

Training Handbook for Radio Students



CUF20401 Certificate II in Broadcasting (Radio)

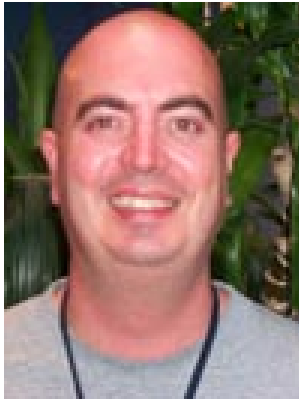
CUF30301 Certificate III in Broadcasting (Radio)

CUF40601 Certificate IV in Broadcasting (Radio)



**NATIONALLY RECOGNISED
TRAINING**

FROM THE CBAA PRESIDENT



CBAA President and Manager of JOY FM Paul Terdich

The Community Broadcasting Association of Australia (CBAA) is the national representative organisation for community broadcasters. Our full members are licensed stations and groups aspiring to hold a permanent licence. Affiliate membership is open to organisations and individuals who support the development of community broadcasting

Early in 2001 the CBAA decided to extend its range of member services to include accredited training. We took this step because the national *Film, Television, Radio and Multimedia Training Package* provides the community broadcasting sector with the framework to recognise the excellent training that has been taking place at community radio stations for the last 20 years or more.

The CBAA, now a Registered Training Organisation, is pleased to offer community broadcasters nationally recognised training. Qualifications that you receive as a result of your training program with us count towards further

training with the CBAA or other Registered Training Organisations that offer radio training.

Community radio stations around Australia are partners in this exciting venture. The CBAA has entered into agreements with stations about the use of their production facilities for CBAA training. So, your training will be on the job. Your trainers have extensive experience in radio training and are usually active volunteers or employees of community radio stations.

This handbook contains the details of the training we offer, as well as copies of our Code of Practice (Appendix Two) and other policies and procedures designed to ensure that we offer community broadcasters a first-class service.

CBAA Contact Details

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Tel: 02 9310 2999 Fax: 02 9319 4545

www.cbaa.org.au



What Qualifications Can your Station Offer in Partnership with the CBAA?

The CBAA is registered in all states and territories of Australia to deliver the following qualifications:

Table One

National Code	Title of Qualification
CUF20401	Certificate II in Broadcasting (Radio)
CUF30301	Certificate III in Broadcasting (Radio)
CUF40601	Certificate IV in Broadcasting (Radio)
CUF50501	Diploma of Broadcasting
CUF60301	Advanced Diploma of Broadcasting
BSZ40198	Certificate IV in Assessment and Workplace Training

At present we are offering certificate II and III through station partnerships. Please contact the CBAA Training Manager if you want more information on higher qualifications.

The broadcasting qualifications in Table One (above) come from the FILM, TELEVISION, RADIO AND MULTIMEDIA TRAINING PACKAGE. Training Packages are progressively replacing curriculum in all areas of vocational education and training (commonly known as the TAFE sector).

The units of competency which need to be completed to gain a qualification were designed by the commercial, public and community radio sector. All qualifications gained through partnerships with the CBAA are recognised throughout the radio industry.

For more information about Training Packages, visit www.anta.gov.au, the website for the Australian National Training Authority.

Details of all units offered in the CBAA accredited training programs are available from trainers. Alternatively details can be found on the National Training Information Service database at www.ntis.gov.au. Select "Training Packages" from the main menu, enter "CUF01" into the "Training Package Code" field and browse through the units of competency using the unit code numbers in the tables on pages 4-6.

The following tables outline some of the units available in the certificate courses in radio broadcasting.

CUF20401 CERTIFICATE II IN BROADCASTING (RADIO)

Requirements for CUF20401 Certificate II in Broadcasting (Radio)		
Group	Code	Units offered by the CBAA
A Complete all units	CUFGENO1A	Develop and apply industry knowledge
	CUFSAF01A	Follow health, safety and security procedures
	CUFGEN02A ¹	Identify industry laws and regulations and apply them to workplace activities
B Complete at least three units	CUSRAD01A	Collect and organise information
	CUSSOU07A	Edit sound using analogue systems
	CUSSOU12A	Edit sound using digital systems
	CUSSOU02A	Operate a portable audio recorder
	CUFSOU02A	Operate a studio panel
	CUSADM01A	Purchase or hire equipment/supplies
C Complete at least three units.	CUSGEN02A	Work in a culturally diverse environment
	CUECOR2A	Work with others
	CUSSOU07A	Edit sound using analogue systems
	CUSSOU12A	Edit sound using digital systems
	CUSRAD01A	Collect and organise information
	CUSADM01A	Purchase or hire equipment/supplies
	CUECLE1A	Undertake general administrative procedures
	CUSSOU02A	Operate a portable audio recorder
	CUFSOU02A	Operate a studio panel
	CUSSOU04A	Record sound
	CUFAIR01A	Develop and maintain the general knowledge required by presenters
	CUFAIR03A	Present information on-air
	CUFMAR01A	Sell products and services
CUFMEM12A	Update web pages	

