OF PRIOR LEARNING (RPL)?

Recognition of Prior Learning (RPL) is the acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience. RPL may be used to grant status or credit in or towards a subject, module, or unit of competence.

The assessment of RPL may be embedded within Simple Solutions' assessment tools. RPL may also be applied for as a separate process.

HOW IS RPL ASSESSED?

If you believe that you might be eligible for Recognition of Prior Learning Simple Solutions is pleased to offer you this facility.

RPL is available to all prospective students. Candidates may apply for recognition of their learning and skills by supplying evidence of:

- Previous recognised training undertaken
- Work and life experiences
- Non-formally recognised training undertaken.

Examples of forms of evidence may include but are not limited to:

- Certificates/credentials gained from previous courses
- Work samples
- Video of performance
- Examining & evaluating items of work
- Support letters from employer/supervisor
- On the job demonstrations
- Producing completed items/photographs
- Oral presentation to RPL assessor

Candidates may make application to Simple Solutions using the *Application for Recognition of Prior Learning* form at the end of this handbook.

Candidates may be invited to attend an interview process to discuss their application. Further information or documentation may be requested. An assessment and verification of the application will be undertaken by an assessor.

Applicants will be notified of the assessment decision. Skills recognition assessments and outcomes will be recorded and relevant qualifications/Statements of Attainment will be issued where applicable.

Candidates may appeal a decision. Appeals should be lodged with Simple Solutions in line with the Simple Solutions Assessment Policy.

RECOGNITION OF QUALIFICATIONS AND STATEMENTS ISSUED BY OTHER RTOS

Simple Solutions will recognise Qualifications and Statements of Attainment issued by other Registered Training Organisations upon production and verification of the Qualification or Statement of Attainment.

Candidates seeking credit for qualifications issued by other RTOs may apply using the *Application for Recognition of Prior Learning* form.

More information about Vocational Education and Training and the regulatory requirements can be found at www.deewr.gov.au, www.training.com.au and www.det.qld.gov.au.

RPL FEES

All applications for Recognition of Prior Learning will incur fees calculated at 10% less than that of the fee for the applicable unit of competency. Applicants should contact Simple Solutions Training and Consulting for information on current fees.

STUDENT ACCESS TO RECORDS

Students may access their own personal records at any time. This can be arranged through contact with Simple Solutions. Students must provide verifiable forms of identity when seeking to access their own record. Simple Solutions reserves the right to charge a fee for the provision of copies of student records. Students will be notified of any applicable fees prior to such fees being levied.

FLEXIBLE DELIVERY OF LEARNING AND ASSESSMENT SERVICES

Simple Solutions is receptive to requests for flexible delivery of training and assessment. Simple Solutions will do its best to provide flexibility in access to course materials and assessment tasks. Simple Solutions training and assessment may be carried out at suitable training locations including: commercial training venues identified and contracted by Simple Solutions, community venues, workplaces, and other locations that may be deemed suitable from time to time. Training and assessment may also be provided during day and / or evening classes or via recognition of prior learning.

Students who are unable to access Simple Solutions courses are offered guidance on alternative training and referred to appropriate services.

LANGUAGE, LITERACY AND NUMERACY ASSESSMENT

Simple Solutions acknowledges that all courses it delivers include Language, Literacy and Numeracy tasks. As a result Simple Solutions trainers provide materials, resources and assessment tasks at a level of complexity required in the workplace for that competency only. Trainers also provide opportunities for repeated and supported practice.

Simple Solutions can refer students to specialist literacy and numeracy agencies and support services if necessary.

Should you wish to obtain literacy and numeracy support independently contact your local TAFE college. In Queensland your local TAFE college can be located via TAFE Queensland website www.tafe.qld.gov.au. In other areas look under TAFE in the telephone book.

ASSESSMENT POLICY

All assessment undertaken by students will comply with the Assessment Guidelines included in the applicable endorsed qualification being studied. The assessment process will be valid, reliable, fair and flexible.

INFORMATION

Information will be provided of the context and purpose of the assessment and the assessment process. Feedback will be provided to students about the outcomes of the assessment process.

STANDARD OF WORK

Students will be provided with criteria for the completion of any assessment activity including assignments, project, workplace activity, examinations or group activities.

Students should complete their assessment activity in-line with the set criteria. This may include such activities as word processing standards, referencing, lay-out and presentation methods or styles.

Standards of work will be reflective of the content, performance criteria or elements required of a (or group of) module/s or competency/ies and/or in-line with relevant and current workplace practices.

