



OCURRIO

Candidate Handbook

RTO 45526

2023 - 2025

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Handbook Disclaimer

This Candidate Handbook contains information that is correct at the time of printing. Changes to legislation and/or **Ocurrío** policy may impact on the currency of information included. **Ocurrío** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting **Ocurrío**.

This handbook has been prepared as a resource to assist Candidates to understand their obligations and also, those of **Ocurrío**. Please carefully read through the information contained in this guide. All Candidates need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to awesome_training@ocurrío.com

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Important Details

Registered Training Organisation (RTO) Details:

Head Office: **Ocurrrio Pty Ltd**

ABN: 37625291161

RTO 45526

Level 1 / 113 Talbragar Street. Dubbo. NSW. 2835

(PO Box 119)

p: 0429 820 114 or 0428 979 105

e: awesome_training@ocurrrio.com

w: www.ocurrrio.com

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Welcome

Congratulations on your choice to undertake a qualification with **Ocurrío**. This Candidate handbook is designed to provide you with information about the services provided by Ocurrío and our approach to providing you a safe, fair and supported environment to participate in training and assessment.

This handbook does not provide you with specific information about a particular course offered by Ocurrío. This information is contained in the course brochure which is supplied separately.

About Us

Our mission

Ocurrío's mission is to deliver quality training assessment that meets the needs of learners and industry.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications and other accredited and non-accredited courses – for the latest list please refer to the Ocurrío web site.

In Australia, only Registered Training Organisations can issue nationally recognised qualifications and statements of attainment. Our RTO provider code is **45526**.

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Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face support
- Workplace visits
- Classroom lessons
- Online modules
- Online collaboration, and
- A combination of the above

Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with **Ocurrrio**.

Legislation

As an RTO, **Ocurrrio** is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- Standards for Registered Training Organisations (RTOs) 2015
- Standards for Registered Training Organisations (RTOs) Amendment 2019 (no.1)
- National Vocational Education and Training Regulator Act 2011

Additionally, **Ocurrrio** abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Candidate Identifiers
- Taxation
- Work Health and Safety

Ocurrrio is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

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Code of Conduct

As a responsible member of the VET community, **Ocurrío** follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, **Ocurrío** has expectations for Candidate behaviour. These are outlined in the section ‘Candidate Conduct’.

Ocurrío’s Code of Conduct states that:

Ocurrío is committed to helping Candidates achieve their learning objectives and encouraging them to embrace the challenges and opportunities of lifelong learning. This code of conduct policy is designed to outline a number of principles that underpin our approach to adult education.

General Conduct

Appropriate, respectful and professional behaviour is expected when representing Ocurrío internally or externally and in all relationships with stakeholders. This means that Ocurrío Trainers/Assessors are required to:

- Act in the best interests of the Candidates and Ocurrío: by following organisational policy and procedures, being a role model for Candidates, engaging Candidates in relevant learning and offering support and encouragement.
- Act responsibly and in a professional manner: by maintaining appropriate relationships with Candidates, maintaining professional boundaries in all situations internally and externally, working to resolve conflicts that may arise between themselves and a Candidate, being punctual and well prepared for classes, completing all paperwork within the required timeframes and accurate manner.
- Act with Integrity, fairness and commitment: upholding the plagiarism, cheating and collusion policy and implementing procedures if required, exercising reasonable judgement and ensuring that their actions do not lead to or condone unjust practises.
- Show respect for the rights, dignity and individual difference of others: by respecting cultural, individual and role differences including those based on age, gender, identity, race, ethnicity, culture, national origin, sexual orientation, disability, language and socio- economic status and by maintaining a Candidate’s right to privacy, confidentiality and self-determination. Trainers/Assessors will also maintain the highest privacy standards in terms of protecting personal information of Candidates.
- Strive for excellence: by continuing to improve their VET knowledge, assessor skills and industry currency and Candidate management skills, by engaging in appropriate professional development activities.

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Health and Safety

Ocurrío’s Trainers/Assessors have a ‘duty of care’ (a duty imposed by the law to minimise the risk of harm) for all Candidates they are working with. Ocurrío’s Trainers/Assessors must take such measures as are reasonable in the circumstances to protect Candidates from known hazards and/or harm which could arise and are responsible for taking reasonable care to protect their own and Candidates’ health and safety. This means that Ocurrío’s Trainers/Assessors are required to:

- Ensure that any equipment is safe for use
- Not attend a session if they have a contagious illness. Trainers/Assessors must advise Ocurrío in advance if they cannot attend a class/session.
- Seek first aid and inform the CEO if a Candidate becomes unwell or is injured.
- Conduct hazard inspections of training venues and workplace’s used for assessment tasks
- Follow the accident, emergency or evacuation procedures in the event of an incident as required.

Record Keeping

Ocurrío’s Trainers/Assessors keep appropriate records to support the monitoring, assessment and reporting of Candidate progress. All records are stored in aXcelerate (AVETMISS compliant software)

Ocurrío also maintains records to meet the compliance requirements of registering and funding bodies.