¹ The Community Broadcasting Association of Australia regards this unit as compulsory and therefore includes it in Group A. In the training package it appears as an elective in Group C.

CUF30301 CERTIFICATE III IN BROADCASTING (RADIO)

Requirements for CUF30301 Certificate III in Broadcasting (Radio)		
Group	Code	Units offered by the CBAA
A Complete all units	CUFGENO1A	Develop and apply industry knowledge
	CUFSAF01A	Follow health, safety and security procedures
	CUFGEN02A ²	Identify industry laws and regulations and apply them to workplace activities
B Complete at least six units	CUSADM08A	Address copyright requirements
	CUSRAD01A	Collect and organise information
	CUFPOP17A	Plan and prepare a program
	CUFAIR01A	Develop and maintain the general knowledge required by presenters
	CUFAIR03A	Present information on-air
	CUFAIR05A	Conduct a live voice report
	CUFAIR02A	Conduct an interview
	CUSSOU07A	Edit sound using analogue systems
	CUSSOU12A	Edit sound using digital systems
	CUSSOU09A	Mix sound sources
	CUFWRT06A	Write a news voice report
	CUFWRT05A	Write content and/or copy
CUFSOU02A	Operate a studio panel	
CUSSOU04A	Record sound	
C Complete at least two units.	CUSGEN02A	Work in a culturally diverse environment
	CUECOR2A	Work with others
	CUSADM08A	Address copyright requirements
	CUSSOU07A	Edit sound using analogue systems
	CUSSOU12A	Edit sound using digital systems
	CUSRAD01A	Collect and organise information
	CUSADM01A	Purchase or hire equipment/supplies
	CUECLE1A	Undertake general administrative procedures
	CUFSOU02A	Operate a studio panel
	CUSSOU04A	Record sound
	CUFPOP17A	Plan and prepare a program
	CUFAIR01A	Develop and maintain the general knowledge required by presenters
	CUFAIR03A	Present information on-air
	CUFMAR01A	Sell products and services
	CUFMEM12A	Update web pages
	CUFAIR05A	Conduct a live voice report
	CUFAIR02A	Conduct an interview
	CUSSOU13A	Set up, operate and de-rig portable sound recording equipment
	CUSSOU05A	Install, align and test sound equipment
	CUSSOU09A	Mix sound sources
	CUFWRT06A	Write a news voice report
	CUFWRT05A	Write content and/or copy
	BSZ404A	Train small groups
	CUSGEN04A	Participate in negotiations
	ICAITU126A	Use advanced features of computer applications

² The Community Broadcasting Association of Australia (CBAA) regards this unit as compulsory and therefore includes it in Group A. In the training package it appears as an elective in Group C.

CUF40601 CERTIFICATE IV IN BROADCASTING (RADIO)

