



INSCOPE
training
RTO 40926

APPRENTICE

STUDENT GUIDE

Version 1.3 | February 2024



CONTACT

1300 579 808

apprenticeships@inscope.edu.au

inscope.edu.au

WELCOME

Thank you for choosing us as your preferred training provider. We're here to help you succeed by providing relevant and flexible apprenticeship training.

For the duration of your apprenticeship, we are here to support you to gain the skills and knowledge to become a successful tradesperson. We will work with you to find the best combination of training, whether that's on-site, in our purpose-built training centres or on-location with our mobile training unit.

Our flexible approach combined with our easy to use and accessible learning portal and industry relevant learning materials means you spend less time off the job and get better results through engaged learning.

This guide has been produced as a point of reference for you to find general information about apprenticeships and expectations of your training and assessment to make your learning experience as productive, rewarding and enjoyable as possible.

We encourage you to familiarise yourself with the contents of this guide and use it to refer back to when required. This guide contains the following:

- about Inscope Training;
- general apprenticeship information;
- your rights and obligations;
- our obligations;
- training and assessment processes;
- course extensions, completion, cancellation and suspension;
- funding, fees and refunds; and
- how to use the system.

We are absolutely dedicated to providing you the best training we possibly can. In light of this, we strongly encourage you to provide us with feedback (good and/or bad) about your learning experience, so that we can continue to improve.

Inscope Training welcomes you, and we look forward to working with you to achieve your learning goals.

Disclaimer

Changes to legislation, funding and/or Inscope Training's policies may impact on the currency of information included in this guide. Inscope Training reserves the right to vary and update information without notice.

Acknowledgement

Inscope Training respectfully acknowledges the Traditional Owners of Country and pay respect to Elders past, present and emerging. We honour the stories, traditions, and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

GLOSSARY OF TERMS

The following terms and acronyms are used throughout this document.

AASN	Australian Apprenticeship Support Network
AISS	Apprentice Info Self Service
ASQA	Australian Skills Quality Authority
ERA	Employer Resource Assessment
LLND	Language, Literacy, Numeracy and Digital Literacy
LMS	Learning Management System (Ammonite)
NCVER	National Centre for Vocational Education Research
NSW	State of New South Wales
QLD	State of Queensland
RPL	Recognised Prior Learning
RTO	Registered Training Organisation
SATs	School Based Apprentices and Trainees
SRT0	Supervising Registered Training Organisation
State Training Regulators	
DESBT	Department of Employment, Small Business and Training (QLD)
Training Services NSW	
VET	Vocational Education Training



TABLE OF CONTENTS

ABOUT INSCOPE TRAINING

Our vision	
Our values	
Our guarantee	
Registration	
Code of conduct	
Our trainers	
Purpose-built training centres	
Mobile training units	
Innovative online learning platform	

APPRENTICESHIP INFORMATION

Apprenticeship steps	
Who's involved in your apprenticeship?	
Types of apprenticeships	
Apprenticeship progression	
Delivery modes	
Pay and working conditions	
Paid release	

YOUR RIGHTS

Discrimination and harassment	
Access and equity	
Statutory cooling off period	
Consumer protection	
Complaints and appeals	

YOUR OBLIGATIONS

Equipment requirements	
Age	
Changes to enrolment or personal details	
Student conduct	
Assessment authenticity	
Workplace health & safety	
Smoking, vaping and drugs	
Unique Student Identifier (USI)	

OUR OBLIGATIONS

Legislative requirements	
Privacy	
Photography privacy	
Records management	
Issuing qualifications, SAT and record of results	
Unique Student Identifier (USI)	
Support services	
Students on student visas	
Marketing	

ENROLMENT, CANCELLATION AND COMPLETION

Enrolment	
Extensions	

6	Suspensions	22
6	Cancellations	22
6	RTO Closure	23

TRAINING AND ASSESSMENT

6	Training plan	24
6	Communication & site visits	24
7	Practical training	24
7	Training record	24
7	Assessment	25
7	Failure to progress	25
8	Recognition of Prior Learning (RPL)	26
8	Credit transfer	27
8	Feedback	27

