

Making a positive difference

Smart Connection Training offers educational pathways to its participants. Each level of these pathways broadens the career options available to participants and helps them do what they want. Being supportive, engaging and proactive with our students is of paramount importance to us.

Have your say:



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Welcome

Smart Connection Training (SCT) has for the past decade been committed to providing training outcomes to our clients in the service industry. We understand that this is where people's interaction with customers is critical for the success of each business and also to individuals as they grow within the organisation.

Understanding that customers judge an organisation by the quality of their staff and the experience that they receive, has allowed us to develop realistic and focused training experiences.

We believe that an organisation's success, growth and professional development of their staff are intertwined and that is how we have developed our training offering.

This student handbook addresses our education philosophy and commitment (Section 1), expectations on the student (Section 2), expectations on the workplace/school (Section 3) together with study tips (Section 4).

We believe that by providing a flexible learning environment we offer the best opportunity for success.

With online and correspondence options, face-to-face practical sessions and assessments as well as project work to prepare participants to either enter or progress through their industry.

If there is anything that you believe can make your journey with us better then please let us know

All the best for your journey and we look forward to hearing the great results.

Martin Sheppard

Managing Director






Prior to Enrolment

Introduction

It is important that prior to enrolling with us for your chosen training program that you appreciate what you are committing to and what our commitment is back to you. In this booklet we share with you our educational philosophy so that you can decide if this is the right approach for you, whether it be by correspondence on-line or face to face in a blended delivery format. We would like to share the benefits of training as well as sharing our expectations upon you. In addition we work together in this journey and so have shared with you our commitment to your education, combined with key learning logistics to ensure a smooth journey.

Admission Criteria

Smart Connection Training is a Registered Training Organisation (RTO) that is committed to delivering quality training experience to our clients and students. We offer a broad scope of qualifications ranging from Certificate I to Advanced Diploma level qualifications, with three key streams:

-  Sport and Recreation
-  Fitness
-  Business, administration and management

The admissions pathway for the course is detailed in each course with any prerequisite listed (e.g. Certificate IV Fitness for Personal Trainer must complete a Certificate III first). The scope of our registration can be seen on www.training.gov.au. It is important that the chosen training program will assist each participant in their progression with their career path. Options for career paths are detailed in Appendix 1.

We also offer job opportunities through our website where we have partnered with Australia's leading leisure and sports job website to offer the Smart Connection Jobs Board (www.smartconnection.com.au).

Application process

Enrolment into one of our training qualifications is a five-stage process. The enrolment paper work will be provided once you have indicated that you wish to enroll with us. The steps are:-

1. Confirming your personal details;
2. Assessing language, literacy and numeracy skills;
3. Understanding your options through the student handbook/presentation;
4. Assessing eligibility for government funded play and confirming fees/ payment options; and
5. Student declarations.

Fees and costs involved in undertaking training

Payment

Once you have been enrolled, you or your employer will receive an invoice for your course fees. The amount due will depend upon whether you are eligible for any government funding to you or your employer. Please contact us for assistance on your eligibility for either State or Federal Government Funding. If your fees and enrolment cost is funded personally, remember to keep your invoice and receipt for your tax return. There is no GST payable on these fees.

Self-Funded Students

Your fees are structured as agreed and in your enrolment pack. All payments must be paid on the due date. In the event that invoices remain unpaid, we reserve the right to withhold further training in course units and suspend training whilst reasons for nonpayment are established.

Refunds

In the event that you have to withdraw from the program, our refund policy for the enrolment fee is as follows:

Condition	% Refund
Withdrawal before enrolment	100%
Withdrawal from course once unit has commenced	No refund

Hardship

In the event that the fees cannot be met due to financial hardship through unforeseen circumstance, you can apply to us for concession. Please speak to our team for further details.

Course Withdrawal & Other Charges

Any additional sessions required due to the employer or student nonattendance at the formal sessions may be charged at an hourly rate of \$150 plus travel costs.