ASSESSMENT DATES

Student will be required to meet dates in a range of ways such as:

- Submission dates for assignments and projects
- Pre-determined assessment activities held within class times (ie role plays, presentations, group activities)
- Examination dates
- Workplace visits by Simple Solutions assessors.

If students comply with the required assessment dates, but are initially assessed as not yet competent, they are entitled to a second attempt (re-submission). Re-submission should take place within four weeks. Should additional re-submission be required this will be negotiated with the student, employer and Simple Solutions. Where work placement is an integral part of the assessment activities, the submission and re-submission dates will usually reflect an end of qualification date.

RE-SUBMISSION ACTIVITIES

If students are requested to re-submit or re-do assessment activities they will only be re-assessed on the components initially determined as not yet competent. To ensure equity and fairness of assessment for all students, re-submission activities may vary from those originally set by the teacher/assessor.

LATE SUBMISSIONS

It is the student's responsibility to attend and participate in scheduled assessments. If the student is unable to attend a scheduled assessment item, the student must notify Simple Solutions prior to the assessment.

If a student submits or requests to undertake an activity after the assessment date, but before the end of their current enrolment period for that module/competency, the activity will be marked. There will be no re-submission option for late assessments unless they have been pre-approved.

EXTENSIONS

Extension may be granted for exceptional circumstances. Depending on the mode of study, reasons for extension may vary from health, personal or work reasons, ie: work situations carry greater implications for part-time students working full-time, than full-time students not working.

All requests for extensions should be:

- Negotiated in advance with the teacher
- Confirmed in writing and signed by both the student and the teacher.

An assessment activity completed by the extended date still has a re-submission option.

If the extension cannot be arranged before the due date:

- Students should make a reasonable attempt to give notification to Simple Solutions via telephone, fax, letter or e-mail.
- Significant evidence needs to support a request for an extension after the due date (ie: doctor's certificate).
- The request must be in writing.

CHEATING

Cheating is defined as "any fraudulent response whatsoever by students to any item of assessment including any actions which may otherwise defeat the purposes of assessment" (Australian National University. (2007). *2007 Undergraduate Handbook*. Canberra: Australian National University.).

Collusion: All parties who collude (get together) and copy an assessment item(s) for the purpose of deception will fail. A result of "not yet competent" will be issued. This failure will also extend to the author of the original assessment item(s).

Plagiarism: is "the act of taking and using another person's work as one's own" (ANU Handbook, 2007). Any of the following acts constitutes plagiarism unless the work is appropriately acknowledged:

- Copying the work of another student
- Directly copying any part of another's work
- Summarising the work of another
- Using an idea derived from another person's work.

Both plagiarism and cheating constitute major infringements of the Simple Solutions' academic values. As such, any plagiarism or cheating will result in an automatic fail and suspension from further classes. The student must provide a written application addressed to the Simple Solutions CEO showing due

cause as to why the student should be allowed to return to study. The application will be reviewed as part of a student review process and the CEO will decide on appropriate action.

RE-EVALUATION PROCESS

A student who is not satisfied with the result provided on an assessment activity has the right to approach the appropriate trainer or assessor concerned for a re-evaluation no later than 14 days after results have been notified to the student.

If a student still has concerns with their result they should refer to Assessment Appeals policy.

ASSESSMENTS RETAINED BY SIMPLE SOLUTIONS

In order to meet a range of auditing requirements Simple Solutions will be retaining evidence of student's work submitted. This may be in the form of, but not exclusive to:

- Keeping the originals of any examination papers
- Keeping the samples of assignments submitted
- Keeping photographic, video or audio evidence of projects, presentations, interviews or work placement activities.

In each case, students will be provided with a criteria response sheet or other appropriate feedback attached to the assessment items submitted (particularly relevant for written assignments).

ASSESSMENT FOR STUDENTS WITH SPECIAL NEEDS

Where students have special needs, assessment tasks may be adjusted and assessment methods may be negotiated to meet candidate special needs, within reasonable limits of feasibility and cost to Simple Solutions.

Alternative assessment methods may include but not be limited to:

- Face-to-face interview
- Evidence submitted on audio tape, CD/DVD
- Reprinting / enlarging print of assessment tools.

Where students feel they require assistance with assessment they should in the first instance approach their trainer/assessor and Simple Solutions to negotiate the process.

ASSESSMENT APPEALS

All candidates may appeal assessment outcomes. Appeals may be based upon the following circumstances:

- Insufficient information provided to the candidate prior to the assessment
- Incorrect information provided to the candidate prior to assessment
- Assessor did not consider all evidence submitted
- Any other matter deemed relevant by the CEO.