FUNDING, FEES AND REFUNDS

9	Funding	28
9	Student contribution fees (SCF)	29
10	Fee-for-Service course	30
10	Protecting fees being paid in advance	30
12	Refunds	30
12	Debt Collection	31
12	Financial Assistance	31

INDUSTRY PARTNERS

12	Ezy Profile Systems	32
12	Men & Co. Harness Program	32
14	TradeTools	32
14	Wise Solutions	32

APPENDIX A RELEVANT FORMS AND LINKS

APPENDIX B APPRENTICE TRAINING LIFECYLE

APPENDIX C ACCESSING THE LMS



ABOUT INSCOPE TRAINING

We're here to help you thrive throughout your apprenticeship, by providing relevant and flexible training solutions that address current and future industry needs and provide you with the knowledge and skills for a successful trade career.

Our vision

Our vision is to be the leader in vocational education training, and safety awareness training for the industries we serve.

Our values

customer-focus	we put our customers at the centre of everything we do.
adapt	we change our approaches to suit the needs of our customers.
engage	we deliver in ways that engage our audience.
innovate	we continually look for better ways to deliver our training.
enlighten	we part greater knowledge and understanding of industry practices.

Our guarantee

Inscope Training ensures that once you are enrolled with us, we will provide you with every possible opportunity to succeed in your training. Whether it be simulated training at our purpose built training facility, with our mobile training unit or on-site or online or over the phone support. We are here to support you in any way we can to help you grow both professionally and personally.

Registration

Inscope Training is a registered training organisation (RTO), registered with the Australian Skills Quality Authority (ASQA) since 2014. We deliver nationally recognised accredited short courses, certificate III trade apprentice training to students across Queensland and New South Wales, and non-accredited short courses Australia-wide.

We deliver the following certificate III trade apprentice courses:

CPC30220 – Certificate III in Carpentry (QLD & NSW)

CPC30620 – Certificate III in Painting and Decorating (QLD)

CPC31220 – Certificate III in Wall and Ceiling Linings (QLD & NSW)

CPC31320 – Certificate III in Wall and Floor Tiling (QLD)

We can help you with your training needs throughout your career journey.

For a full list of nationally recognised training qualifications and non-accredited short courses delivered by us, visit our website.

Code of conduct

We are committed to providing our students with the highest standards of fairness and professional practice throughout all aspects of training and assessment delivery during the student journey. Our code of conduct commits us to:

- maintain appropriate standards of conduct;
- exhibit fairness, impartiality, honesty, and equity in all decision making; and
- foster and protect the reputation of Inscope Training.



Our trainers

All training and assessment delivered by us, is performed by trainers who hold the appropriate qualifications and are professional and supportive in their approach to training and assessing.

All trainers have:

- obtained relevant certification in Training and Assessing (TAE40116 – Certificate IV in Training and Assessment or the equivalent);
- obtained relevant trade certification at least to the level they are delivering training and assessment to (i.e. CPC30220 – Certificate III in Carpentry or the equivalent);
- regular professional development to ensure their skills, knowledge, and experience is current to the needs of industry (i.e. industry conferences, days worked on-site, etc.)
- worked in the construction industry, with many having run a successful trade business.

We do not use third parties for training.

Purpose-built training centres

Our purpose-built training centres provide real-world, hands-on experience for our students. We have two training centres servicing greater Brisbane and Wide Bay Burnett regions.

Capalaba Training Centre

Head office, South Brisbane training rooms and Brisbane trade training centre
19-21 Neumann Road
Capalaba QLD 4157

Hervey Bay Training Centre

Wide Bay trade training centre
6/58 Islander Road,
Pialba

Mobile training units

For students in regional Queensland and New South Wales, we bring our fully equipped mobile training units to deliver scheduled practical training in various regional locations throughout the year or on-site (place of work).

Innovative online learning platform

One of the first platforms created to deliver online learning and theory assessment to the industry, our learning platform delivers industry relevant learning materials through engaging interactive mediums such as photos, videos, and audio and is accessible 24 hours on any device with web access.