Requirements for CUF40601 Certificate IV in Broadcasting (Radio)		
Group	Code	Units
A Complete all units	CUFGEN01A	Develop and apply industry knowledge
	CUFSAF01A	Follow health, safety and security procedures
B Complete at least four specialist units	CUFPOP03A	Compile a production schedule
	CUFAIR05A	Conduct a live voice report
	CUFAIR02A	Conduct an interview
	CUFAIR04A	Conduct an on-air presentation
	CUFAIR01A	Develop and maintain the general knowledge required by presenters
	CUFPOP17A	Plan and prepare a program
	CUFPOP19A	Schedule radio play lists
	CUSTGE01A	Supervise technical operations
	CUFWRT06A	Write a news voice report
	CUFWRT05A	Write content and/or copy
	CUFWRT04A	Write presentation material
C Complete at least four elective units	CUSADM08A	Address copyright requirements
	CUFPOP02A	Break down a script
	CUSGEN03A	Collaborate with colleagues in planning and producing a project
	CUSRAD02A	Conduct research
	CUSADM02A	Coordinate the purchase or hire of equipment /supplies
	CUSADM07A	Establish and maintain work/contractual relationships
	CUSGEN05A	Make presentations
	CUSADM03A	Manage a project
	CUFPOP16A	Produce live-to-air programs
	CUFPOP15A	Produce pre-recorded programs
	BSXFMI404A	Participate in, lead and facilitate a team
THHGLE05A	Roster staff	
D Complete at least four elective units. Two units may be selected from any other industry training package at Certificate IV level.	CUFMAR01A	Sell products and services
	CUFMAR3A	Undertake marketing activities
	BSZ401A	Plan assessment
	BSZ402A	Conduct assessment
	BSZ403A	Review assessment
	BSZ404A	Train small groups
	CUFWRT04A	Write presentation material
	CUSGEN05A	Make presentations
	CUSGEN04A	Participate in negotiations
CHCCH7A ³	Recruit and coordinate volunteers	

Prerequisite

CUFGEN02A	Identify industry laws and regulations and apply them to workplace activities
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³ An elective unit from CHC50599 Diploma of Community Services (Community Housing Work), which can be included as an elective in CHC40599 Certificate IV in Community Services (Community Housing Work).

CBAA Training Services- Useful Information

CERTIFICATES AND STATEMENTS OF ATTAINMENT

Your station can offer either full certificate courses or statements of attainment for shorter courses. For example, you may wish to offer a short course for new volunteers, or courses on writing for radio or editing. The Statements of Attainment awarded for short courses count towards the national qualifications, should broadcasters wish to continue training at a later date anywhere in Australia.

TRAINING AND ASSESSMENT

The nationally recognised training offered by CBAA partners is known as competency based training (CBT). Nominal hours are assigned to training programs, but in reality students progress at their own pace. CBT is about demonstrating competence against the performance criteria in the units that are being undertaken. In plain English, this means that gaining a certificate or statement is not based on student's attendance at classes. It is based on whether they can perform the skills at the level required by the unit as outlined in the training package.

There are as many training and learning methods as there are community stations. Some may choose to offer a formal program over six months or longer, others may adopt an informal "buddy" system where you find yourself gaining skills in a graveyard shift!

Consistent and reliable assessment is the key to CBT. Training programs will vary between stations, but assessment will be consistent. Assessment will happen progressively and can be repeated. There is no final, nail-biting exam to complete. Assessment will also be practical, e.g. producing tapes to demonstrate your editing skills or on-air presentation style. recording interviews that demonstrate you can use a portable recorder, ask appropriate questions and respond to comments made in answer to your questions.

FACILITIES AND RESOURCES

CBAA training is offered at community radio stations with studio and production facilities that meet the requirements of the Training Package.

This means that all stations that offer training need to ensure that they have adequate facilities for training. This includes access to classroom space, studio space, portable equipment (where applicable), white boards, classroom equipment like audio playback gear and video players. It is the station's responsibility to provide these facilities.

TRAINERS

The CBAA keeps a register of all trainers who are qualified to teach their courses. CBAA trainers have extensive experience in radio training and are usually active volunteers or employees of community radio stations. They also have the minimum qualification necessary to deliver accredited training, the Certificate IV in Assessment and Workplace Training.

The CBAA values feedback on the quality of training provided. During your training program trainers will ask students to complete a brief questionnaire about training sessions and activities (Appendix Six contains a sample evaluation sheet).

RECOGNITION OF PRIOR LEARNING (RPL)

Most volunteers and employees have already received training at their stations or have learned production and presentation skills by trial and error!

The CBAA can arrange for qualified trainers to assess broadcasters' existing skills to see if they meet the requirements of the national qualifications. If they do meet the requirements, they will receive credit for relevant units offered by the CBAA. Appendix Three contains a copy of the CBAA's *Skills Recognition Assessment Procedure*.

REFUND POLICY

Refunds of course fees are only allowed prior to the commencement of a course. An administrative fee of 10% will be retained by the training organisation.

ACCESS AND EQUITY

CBAA Training Services has a policy of equal opportunity in education. Both trainers and students have the right to realise their full potential free from harassment. There will be no discrimination on grounds of gender, race, nationality, ethnicity, age, marital status, pregnancy, political belief, religion or sexual preference. If you feel that you have been discriminated against, you should either the station manager at your station or the CBAA Training Manager.