All payments are to be settled in full as specified on invoices, prior to the start of the course and are not reliant on any Government funding available to the employer. Smart Connection Training is not responsible for the management of any Government Funding the employer may receive. It is the employer's sole responsibility to manage the Government Incentive program. Smart Connection Training's invoices are in no way linked to this funding and payment of these invoices is not to be withheld should funding be delayed or withheld or if the student is ineligible for funding.

Where the Employer has not paid monies owing within the original time period, Smart Connection Training may, at its discretion, withdraw the training service for the student without notice. The Employer is still responsible for paying the monies owed.

Exemptions from Tuition Fees

1. **Smart Connection Training will not charge more than the minimum tuition fee in respect to a government-funded course that is in one of the following categories:**
 - a. Basic Adult Education courses; or
 - b. Literacy or numerical courses; or
 - c. English as a second language courses; or

- d. Programs that specifically target one or more of the following groups:
 - i. Women - where the program is designed to redress past disadvantage in relation to education, training or employment.
 - ii. Persons who have been unemployed for the preceding twelve months.
 - iii. Aged pensioners.
 - iv. Disabled persons.
- 2. Smart Connection Training will not charge a tuition fee that is more than the minimum charge from a person who receives one of the following benefits, pensions or allowances for his/her dependent spouse or dependent child:**
- a. Aged pension
 - b. Veterans' Affairs Service pension (Age)
 - c. Carer's pension
 - d. Additional Family payment
 - e. A Formal Training allowance paid by the Commonwealth Dept. of Employment, Education & Training and Youth Affairs.
 - f. Disability Support pension
 - g. Veterans Affairs Service pension (Invalid)
 - h. Job Search allowance provided that the person has not been a full-time secondary student in the preceding 16 weeks.
 - i. Mature Age allowance
 - j. Rural Adjustment Scheme
 - k. Sickness allowance
 - l. Sole Parent's pension
 - m. Special benefit
 - n. Newstart allowance
 - o. Widow's pension
 - p. Youth training allowance
 - q. Partner allowance
- 3. Smart Connection Training will not charge**
- a. A tuition fee for a student enrolled in a course at another government funded education institution.
 - b. A tuition fee or any other fee or charge for a course for which funding has been provided directly or indirectly by the Commonwealth and where a condition of that funding prohibits the imposition of that fee or charge.
- 4. Smart Connection Training will not charge a tuition fee in relation to a student who is:**
- a. A prisoner within the meaning of the Corrections Act 1986; or
 - b. An individual who is –
 - i. Detained (other than in weekend detention) under a sentence of detention in a youth training centre or a remand centre under the Children and Young Persons Act 1989 or the Sentencing Act 1991; or
 - ii. Detained (other than in weekend detention) in a youth residential centre established under the Children and Young Persons Act 1989; or
 - iii. Held on remand in a youth training centre established under the Children and Young Persons Act 1989; or
 - iv. Required to attend the course or courses concerned pursuant to a noncustodial order made under the Children and Young Persons Act 1989.
- 5. Smart Connection Training will not charge a tuition fee that is more than the minimum charge in relation to a student who is of Aboriginal or Torres Strait Islander background.**
- 6. Where a student who was previously eligible for an exemption or concession becomes ineligible for the exemption or concession and then enrolls in a further course or a part of a course during the year. The total tuition fee payable by the student in respect of all enrolments in that year must not exceed the maximum charge.**

Course content

The course content is detailed in the training program outline and has cluster of units packaged in a manner that will optimize your learning experience. The course content for your course is downloadable off our website and/or will be provided by our training consultant.