APPRENTICESHIP INFORMATION

A trade apprenticeship is a learning pathway that combines paid on-the job training with your employer and formal learning and competency-based assessment through an SRTO (us) to graduate with a nationally recognised trade qualification.

Apprenticeship steps



Who's involved in your apprenticeship?

There are a number of parties involved in your apprenticeship. Here is what we do and how we work together:

AASN	EMPLOYER	SRTO	SCHOOL	ASQA	STATE TRAINING REGULATOR
Australian Apprenticeship Support Network Provider (e.g. MAS, Busy at Work)		Supervising Registered Training Organisation (i.e. Inscope Training)	(If School Based)	The Australian Skills Quality Authority (Government Regulator)	DESBT (QLD) and Training Services NSW (NSW)
RESPONSIBILITIES					
works with you and your employer to set up your employment and training contract; can provide advice on your options or opportunities for training and the Australian Apprenticeships Incentives program.	agrees to take you on as an apprentice; pays your wage while you work for them and train for your qualification; provides you with on-the-job training and experience on their jobsite.	works with your employer to set up your training plan; delivers training and assessment, provides you access to self-paced theory online; keeps track of your progress and supports your training; issues your trade qualification upon successful completion.	endorses and facilitates your apprenticeship.	ensures your SRTO provides quality VET education inline with national standards.	regulates and administers training and employment funding for your apprenticeship.

Types of apprenticeships

- Full time
- Part time
- School based

Upon graduating Year 12 school based apprentices transition to part time or full time.

NOTE: Apprenticeships can not be completed by students employed as a casual or contractor.

Nominal term

Each apprenticeship has a predetermined nominal term, in which an apprenticeship is expected to be completed within. Whilst an apprentice's contract is based on the nominal term (usually 4 years), it is industry norm for apprenticeships to be completed within the expected duration set out by the State Training Regulator.

See below table for nominal term and expected duration:

TRADE – Apprenticeship	Full time		Part time
	Nominal Term (months)	Expected Duration (months)	Nominal Term (months)
CPC30220 Certificate III in Carpentry	48	42	96
CPC30620 Certificate III in Painting and Decorating	48	36	96
CPC31220 Certificate III in Wall and Ceiling	48	42	96
CPC31320 Certificate III in Wall and Floor Tiling Lining	48	42	96

School based nominal term depends on time spent as School based Apprentice.

Apprenticeship progression

Trade based apprenticeships within Queensland and New South Wales are deemed to be competency-based, not time-based, so whilst a full time apprenticeship has a nominal term of 48 months (4 years), it can be completed

at any time throughout the apprenticeship. This means that upon achieving an outcome of competency achieved in all units listed in your Training Plan, provided you can demonstrate competence in the workplace to industry standards, regardless of time served as an apprentice, you are able to be signed off as a tradesperson.

However, generally speaking, you will complete units of competency progressively over a 48 month (4 year) time frame.

Progression (years)	Stage	Completion
1st Year	(stage 1) 25% of competency units completed	= total of 25% of competency units completed by completion of 1st year
2nd Year	(stage 2) 25% of competency units completed	= total of 50% of competency units completed by completion of 2nd year
3rd Year	(stage 3) 25% of competency units completed	= total of 75% of competency units completed by completion of 3rd year
4th Year	(stage 4) 25% of competency units completed	= total of 100% of competency units completed by completion of 4th year

We work towards all of our apprentices completing 25% of their units of competency each year of their apprenticeship with additional units trained out within an accelerated period where appropriate and communicated between all parties in the Training Plan (i.e. you, your employer, and us).

Delivery modes

As there is no standardised training method that guarantees the successful completion of an apprenticeship, or a one-size fits all approach, each apprentice is seen as an individual with their training tailored to suit their individual needs. The training

and assessment delivery mode of a student's units of competency are set out in their Training Plan.

Inscope Training generally uses a blended delivery mode, with a combination of online and face-to-face training and assessment.