PRIVACY

CBAA Training Services maintains individual files and data base records for each student. All records are kept in a secure and confidential environment. Access to files and records is limited to staff involved in their maintenance and appropriate program personnel. You may request access to your own files or records at any time. The information provided by you will only be used by the CBAA for the purposes of general student administration, planning and communication. It may also be used by or on behalf of state government or commonwealth governments for the purposes of conducting surveys or statistical purposes.

STUDENT SERVICES

The CBAA and its partners provides adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling. If you require assistance contact your station manager or the CBAA Training Manager.

LANGUAGE LITERACY AND NUMERACY

Students needing language, literacy and numeracy (LLN) support are identified on application. Where only a low level of support is needed, the trainer may arrange for the student to receive extra-curricula assistance from the trainer or another staff member. Otherwise, the student is advised of other training programs which are available with specialist LLN support.

APPEALING AGAINST AN ASSESSMENT OR MAKING A COMPLAINT

The CBAA has an assessment appeals procedure and a grievance procedure to resolve disputes that may arise during the training program. See Appendix Four

LEGISLATION

The CBAA is compliant with all state and commonwealth legislation and regulations covering a safe work environment. Check the following page for the relevant office which will provide more information on making your radio station a safe working environment.

New South Wales

WorkCover NSW
400 Kent Street
SYDNEY NSW 2000
Phone (02) 9370 5000
Fax (02) 9370 5999
Toll Free 1800 451 462
Internet Site <http://www.workcover.nsw.gov.au/>

Victoria

Victorian WorkCover Authority
World Trade Centre Cnr Flinders & Spencer
Streets
MELBOURNE VIC 3001
Phone (03) 9628 8111
Fax (03) 9628 8199
Internet Site <http://www.workcover.vic.gov.au/>

Queensland

Workplace Health and Safety
Department of Training and Industrial Relations
Forbes House
30 Makerston Street
BRISBANE QLD 4001
Phone (07) 3247 4711
Fax (07) 3220 0143
Toll Free 1800 177 717
Internet Site <http://www.dtir.qld.gov.au/>

South Australia

WorkCover Corporation
100 Waymouth Street
ADELAIDE SA 5000
Phone (08) 8233 2222
Fax (08) 8233 2466
Toll Free (SA Country only) 1800 188 000
Internet Site <http://www.workcover.sa.gov.au/>

Workplace Client Services Division

Department of Administrative and Information
Services - Industrial Affairs
1st Floor, AV Jennings Building
62 The Parade
NORWOOD SA 5067
Phone (08) 8362 9911
Fax (08) 8362 0570
Internet Site <http://www.dais.sa.gov.au/>

Western Australia

Worksafe Western Australia
1260 Hay Street
WEST PERTH WA 6005
Phone (08) 9327 8777
Fax (08) 9321 8973
Internet Site <http://www.safetyline.wa.gov.au/>

Tasmania

Workplace Standards Authority
30 Gordons Hill Road
ROSNY PARK TAS 7018
Phone (03) 6233 7657
Fax (03) 6233 8338
Internet Site <http://www.wsa.tas.gov.au/>

Northern Territory

Work Health Authority
Minerals House
66 The Esplanade
DARWIN NT 0800
Phone (08) 8999 5010
Fax (08) 8999 6650
Internet Site <http://www.nt.gov.au/wha/>

ACT

ACT Workcover
Level 3, FAI House
197 London Circuit
CIVIC ACT 2601
Phone (02) 6205 0200
Fax (02) 6205 0797

Employer and Union Organisations

Australian Chamber of Commerce & Industry
Level 4, 55 Exhibition Street
MELBOURNE VIC 3000
Phone (03) 9289 5289
Fax (03) 9289 5250
Internet Site <http://www.acci.asn.au/>

Australian Council of Trade Unions

ACTU House
393-397 Swanston Street
MELBOURNE VIC 3000
Phone (03) 9664 7310
Fax (03) 9663 8220
Internet Site <http://www.actu.asn.au/>

Answers to common questions about assessment

What is an assessment?

An assessment is a formal recognition of the skills and knowledge that you use in your work at the radio station. It is your opportunity to show you are competent at what you do and to gain qualifications to prove it. Assessments are designed so that you can demonstrate your skills and knowledge to an assessor.

What skills and knowledge are we talking about?