Qualification issue

Smart Connection Training will:



1. **Issue credentials and/or statements of attainment to students who satisfactorily complete the requirements of the accredited courses/endorsed training packages within the Scope of Registration. Credentials and Statements of Attainment will include the following:**
 - a. Name of the provider as shown on the Certificate of Registration
 - b. Name of the person receiving the qualification
 - c. Name of the course/training package qualification as shown on the Scope of Registration
 - d. Date issued
 - e. Authorised signatory of the Registered Training Organisation
 - f. Imprint certificates with the nationally recognised training logo where courses are nationally recognised
 - g. Identify units of competency achieved on any certification issued in relation to courses based on notional competency standards
2. **Accept and mutually recognise the qualifications and Statements of Attainment awarded by any other Registered Training Organisation.**

Assessment process









Smart Connection Training works towards facilitating learners to achieve success. This is achieved through a number of strategies including:

-  Provision of user friendly learning resources
-  Services that are focused on assisting the learner
-  Availability of additional support when required
-  Provision of information relating to the requirements of the training program, including the assessment details
-  Developing assessment tools that are closely linked to both the training program requirements and the workplace

Objectives of the Assessment Process

-  To confirm that participants have acquired the competencies identified in the learning modules
-  To demonstrate that participants are competent to the agreed industry standard

Assessment methods include but are not limited to:

-  Observation
-  Practical Demonstration
-  Projects/Assignments
-  Case Studies
-  Question and answer
-  Multiple Choice Questions & Answers
-  Role Plays
-  Supervisor / Third party report

What Evidence Will Be Required?

In keeping with the principles and practices of competency-based assessment, the determination of competence will be made on a variety of assessment methods. Trainers will gather evidence of competencies over the duration of your training program.

Throughout each unit there will be a variety of assessment tasks to complete, and the trainee will be consulted during this process to ensure their individual learning needs are taken into consideration.

More formal assessment strategies are used to consolidate the evidence that they have been developing.

Smart Connection Training allows participants three opportunities to be assessed as competent. Should a student not achieve competence after three attempts then it will be recommended they repeat the unit of study.

Recognition of prior learning

Definition












Recognition of prior learning (RPL) provides participants with an opportunity to recognize previous study or work experience credited towards units or the whole qualification.

Although RPL and credit transfer are related, and the boundaries between them are often blurred, they are distinguished as alternative pathways to an AQF qualification. They are distinguished by the way they relate to learning achieved through formal education and training (credit transfer) and learning achieved outside the formal education and training system (RPL).

RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Credit transfer is the process where existing certificates are assessed, or the award of credit in, the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF framework.

Prior learning can include skills and knowledge gained through:

-  paid work experience - full-time, part-time or casual in Australia or overseas
-  voluntary work
-  family duties such as raising children or being a carer
-  hobbies or leisure activities
-  unpaid work that you do for yourself or your family such as farming, cooking, gardening, fixing things or managing events
-  being coached or mentored (or coaching and mentoring others)
-  attending and participating in seminars, conferences and workshops
-  short courses that are not TAFE accredited
-  having fluency in a language other than English
-  private study and research
-  any other life experiences that have given you competencies that match those in the relevant courses.

Outline of RPL procedure

1. Student requests an RPL information and assessment kit.
2. Smart connection supplies the RPL Kit including fees and charges schedule and student handbook in person, via email, or mail.
3. Student pays the applicable fee as discussed with the student prior to enrolment
4. Smart connection enters all relevant information into the Student Management System (Wisenet) reporting AVETMISS compliant data.
5. Student completes assessment kit and supplies supporting evidence. This may include documents developed, formal training certificates or references (as guided in the RPL kit).

6. Once received from the student an assessor will assess the student's application and arrange to discuss their submission.
7. It may be necessary to attend an interview with the RPL assessor to ascertain further information, on which the assessor will base their decision or offer further advice
8. All applicants will be advised of the outcome of their application within 14 days and will be given the necessary information identifying the competencies needed to complete their course of study.

As with any assessment, there is a right of appeal against the decision

The cost

The fee charged will depend on the amount of work required to undertake the assessment and will be determined by Smart Connection Training, and agreed with the student prior to any work being undertaken.

Recognition of Current Competency

Recognition of Current Competency (RCC) is a process that is applied if you need to have your skills re-assessed to ensure you have maintained competency in an accredited course. This may be required by a licensing authority or in Occupational Health and Safety units where skills such as First Aid are regularly updated. Your employer may have told you that you need to be re-assessed for licensing purposes. If so, you can apply for RCC for individual courses.