Confidentiality

Ocurrío’s Trainers/Assessors must respect the absolute rights of Candidates’ confidentiality, except as expressly permitted by the Candidate in writing or as required by law.

Ocurrío’s Trainers/Assessors are bound by the Ocurrío Privacy Policy and Confidentiality Agreement.

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Candidate Conduct

Just as **Ocurrío** has a responsibility to meet expectations of Candidates, legislation, and regulations, so too, do Candidates have obligations they are expected to meet. It is expected that Candidates will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Ocurrío views Candidate misconduct seriously. We expect that our Candidates will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of Candidate misconduct vary up to and including expulsion from the course.

Examples of Candidate misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to **Ocurrío** and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Candidate to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Candidates found guilty of misconduct have a right to lodge an appeal by following our **Complaints and Appeals Policy and Procedure**.

Academic misconduct

Plagiarism and cheating are serious offences. Candidates engaging in this behaviour will face disciplinary action.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at **Ocurrío**. All staff, Candidates and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately to your course trainer.

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Smoking, Drugs and Alcohol

Ocurrrio is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any Candidate under the influence of drugs and/or alcohol is not permitted on **Ocurrrio** premises, to use **Ocurrrio** facilities or equipment, or to engage in any **Ocurrrio** activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Other Policies and Procedures

The following Policies and Procedures underpin **Ocurrrio**'s operations. Please contact our administration department at awesome_training@ocurrrio.com for more information

- Access and Equity Policy
- Complaints and Appeals policy and procedure
- Assessments Policy and Procedure
- Grievance Policy and Procedure
- Marketing Policy
- Policy for Candidate Conduct
- Pricing Policy
- Privacy Policy
- Refund Policy and Procedure
- Workplace Health and Safety Policy

Privacy

Ocurrrio strongly supports the privacy and confidentiality of its Candidates. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Access to Your Records

If you wish to access your Candidate information file, please direct your enquiry to awesome_training@ocurrrio.com

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Enrolment

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment form has been completed, you will be enrolled into the qualification or course and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

Enrolment Dates

Ocurrrio operates on a system of rolling start dates. This means you are able to enrol and start studying straight away. If you have further questions, please direct them to our office on:

p: 0429 820 114 or

e: awesome_training@ocurrrio.com

Entry Requirements

Please contact **Ocurrrio** to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. NBN connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

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Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows Candidates to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show Candidate achievements from 1 January 2015 onwards.

As an RTO, **Ocurrrio** cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all Candidates supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/Candidates/create-your-usi> for more information, and instructions on how to apply.

Individual Candidate training delivery plan

As part of the overall enrolment process, **Ocurrrio** will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

Access and Equity

Ocurrrio will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. **Ocurrrio** prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

It is the responsibility of all staff at **Ocurrrio** to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on **0429 820 114**.

Ocurrrio will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support. **Ocurrrio** refers Candidates who require LLN support to:

Reading Writing Hotline

1300 6 555 06 or <https://www.readingwritinghotline.edu.au/enquiries@readingwritinghotline.edu.au>

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Other Support Services

Ocurrrio is at all times concerned for the welfare of its Candidates. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Fees

Information about fees and charges is documented clearly on our website www.ocurrrio.com or can be obtained by contacting **Ocurrrio**. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as of the date of this handbook and are subject to change. Please contact **Ocurrrio** if you have any questions related to course fees.

Course Fees

Refer to the Ocurrrio web site for latest fees and charges. These may change for an Enterprise or Company solution with multiple candidates and the degree of face-to-face time that is included in the program.

Other Fees

Replacement of Training Materials

Ocurrrio may charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with **your trainer** or contact us on awesome_training@ocurrrio.com if replacement materials are required.

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Re-issue of Transcripts

An administration fee of **\$30** applies for **Ocurrrio** to re-issue a copy of your Certificate or Statement of Attainment.

Late Submission of Assessment

In cases where assessments have not been submitted within the course timeframe, a fee will apply for late submissions to be assessed. Similarly, if you re-submit an assessment previously marked 'Not Yet Competent' (NYC) outside of the agreed training contract time, a fee to mark these assessments may also apply.

Cancellation Fee

A cancellation fee may apply for withdrawing from a course. This will be determined on a case-by-case basis.

Payment Options

Payment of course fees can be made to **Ocurrrio** via electronic funds transfer or credit card

EFT

Account name: Ocurrrio Pty Ltd

BSB: 012 615

Account number: 309611475

Credit Card

<https://ocurrrio-pty-ltd.square.site/>

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or **Ocurrrio** withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on awesome_training@ocurrrio.com to discuss options.

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Failure to Make Payment

If payments are not made according to the agreed terms, **Ocurrrio** may find it necessary to suspend training until payment is received. Failure of the Candidate and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact **Ocurrrio** as early as possible to discuss options.