The Film, Television, Radio and Multimedia Industry Package competency standards describe the skills and knowledge needed to do a certain job in radio at a certain level. You will be assessed to see if you are competent in these areas.

How do I know if I am competent?

Being competent means you can consistently do your job to the standard your workplace needs. The competency standards clearly describe the level of skill required.

Why should I have my skills assessed?

You can become qualified without doing any additional training. The qualification is a national qualification that can open up other job opportunities for you. You can get a whole certificate or small parts of a certificate and build on them over time until you get the whole qualification. You will also get recognition from your radio station and the other workers for your level of ability. Skills you have developed through life and previous work experience and training will be recognised, as well as the skills you have recently developed in your workplace

Is assessment the same as it was at school?

No, as an adult and an experienced worker you will have a lot more say in what is assessed and how it is assessed. There will be no surprises in the assessment. The assessor wants you to be successful! Your skills will be assessed against the competency standards so you will not be competing against anyone else.

How will I be assessed?

There are a variety of ways you can be assessed. The easiest and the best way is for an assessor to observe you doing your normal work. If that isn't possible, you can do a number of other assessment tasks; for example, practical demonstration, answer questions, find faults in a diagram or describe settings for a process. In some cases there may be written answers or a test, but it would only be about the skills required in your job. You should not have to read or write anything more difficult than the reading and writing you already do in your job.

Do you get a pass or fail?

No. Your results will say *competent* or *not yet competent*. You should find out the result of the assessment on the spot from your assessor. If you are not yet competent

in some parts of the assessment, the assessor will explain why. You can try again or your assessor will provide feedback on how you can become competent.

Can I be assessed if my English is not so good?

Yes – you are only assessed on the skill involved in your job. If your English doesn't stop you doing your job, it is good enough for assessment. If you need an interpreter, your assessor can organise this.

Can I be assessed if I have trouble reading and writing?

Yes. Talk to your assessor; they can make sure the assessment tasks do not involve reading or writing. If you can do your job, you can do the assessment.

Can I be assessed if I have a disability?

If your disability does not stop you doing your job, it should not stop you being assessed. Talk to your assessor about managing your disability in the assessment.

Where will I be assessed?

You will probably be assessed in your workplace.

What do I need to know?

You will need to be clear about:

- .. why you are being assessed
- .. the Film, Television, Radio and Multimedia Industry Training Package Competency Standards that cover your job
- .. the steps you will go through with the assessor
- .. what types of evidence you can present to show you are competent
- .. the possible results of an assessment
- .. how to appeal if you are not happy with the result or the process.

What if I'm not happy with my results?

You have the right to appeal. Information about appealing is in this handbook on Page 5.

What if I'm not happy with my assessor?

It is hoped that people who train as assessors have been well chosen by the station. If you feel there is a problem, you could ask for a support person to be present at meetings and assessment, or talk to the CBAA Training Manager about having another assessor.

What is evidence?

Evidence is the way you can prove you are competent in doing a task. Observation of you working on the job is the best form of assessment, however, it is worth collecting other evidence as well. You may not have to do any further assessment if you can provide enough evidence. You will already have some evidence from past jobs, training or life experience. You may need to start collecting evidence now to

use in future assessments.

Evidence can include:

- .. demonstration of your work on the job
- .. demonstration of skills in another place like a TAFE College
- .. certificates or records of past training programs
- .. brochures which include descriptions of the training you have done
- .. references from previous employers, teachers, trainers or assessors
- .. performance appraisals
- .. job descriptions
- .. recordings
- .. work files
- .. research
- .. minutes of meetings
- .. samples of work completed
- .. running sheets
- .. articles in newsletters or journals about you or your work

Why is the assessor important?

The assessor will work closely with you. They will give you information and support you to have a say in how and when the assessment will be done.

The assessor may work alone with you. Sometimes they will need to get help from a specialist in your field of work and will assess together with this person.

What makes a good assessor?

A good assessor will:

- .. make you feel confident about the assessment
- .. provide clear information about the assessment
- .. explain the competency standards in a way you can understand
- .. help you to collect evidence
- .. give you feedback about how you are going during the assessment
- .. explain how you can appeal if you are not happy with the assessment
- .. make sure you get the certificate when you are assessed as competent
- .. make sure you get advice about further training.