Credit Transfer

Where a trainee provides evidence of completed qualifications or parts thereof that directly correspond to units or modules within the proposed training program, Smart Connection Training will apply a direct credit transfer of those units or modules. A copy of the Certificate or Statement of Attainment must be provided and this must list the units successfully completed.

Complaints, grievances and appeals procedure

Smart Connection Training actively encourages feedback and dialogue with our students, work places and trainers as part of its continuous improvement philosophy. It has established an equitable and transparent process for encouraging and dealing with feedback, complaints, grievances and appeals.

Our policy is governed by the following values and principles:

- 🌍 All students shall have a clear opportunity to express their view on their learning experience, whether positive or negative.
- 🌍 The process shall be transparent and no student shall perceive any disadvantage by expressing their views
- 🌍 The complaint shall be dealt with at the level of occurrence with opportunity for escalation to hasten resolve
- 🌍 High-risk complaints, including allegations of sexual harassment, discrimination and bullying shall be directed to the company's General Manager.
- 🌍 Student feedback shall be dealt with in a timely, confidential and open manner and the student shall be kept informed of all progress
- 🌍 All feedback will be analysed and trends built into the company's continuous improvement process so that all students benefit from the learning of the feedback.

The process students are encouraged to adopt is:

1. Document the complaint or problem as soon as possible after the event
2. Talk to their trainer, if possible
3. Contact the Training Student Service/Learning and Development Coordinator or Student Service/Learning and Development, with a view to resolving the grievance
4. The Student Service/Learning and Development team will follow up towards a resolution for all parties with consideration to the needs of the individuals concerned and the relevant government legislation.

Students are encouraged to request a full copy of Smart Connection Training's Complaints and Appeals Policy from the Student Service/Learning and Development team. To ensure that the complaint or appeal is managed in a transparent way, Student Service/Learning and Development team will:

1. Document and recorded details on their CRM system
2. Follow escalation processes as required
3. The student will then be requested to formally present their case if they so desire.
4. Recommendations will then be made in accordance with the Smart Connection Training policy manual. Any outcome or resolution will be documented and a written notification will be forwarded to the student and kept on file at Smart Connection Training. If the issue is not resolved internally, Smart Connection Training will utilise the services of an independent mediator (ACPET).

Facilities and equipment

We aim to train you in environments that are safe and are conducive to positive learning experiences. Your trainer or a member of Smart Connection Training staff will have conducted an OH & S assessment at these venues to ensure that they meet our and your needs. .




In your work placements or gym experiences it is important that you can discuss the occupational, health and safety considerations and responsibilities while at that venue with the management and that they provide you with guarantee's that they follow good practices.

National Centre for Vocational Education and Research

The National Centre for Vocational Education and Research (NCVER) as part of its governmental obligations conducts quality research on all VET students throughout Australia so they may contact you during or after your course.

Student support services

During your training you will be eligible for a number of support services including:

-  Access to educators and teachers to provide continued support, including mentoring and coaching if needed.
-  Additional study resources and course work including offer of one-on-one support. A fee may be charged for this service.
-  Access to fitness gym to assist under guidance learning for the fitness qualification.

Student Counselling

Smart Connection Training's Student Service/ Learning and Development team aims to assist student with any issues which impact negatively on their Studies. We aim to support our students throughout their course of study. Our goal is to ensure our students success in their studies and their personal wellbeing. Students are encouraged to speak to contact the Student Service/ Learning and Development for any support needs.

Job Board

Smart Connection Training is committed to the success of its students career. Smart Connection Training's Job Board is a database of employers who are seeking to employ our students. The Smart Connection Training Job Board is easily accessible for all our students via the Smart Connection Training website.

Language, Literacy and Numeracy (LLN)

Sufficient language, literacy and numeracy (LLN) skills are required to function adequately in everyday life. If the wrong meaning is taken from a sentence this may lead to the incorrect assumptions being made by the reader. If a written statement conveys the wrong message then the intent may be misunderstood. If a calculation is incorrectly solved then the outcome may have severe ramifications.