Refunds

Should you withdraw from a course for any reason, a full or partial refund may be applicable. Please contact **Ocurrrio** on **0429 820 114** to discuss individual circumstances.

Course Withdrawal

If you wish to withdraw from a course, you must advise **Ocurrrio** in writing of your decision. Send your notification to withdraw from the course and request for a refund to awesome_training@ocurrrio.com

Include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation
- Reason for course withdrawal
- Refund request

Your application will be reviewed, and you will be advised in writing of the outcome within **7 working days**.

Cancellation of Course by Ocurrrio

In the event that a course is cancelled by **Ocurrrio** for any reason, Candidates enrolled at the time of the cancellation announcement will have their fees fully refunded. Candidates who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

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Course Information

All instructions, course notes, case studies, films and assessment tasks will be delivered through aXcelerate (RTO compliant software). You will be given a unique login where you can access the course content to complete and submit on-line assessment tasks.

You will be given an outline for training appointments which may include:

- Workplace visits
- Classroom sessions
- Online modules
- A combination of the above

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level. The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a Candidate would need as a full-time Candidate to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a Candidate would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

| AQF Qualification Level | Typical Volume of Learning |
|-------------------------|--|
| Certificate I | 0.5 - 1 year |
| Certificate II | 0.5 - 1 year |
| Certificate III | 1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements) |
| Certificate IV | 0.5 - 2 years |
| Diploma | 1 - 2 years |
| Advanced Diploma | 1.5 - 2 years |

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf>

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Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a Candidate to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a Candidate can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a Candidate has the required skills and knowledge to perform effectively in the workplace. If a Candidate's performance in the assessment does not demonstrate the requirements, rather than a fail, competency-based assessment means the Candidate is marked as 'unsatisfactory', and more training is required to get to the point of being 'Satisfactory'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Satisfactory' include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- Conducting a workplace inspection
- A combination of the above

Ocurrío has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

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Training and Assessment Strategies

Ocurrrio staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Ocurrrio. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (CT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Ocurrrio. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

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Recognition Processes

Ocurrío offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact **our administration department** to discuss your options.

Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a Candidate has *“...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained”*.

(Taken from: <http://www.skillsrecognition.net.au/key-terms>)

Credit Transfer

Ocurrío recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact **our administration department** on **0429 820 114** or **awesome_training@ocurrío.com**.

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Foundation Skills

All training and assessment delivered by **Ocurrío** contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Assessment Information

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was ‘unsatisfactory’, you will need to provide more evidence to support your claim for satisfactory. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. **Ocurrío does not** charge a fee for resubmission of assessments. If, after **5** number of resubmissions your work is still ‘Unsatisfactory’, you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Talk to **course trainer** for more information. All of the staff at **Ocurrío** will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed ‘Satisfactory’ against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

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Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by **Ocurrrio**. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Referencing

When it comes to properly acknowledging where information has come from, Candidates should be aware of, and be able to properly use, referencing protocols. **Ocurrrio** expects that you use **Harvard** style of referencing when writing your assessments. More information about how to do this can be found at: https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf

Complaints and Appeals

Whilst as a Candidate, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow **Ocurrrio's** Complaints and Appeals Policy and Procedure.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete and submit your assessments. They are happy to support you and can be contacted through our office on awesome_training@ocurrrio.com

Candidate Feedback

Ocurrrio is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from Candidates regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

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Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for **Ocurrrio** and other RTOs in the Standards for RTOs 2015.

If for some reason **Ocurrrio** ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by **Ocurrrio**')

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Appendix A

Information from the Standards for RTOs 2015

The following information has been taken from <http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/about-the-standards-for-rtos/standard-five/clauses/clauses-5.1--5.4.html>

Standard 5 is about making sure learners “are adequately informed about the services they are to receive, their rights and obligations, and the RTO’s responsibilities under these Standards”. Much of the information learners need to know can be included in the Candidate Handbook or published on your RTO’s website.

Inform and protect learners

Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner’s needs, taking into account the individual’s existing skills and competencies.

Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO’s behalf, and
 - any work placement arrangements.
- the RTO’s obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- the learner’s rights, including:
 - details of the RTO’s complaints and appeals process required by Standard 6, and
 - if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- the learner’s obligations:
 - in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services
 - any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
 - any materials and equipment that the learner must provide, and
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

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Clause 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:
 - fees that must be paid to the RTO, and
 - payment terms and conditions including deposits and refunds
- the learner’s rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner’s right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early, or
 - the RTO fails to provide the agreed services.

Clause 5.4

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

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Appendix B Consumer rights

Inform prospective learners about their rights as a consumer, in accordance with state/territory laws.

If state or territory laws where the course is being offered require a cooling-off period, you must provide information about this.

Your RTO must also notify learners when any change occurs that may affect the services you are providing them. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.

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