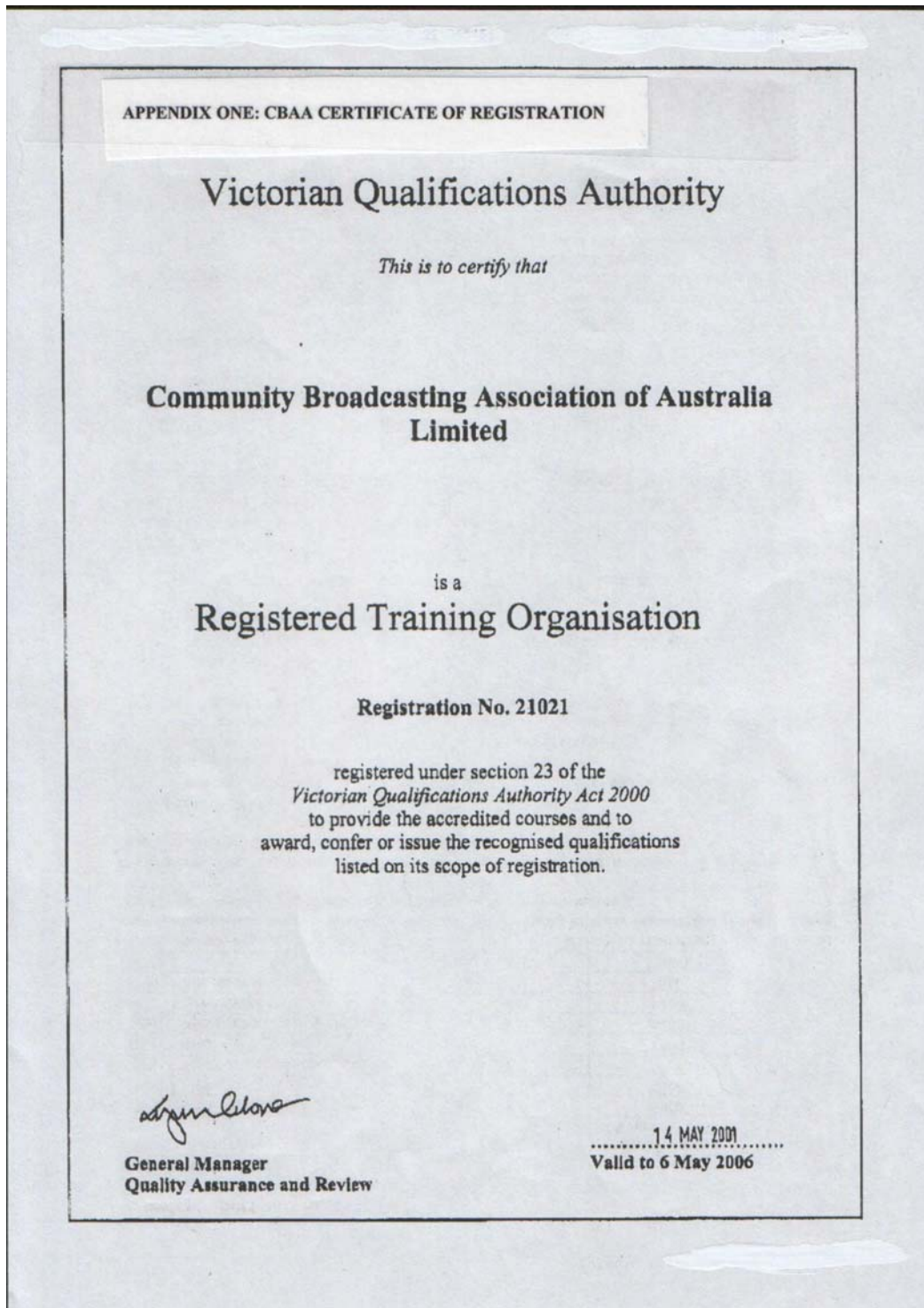
What are the steps in assessment?

This list of steps may not happen in the same order. Sometimes the assessor will join two or more steps together.

- .. You decide you want to be assessed.
- .. You meet with the assessor.
- .. The assessor provides information about assessment and the evidence you need to provide to show that you are competent.
- .. The assessor gives you information about the competency standards.
- .. You decide which areas you are already competent in.
- .. You collect evidence.

- .. The assessor decides, from your evidence, where you are already competent.
- .. You meet with the assessor.
- .. The assessor tells you which areas you haven't covered and need to be further assessed.
- .. You talk with the assessor about the best way you can show you are competent in these extra areas. You also talk about the best time and place for the assessment.
- .. The assessor organises the assessment.
- .. The assessment happens. This may happen over a period of time.
- .. The assessor tells you whether you are *competent* or *not yet competent* at the assessment.
- .. If you are competent, the assessor organises you to get a certificate.
- .. If you are not yet competent, you discuss another assessment with the assessor. You might do some extra training first.