These LLN skills are also crucial for the understanding and success in completing learning courses and qualifications. Any providers of courses are required to identify potential students with challenges in the areas of LLN before the enrollment. If the challenges are not related to the core requirements of a qualification, then alternative options of assessment must be provided to ensure there isn't any bias against such a student. Also, the design of any course needs to be underpinned by LLN considerations.

How we assess for LLN

As part of the enrolment process, a quiz is given that covers aspects of LLN. These are then assessed.

How we support LLN challenges

We work with the school (for SBATs) to align with current support. The Facilitator will provide extra support as required. Alternative assessments will be provided that do not require the use of the area identified as an issue.

For example oral examinations may be given instead of written tests. Observations may be used instead of a mathematical calculation of written test.








By providing these alternatives, every student has an equal chance of succeeding in the studies and their competence is based on their ability in the relevant field, not their LLN ability.

Student Study Commitments

Student responsibility

Smart Connection Training incorporates adult learning principles throughout the delivery of its training programs. Students are encouraged to take responsibility for their learning and to be active in the education and assessment process.









Smart Connection Training therefore encourages all students to:

-  Prepare for training sessions
-  Participate appropriately in all training sessions
-  Undertake all work requirements in line with designated deadlines
-  Relay to their individual trainer, any problems being experienced
-  Participate in activities and offer constructive advice relevant to course delivery
-  Expect that Smart Connection Training trainers will treat them with politeness, equity and respect and reciprocally treat trainers in the same manner
-  Use established grievance procedures if there is a problem regarding course delivery or if they experience any difficulties with staff of Smart Connection Training

The student will be required to demonstrate some core skills for them to successfully complete the course, especially if one has not studied for a few years or will be working in a new environment. It is recommended therefore that time management will be of the essence.

Blended training delivery

Smart Connection Training offers a blended delivery model to optimize the learning experience that the student will undertake, this includes:

-  Workplace delivery
-  Workplace mentoring
-  Research projects
-  Supervised learning
-  Practical demonstration
-  Observation
-  Online learning
-  Group / Team work

In addition students of certain courses will be provided options for correspondence and online learning through our training portal (due June 2012).




Correspondence / Online Training



Studying a course program by correspondence or online may be perfect for people with busy lives, who can juggle study with their work, sporting and personal life. It is not for everybody and is certainly not an easy option. You need to ensure that you are driven, have excellent time management skills and can still prioritise all of the other tasks you have in your life.

To assist us offer training schedules and provide mentoring through our excellent trainers who will support you during the process and will contact you regularly. Your commitment is needed for this to be a success.

Benefit of workplace delivery

There are many benefits in using the workplace delivery option, including:

-  The ability to balance the demands of home and work more effectively
-  Focus on the student's individual needs as a learner
-  Where training is delivered in a classroom environment, you have an opportunity to learn from others knowledge and experience

-  Links between training and the workplace are much stronger and more relevant
-  Work through modules at your own pace with assistance from the trainer

Student commitment

The quality of the training and qualifications from Smart Connection Training is maintained and perceived by the industry through our rigorous assessment procedures. It is the student’s responsibility and commitment to ensure that the course units or qualifications requirements are achieved.

Assessment guidance

Time for assessments/study

Depending upon the level of the qualification being studied will impact on the time required to successfully achieve the qualification. Therefore as a guide:


Course	Time for assessments
Certificate II assessment per unit	4-5 hours
Certificate III assessment per unit	5-6 hours
Certificate IV assessment per unit	6-7 hours
Diploma/Advance Diploma assessment per unit	8-10 hours

This guide should provide some idea of time needed for the completion of any assessments outside the classroom.


What is the assessor looking for?

The results for an overall program/unit are determined on the basis of each student demonstrating that they understand the associated competencies around the criteria outlined in the training assessment strategy.