In these circumstances the candidate should forward a written appeal to the Simple Solutions CEO. The appeal should outline the candidate's concerns and detail:

- the candidate's full personal details, ie. Name, address, and date of birth
- the date and time of the assessment
- the unit of competence being assessed

- all information that the candidate wishes to be considered for the appeal
- the reason for the appeal.

Upon receipt of an appeal the Simple Solutions CEO will notify the appellant of receipt of the appeal within 5 working days.

COMPLAINTS AND GRIEVANCES

Simple Solutions has an established process for dealing with complaints and grievances. Complainants may have a support person or advocate of their choice attend any meetings or discussions throughout the complaints process.

1. Participants in Simple Solutions training programs are asked to complete a Feedback Form to allow you to give feedback on various aspects of the training you have undertaken. You may include your name on this form if you wish to be contacted in regards to your comments.
2. Where you have a grievance that is more specific than a comment, training participants are asked to contact the Simple Solutions CEO to discuss this grievance and/or forward your grievance in writing to the Simple Solutions CEO.
3. All grievances are recorded in a Complaints and Grievances Register and will be responded to within 5 working days.
4. The Simple Solutions CEO will take relevant action resulting from the action and inform complainants of that action.

If your complaint or grievance has not been resolved to your satisfaction at the conclusion of this process complainants may choose to pursue their complaint in one or more of the following ways:

- Contact the Department of Employment and Training's Complaints Unit on 1800 600 03
- Contact the Office of the Training Ombudsman on 1300 306 399
- Make a claim through the Small Claims Tribunal
- Make a complaint through the Office of Fair Trading

CONDUCT AND BEHAVIOUR

RULES AND REGULATIONS

The following applies to all persons, staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Simple Solutions accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- Aggressive physical contact or verbal abuse will not be tolerated.

- Smoking is not permitted inside training facilities or at the Simple Solutions office.
- Mobile phones are to be turned off during classes.
- Appropriate, respectful language must be used at all times and swearing will not be tolerated.
- All students/candidates for assessment are responsible for retaining a copy of all materials and evidence submitted for assessment.

BULLYING AND HARASSMENT

Bullying and harassment in any form, including sexual harassment, will not be tolerated under any circumstances. All students of Simple Solutions training programs have a right to participate in training in an environment free from intimidation and harassment.

Simple Solutions acknowledges that workplace harassment is against the law in any workplace context, including conferences, work or business related functions and training groups, and expects its workplace and training environment at all times to reflect the principles of law for the benefits of its employees, students and visitors.

WORKPLACE HEALTH AND SAFETY

With regard to Workplace Health and Safety, Simple Solutions is obliged to:

- Ensure the health and safety of each of their workers, students, visitors and guests.
- Ensure that people can come to work or a training venue with a minimum of risk of injury or illness.
- Ensure that any equipment used by staff or students is safe when properly used.

Students are obligated to:

- Obey instructions regarding their health and safety and the health and safety of others.
- Dress in an appropriate manner that is suitable for the task being undertaken including the use of appropriate personal protective equipment.
- Not deliberately interfere with or misuse anything that has been provided for workplace health and safety.
- Not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.

DISCIPLINE POLICY

Students at all times must maintain appropriate behaviour and follow the Simple Solutions rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course.

All disciplinary matters will be handled by the CEO.

ACCESS, EQUITY AND PRIVACY CONSIDERATIONS

ACCESS AND EQUITY

Simple Solutions is committed to ensuring that students select and access the options that best suit them. Clients and participants from all target groups, regardless of status or background, are assisted to the absolute best of our ability and are treated equitably in every respect.

PRIVACY

VHIA will not disclose any information that we gather about you to any third party. We use the information collected only for the services we provide and to provide you with relevant up to date information on Simple Solutions and Dementia Activities (our sister organisation) products and services. No client information is shared with organisations outside Simple Solutions and Dementia Activities. Any individual wishing to be removed from our mailing list at any time may do so by contacting Simple Solutions.

VOCATIONAL EDUCATION AND TRAINING (VET)

WHAT IS IT?

Vocational education and training (VET) is 'education and training for work'. It exists to develop and recognise the competencies or skills of learners for the workplace.

It has traditionally been seen as post-secondary, non-university education and training, focusing on apprenticeships. But reforms in the past decade now see vocational education and training programs offered in secondary schools, stronger links with university study options and eight levels of qualifications offered in most industries, including high growth, new economy industries.

Providers of learning and assessment services are registered by the system and regularly audited for service quality. The system enables providers to operate anywhere in Australia, and to issue nationally-recognised qualifications. Registered Training Organisations include TAFE institutes, private training and assessment organisations, enterprises, universities, schools and adult education providers.

System clients are the learners themselves (students, apprentices, training participants and retrainees) and their employers.