APPENDIX ONE: CBAA CERTIFICATE OF REGISTRATION



APPENDIX TWO: CBAA CODE OF PRACTICE AS AN RTO

General

The CBAA will:

- maintain adequate and appropriate insurance including public liability and Work Cover;
- advise the Office of Employment, Training and Tertiary Education in writing within 10 working days of any change to the information contained in the Registration/Endorsement application;
- allow the Office of Employment, Training and Tertiary Education or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement;
- pay the Victorian Qualifications Authority all recognition fees within 30 days of these fees being due and payable.

Administration

The CBAA will:

- maintain systems for recording enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records. In the event that the CBAA ceases operations, all records of learner results, dating from the time the organisation became registered, for all training covered by the registration, will be sent to the Office of Post Compulsory Education and Training on computer disk.
- supply the Office of Employment, Training and Tertiary Education as requested with delivery details for each course/Training Package qualification and module/unit of competence in the Scope of Registration and learner details including enrolments, participation and completions in accordance with AVETMISS requirements.
- maintain confidentiality of all clients' records.

Course Delivery

The CBAA will:

- give learners, prior to course commencement, an orientation program containing information about the training program and availability of learning resources;
- ensure that a current copy of the national qualifications is available to learners;
- ensure that training and assessment occur in accordance with the requirements of the Training Package;
- ensure that the national guidelines are followed when customising courses to meet the needs of particular clients and advise the Victorian Qualifications Authority of customisation proposals;
- obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses; and
- ensure that all courses in the provider's Scope of Registration that are owned by the provider remain accredited.

Staff

The CBAA will:

- ensure that teachers and trainers have:
 - demonstrated competencies at least to the level of those being delivered;
 - demonstrated achievement of at least *Certificate IV in Assessment and Workplace Training* or its equivalent; and
 - industrial experience that is current and relevant to the particular courses/Training Packages or modules/units of competence that they are involved in delivering.
- ensure that responsibility for the management of Recognition of Prior Learning applications and assessments is clearly identified and undertaken by a person or persons with relevant expertise;
- ensure that responsibility for the management and coordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

Training Environment

The CBAA will:

- comply with all laws relevant to the operation of training premises including occupational health and safety and fire safety regulations;
- ensure the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation;
- ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair;
- provide clients with guidance services related to their training;
- take disciplinary action against any persons who, by their behaviour, compromise the learning environment for others.

Qualifications

The CBAA will:

- issue qualifications and/or statements of attainment to learners who satisfactorily complete the requirements of the accredited courses/endorsed Training Packages within the Scope of Registration. Qualifications and Statements of Attainment will include the following:
 - name of the provider as shown on the Certificate of Registration;
 - name of the person receiving the qualification;
 - name of the course/Training Package qualification as shown on the Scope of Registration;
 - date issued;
 - authorised signatory of the Registered Training Organisation.
- imprint certificates with the nationally recognised training logo where courses are nationally recognised;
- identify units of competency achieved on any certification issued in relation to courses based on national competency standards;
- accept and mutually recognise the qualifications and Statements of Attainment awarded by any other Registered Training Organisation.

Recruitment and Enrolment

The CBAA will:

- advise prospective learners of:

- its Scope of Registration;
- application processes and selection criteria;
- fees and costs involved in undertaking training;
- qualifications to be issued on completion or partial completion of courses;
- competencies to be achieved during training;
- assessment procedures including recognition of prior learning;
- grievance procedure;
- facilities and equipment;
- learner support services.
- recruit learners at all times in an ethical and responsible manner consistent with the requirements of courses;
- ensure that enrolment processes are explicit and defensible and equity and access principles are observed.

Marketing

The CBAA will:

- market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other provider or course;
- not state or imply that courses other than those within the Scope of Registration are recognised by the Victorian Qualifications Authority.

Grievances

1. Disputes or grievances will be handled professionally and confidentially in order to achieve a satisfactory resolution
2. All grievances will be managed fairly and equitably and as efficiently as possible
3. The CBAA will resolve any grievances fairly and equitably within forty-five (45) working days.
4. The CBAA will continually review its grievance policy.