If this is demonstrated each student will receive a result of:

-  C – Competent

If not then the result will show:

-  NYC – Not Yet Competent

If deemed NYC, students will be invited to provide additional evidence that can demonstrate their competency. More than one assessment will incur an additional fee. Evidence must demonstrate your competence and may be from the workplace or your own life, sports or past time. This may include evidence such as:

-  Emails, letters, correspondence
-  Project plans, task descriptions
-  Third party testimonials
-  Projects that you have developed and delivered upon
-  Minutes, agendas from meetings
-  Sports and training plans
-  Assessments or surveys

Course monitoring

All students are appointed a trainer who is responsible for the delivery and monitoring of training.

Students who feel that they may be disadvantaged in the learning environment as a result of a disability, language, culture, gender, age or other perceived barriers should discuss this with their individual trainer.

Should the student experience any difficulty that may be affecting their studies, it is advised they discuss this with their trainer.

Review and evaluation processes will occur at scheduled intervals over the duration of the training program. The trainee is encouraged to provide feedback to assist Smart Connection Training in our quality assurance process.

Student's academic performance will also be monitored on Smart Connection Training student management system. If a student is in breach of their academic performance requirements; they will be sent warning letters.

Access to student records

All students are able to access their records at any time during normal office hours. You will be required to positively identify yourself with photo identification before any information is released. If you have any enquiries regarding access to your records, contact Smart Connection Training at the main head office – our telephone (03) 8696 7500.

Post training review

All students will receive a feedback survey part way into their course and at completion. We value feedback and it is important for our continuous improvement processes.

Attendance

A training schedule will be provided. If the student is unable to attend a session, they are requested to please notify the trainer or telephone Smart Connection Training head office as soon as possible. Student attendance will also be monitored on Smart Connection Training student management system. If a student is in breach of their attendance requirements; they will be sent warning letters. If the student would like a copy of the procedure Smart Connection Training's Administration staff are able to provide it.

Our Commitment

General

Smart Connection Training will:

- 🌐 Maintain adequate and appropriate insurance including Public Liability and WorkCover
- 🌐 Advise the relevant government body in writing within ten working days of any change to information contained in the Registration/Endorsement application.
- 🌐 Allow the relevant government body 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 relevant government body all recognition fees within 30 days of these fees being due and payable.

Administration

Smart Connection Training will:

- 🌐 Maintain systems for recording student enrolments/ attendance, completion, assessments, outcomes (including Recognition of Current Competencies or Prior Learning), results, qualifications issued, grievances and the archiving of records. In the event that Smart Connection Training ceases operations, all records of students' results from the time they became registered will be sent to the relevant government body.
- 🌐 Supply the relevant government body with delivery details for each course/training package qualification and module/unit of competence in the Scope of Registration. Information on student details including enrolments, participation and completions in accordance with AVETMISS requirements will also be provided.
- 🌐 Maintain confidentiality of all records.

Course Delivery

Smart Connection Training will:

- 🌐 Ensure that a current copy of the accredited course curriculum/endorsed training package and information regarding the program of study, availability of learning resources and appropriate support services are available to students.
- 🌐 Ensure that training and assessment occurs within the requirements of the accredited course/endorsed training package and where appropriate, the state or national guidelines for customising courses.
- 🌐 Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.

Marketing

Smart Connection Training will:

- 🌐 Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambitious 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 State Training Board.

Access and Equity

This policy deals with approaches that ensure the vocational education and training that Smart Connection Training offers is responsive to the diverse needs of our clients. Access and equity ideals apply equally to Smart Connection Training as an employer, as they do to our clients. The rationale of this policy is to ensure that the benefits of vocational education and training are available to everyone on an equitable basis.

It is the policy of Smart Connection Training as a flexible provider of training to meet the diverse needs of our clients. Within the broad concepts of flexible learning, Smart Connection Training will strive to meet any reasonable access or equity concern by its clients.