Industry-led - Vocational Education and Training in Australia is an industry-led system, through the leadership of the Department of Education, Employment and Workplace Relations (DEEWR) and through the development of industry-recognised training packages by representative bodies.

More information is available on the DEEWR website at www.deewr.gov.au

TRAINING PACKAGES

Training Packages are an integrated set of nationally endorsed standards, guidelines and qualifications for training, assessing and recognising people's skills, developed by industry to meet the training needs of an industry or group of industries.

Training packages consist of competency standards, assessment guidelines and qualifications. Optional non-endorsed components may consist of support materials such as learning strategies, assessment resources and professional development materials.

Training Packages are developed by industry through national industry skills councils, Recognised Bodies or by enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement, developers must provide evidence of extensive consultation and support within the industry area or enterprise.

Training Packages complete a quality assurance process and are then endorsed and placed on the National Training Information Service (NTIS).

Training Packages have been developed to meet the skills needs of many industries – these include: Metals, Community Services, Health, Business Services, Transport and Distribution, Forest & Forest Products, Racing Industry, etc. They are reviewed regularly – usually every three years to ensure they remain relevant to industry needs and to allow issues that arise during their implementation to be addressed.

More information is available on the DEEWR website at www.deewr.gov.au

OTHER VET TERMINOLOGY & DEFINITIONS

The following is a listing of other relevant vocational education and training terminology and definitions to help students' understanding of the context of their study and assessment.

COMPETENCY BASED TRAINING (CBT)

Competency-based training (CBT) is training which develops the skills, knowledge and attitudes required to achieve competency standards.

COMPETENCY STANDARD

A competency standard is an industry-determined specification of performance which sets out the skills and knowledge required to operate effectively in employment. Competency standards are made up of units of competency, which are made up of elements, performance criteria, a range of variables, and an evidence guide. Competency standards are an endorsed component of a training package.

COMPETENCY BASED ASSESSMENT (CBA)

Competency based assessment (CBA) is the gathering and judging of evidence in order to decide whether a person has achieved a standard of competence.

COMPETENCE

Competence is achieved when an individual can perform and apply a combination of skills and knowledge to the standard required in a range of situations in the workplace.

ASSESSMENT

Assessment is the process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective.

QUALITY IN AUSTRALIAN TRAINING

Quality in the Australian vocational education and training system is contributed to by two frameworks:

1. The Australian Quality Training Framework; and
2. The Australian Qualifications Framework.

The following is a brief explanation of these two aspects of training in Australia.

THE AUSTRALIAN QUALITY TRAINING FRAMEWORK

The Australian Quality Training Framework (AQTF) is a set of nationally agreed standards to ensure the quality of vocational education and training services throughout Australia. The Framework includes standards for registered training organisations and standards for registering/accrediting bodies.

States and Territories apply the AQTF when:

- Registering organisations to deliver training, assess competency and issue Australian Qualifications Framework (AQF) qualifications
- Auditing registered training organisations (RTOs) to ensure they meet (and continue to meet) the requirements of the AQTF
- Applying recognising qualifications and statements of attainment issued by other RTOs and
- Accrediting courses.

The AQTF ensures that all RTOs and the qualifications they issue are recognised throughout Australia.

AUSTRALIAN QUALIFICATIONS FRAMEWORK

The Australian Qualifications Framework (AQF) is a single, coherent framework for qualifications from Senior Secondary Certificates through to Doctoral Degrees.

The Framework links together all these qualifications and is a highly visible, quality-assured national system of educational recognition which promotes lifelong learning and a seamless and diverse education and training system.

It covers qualifications issued by secondary schools, vocational education and training (VET) providers and higher education institutions. All qualifications are nationally-recognised.

AQF Qualification by Sector of Accreditation

Schools Sector Accreditation	Vocational Education and Training Sector Accreditation	Higher Education Sector Accreditation
Senior Secondary Certificate of Education	Vocational Graduate Diploma	Doctoral Degree
	Vocational Graduate Certificate	Masters Degree
	Advanced Diploma	Graduate Diploma
	Diploma	Graduate Certificate
	Certificate IV	Bachelor Degree
	Certificate III	Associate Degree, Advanced Diploma
	Certificate II	Diploma
	Certificate I	

Within the framework, there are eight VET qualifications available: Certificates I, II, III and IV; Diploma, Advanced Diploma, Vocational Graduate Certificate and Vocational Graduate Diploma.

Training Packages specify the combination of competency standards required to achieve a particular qualification. Learners who complete some, but not all, competencies for a qualification are awarded a statement of attainment. When they are assessed as competent in the remaining standards, they attain the qualification.