Quality Assurance and Improvement

The CBAA will:

- adopt a quality assurance and improvement system, which includes clearly documented procedures for managing and monitoring all training operations and reviewing learner/client satisfaction. The Self-Assessment Manual compiled by the Office of Employment, Training and Tertiary Education (ETTE) will be used as the basis of the CBAA's quality assurance procedures. Appendix Five contains a list of the performance areas to be assessed and a structure for regular self-assessment.

APPENDIX THREE: CBAA SKILLS RECOGNITION ASSESSMENT PROCEDURE

Introduction

There are different terms used to refer to the recognition of an individual's learning and skills. These include Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC).

Recognition of Prior Learning is a form of assessment used to determine whether a person has achieved through formal or informal learning and experience, the required learning outcomes of a module or modules

Recognition of Current Competencies is the recognition of competencies acquired and held through prior learning, formal training, work experience or life experience. It is the equivalent to assessment against a unit of competency.

Policy

The CBAA will ensure that all prospective learners are provided with a copy of the skills recognition assessment policy and procedure.

Skills recognition assessment (including RPL) shall be available to all prospective candidates.

Applications for skills recognition assessments will be managed and assessed efficiently by a person or persons with appropriate expertise.

Skills recognition assessment processes will be valid, reliable, flexible and fair. Evidence collected to support this process will be valid, sufficient and authentic.

The CBAA will ensure that an individual's learning and skills are recognised, irrespective of how or where they have been acquired. 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.

Skills recognition assessments and outcomes will be recorded and relevant qualifications/Statements of Attainment will be issued where applicable.

Procedure

Information and advice on making application for skills recognition assessment can be obtained from community broadcasting stations or the CBAA.

Candidates could be invited to attend an interview process to discuss the application. Further information/documentation may be requested.

An assessment and verification of the application will be undertaken.

Applicants will be notified of the assessment decision. Where applicable, exemptions/credits will be given and recorded, and qualifications/Statements of Attainment issued.

Candidates may appeal a decision. Appeals should be lodged with the CBAA.

APPENDIX FOUR- APPEALING AGAINST AN ASSESSMENT DECISION OR MAKING A COMPLAINT

Appealing against an Assessment Decision

If a student is assessed and does not agree with the outcome, there is an assessments appeal procedure which must be followed. It is important that students understand their rights on this matter before an assessment is carried out.

1. Within 10 working days following the assessment, the assessee must give notice to the National Training Manager that he/she disagrees with the assessment result.
2. The appeals application must be on the CBAA's Appeals Application Form and must be accompanied by all original copies of the assessment tasks and supportive documentation.
3. The National Training Manager will arrange a phone hook up with the assessee and the assessor within 10 working days.
4. If the dispute is not settled following a phone hook up the assessee can elect to be assessed by another assessor or to be assessed by the same assessor with another person present who has expertise in the area being assessed.
5. If the assessee is assessed as competent at the second assessment, then the dispute would be settled.
6. If the assessee is assessed as not yet competent, he/she can approach to the assessor for another assessment at a later date although additional charges may be incurred for this assessment.
7. If the assessee is assessed as not yet competent at the second assessment, and the assessee disagrees, grievance procedures may be followed.
8. The Assessee's confidentiality will be maintained at all times during the assessment and/or dispute process.

Making a Complaint

The following grievance procedure is for clients who are wanting to complain about a training matter other than an assessment decision:

1. Complaints and grievances will only be accepted in writing. If a client complains by phone they should be sent a "Grievance Report Form".
2. Complaints and grievances will be registered by the Training Manager in the Corrective Action Records.
3. The Training Manager should determine whether there is a need for more information on the matter or clarification of certain issues.
4. The Training Manager consults with the training subcommittee on short term-action required to resolve the complaint. This action is recorded in the Corrective Action Records.
5. Short-term action is carried out as required and client is informed of the resolution.
6. If the client is satisfied with the resolution then all documents should be filed in the Complaints/Grievance file.
7. If the client is not satisfied with the outcome then the matter needs to be referred directly to the Training Subcommittee for consideration.
8. The Training Subcommittee will report the results of the review in the Corrective Action records and appropriate action will be carried out.
9. If the client is not satisfied with this outcome the matter will be referred to the National Committee of the CBAA which will carry out a review and report its findings in the Corrective Action records.
10. Every three months the Corrective Action Records will be reviewed by the Training Subcommittee