Quality Assurance and Improvement

Smart Connection Training will:

- 🌐 Adopt a quality assurance and improvement system that includes clearly documented procedures for managing and monitoring all training operations and reviewing student/client satisfaction.
- 🌐 Trainees will be surveyed a minimum of once during training and again on completion to gauge their satisfaction with the training provided by Smart Connection Training. Trainees can expect that a Smart Connection Training employee will contact them to administer a brief government required survey.
- 🌐 On top of the government required satisfaction survey, trainees can expect to be surveyed for our own internal quality mechanisms. This is an attempt to give trainees a chance to provide us with the feedback needed to continually improve our own training processes and delivery to trainees.

Staff

Smart Connection Training will:

- 🌐 Ensure that teachers and trainer/assessors have:
 1. Demonstrated competencies to the level of those being delivered
 2. Demonstrated achievement of at least a Certificate IV in Training and Assessment or its equivalent; and
 3. Industry experience that is current and relevant to the particular courses/training package of competence
- 🌐 Ensure that responsibility for the management of RPL applications and assessments is identified/undertaken by a person with relevant qualifications
- 🌐 Ensure that responsibility for the management and co-ordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by persons with relevant qualifications/experience.

Training Environment

Smart Connection Training 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.

Workplace commitments

Our commitment to your work experience

If you are enrolled on a traineeship with us and are either hosted or employed in a workplace we are committed to ensuring that the environment and opportunities will assist your learning experience,

We do this by:

1. Ensuring that the workplace understands their commitment to providing you with the right opportunities and they have signed a document accordingly (Appendix 2)
2. We visit the workplace twice during your traineeship to ensure you are being provided with the right opportunity.
3. We ask you to let us know if there are any concerns and if we can assist.

Appendix 1: Career Path Opportunities

1. Community Recreation and Sport and Recruitment Pathway

Certificate I in Vocational Preparation

- General Administration

Certificate II in Community Activities

- Activity Assistant
- Recreation Assist
- Emerging athlete

Sports Coaching

Certificate III in Community Activity Programs (Sports Coaching)

- Assistant Coach
- Junior Coach
- Program Instructor
- Recreation Officer

Certificate III in Sports Coaching

- Professional Coach

Sports & Recreation

Certificate III in Community Activity Programs (Sports & Recreation)

- Program Instructor
- Recreation Officer
- Recreation Assistant
- Administration Assistant

COMMUNITY RECREATION

Certificate IV in Community Recreation (Aquatic Manager)

- Pool Life Guard
- Aquatic Technical Operator
- Program Coordinator
- Recreation Coordinator

Certificate IV in Community Recreation (Duty Manager)

- Duty Manager
- Program Coordinator
- Recreation Coordinator

Diploma of Management

- Manager/ Centre Manager

Training Pathway – Sport and recreation & Community recreation



1. Fitness Pathway

Certificate III in Fitness

- Fitness instructors
- Group fitness instructor

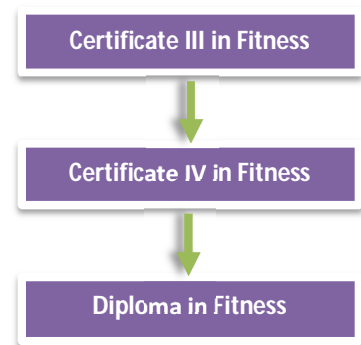
Certificate IV in Fitness

- Personal trainers

Diploma of Fitness

- Exercise specialist

Training Pathway – Fitness



2. Business Management Pathway

Certificate I in Vocational Preparation

- 🎓 General Administration

Certificate III in Business Administration (Education)

- 🎓 Education Program Support Worker
- 🎓 School Support Officer
- 🎓 Student Recruitment and Admissions Assistant
- 🎓 Student Services Officer
- 🎓 Student Support Assistant.

Certificate IV in Business

- 🎓 Accounts Supervisor
- 🎓 Executive Personal Assistant
- 🎓 Office Administrator
- 🎓 Project Assistant.

Certificate IV in Frontline Management

- 🎓 Coordinator
- 🎓 Supervisor
- 🎓 Team Leader

Diploma of Management

- 🎓 Manager/ Centre Manager

Training Pathway – Business