After the Training Plan has been negotiated and signed by all parties (i.e. you, your employer, and us), the delivery mode/s for each unit of competency are set and the training delivered by us accordingly. If for some reason the delivery mode is required to be changed the appropriate form (Refer to Appendix A, for links to form) needs to be filled in and submitted to the State Training Regulator.

Delivery location

The delivery location of training includes:

- On-site (observing video evidence or in person)
- Online (theory & assessment)
- In-house (Our training facility - QLD only)
- On-location (mobile training unit - NSW & regional QLD)

Paid release

Under your employment contract, your employer is required to pay you the appropriate wages for time spent attending off-the-job training (i.e. hours spent at the Inscope Training Facility or completing online theory). However, if an apprentice is school-based, meaning they are undertaking their apprenticeship whilst still at high school, payment of time spent for off-the-job training isn't paid based on hours but rather a loading of 25% of the hours the school-based apprentice works for you each week (i.e. works 8 hours in a week, apprentice will be paid for 10 hours).

Training can be undertaken either during or outside of normal working arrangements (i.e. outside of work hours) but must be treated as part of your working day.

Pay and working conditions

As your training provider, we are unable to provide any advice on Fair Work related topics such as wage or employment queries. Should you have any queries or concerns, we encourage you to contact the Fair Work Ombudsman.

WEBSITE www.fairwork.gov.au

PHONE 13 13 94

NOTE: as your apprenticeship is competency based, your progressive pay increases are reflective of this.

For further information on wage increases visit:

<https://www.fairwork.gov.au/pay-and-wages/minimum-wages/apprentice-and-trainee-pay-rates#apprentice-pay>



YOUR RIGHTS

Discrimination and harassment

Students will receive fair and unbiased training and assessment from Inscope Training in an environment that is free from discrimination, bullying and harassment. All employees, contractors and clients are made aware that discrimination and harassment will not be tolerated under any circumstances.

Should you feel unfairly treated or disagree with an assessment outcome, Inscope Training encourages you to lodge a complaint through our complaints and appeals webform.

Access and equity

Inscope Training acknowledges that our students come from socially, culturally and linguistically diverse backgrounds. We endeavour to make our training accessible to all persons.

Every student has a right to be treated fairly. Inscope Training is committed to developing and delivering training that provides equal opportunity for all students regardless of their age, marital status, ethnic background, disability or mental ability, socio-economic status, religion, parental status, employment status, sexual-orientation and gender.

Our learning and assessment materials have been developed to be specifically sensitive to the needs of students from different cultural backgrounds.

Statutory cooling off period

Unsolicited agreements have a statutory cooling-off period, where you can terminate the agreement within 10 business days without penalty. This right to a cooling-off period is only for products and services sold through methods like telemarketing and door-to-door sales. The 10 business day period starts the first business day after signing or receiving the training agreement document.

Purchase of our products or services from our website gives no automatic right to a cooling-off period.

Consumer protection

Inscope Training is committed to providing high-quality training and assessment services to our clients. We

recognise the importance of protecting the rights and interests of our clients and ensuring they receive the best possible experience when engaging with our services.

Our Consumer Protection Policy, (available from our website, outlines our commitment to ensuring that our clients are treated fairly, respectfully, and with dignity at all times.

Complaints and appeals

Inscope Training is committed to providing a fair complaints and appeals process.

What is a complaint?

Complaints may be made by any person but are generally made by students and/or employers. A complaint can be made through the Complaints and Appeals form, which is available on our website.

What is an appeal?

An appeal is an application by a student for reconsideration of a discipline outcome, or an unfavourable decision or finding during training and/or assessment. An appeal can be made through the Complaints and Appeals form, which is located on our website. It must specify the details of the matter in dispute. Appeals must be lodged within 28 days of the disputed decision or finding.

Complaint and assessment appeals handling

Inscope Training is committed to ensuring that any complaint from you is handled in a constructive, confidential, timely, fair, unbiased and equitable manner which is easily accessible and offered to you at no charge.

Inscope Training's Complaints and Appeals Policy is available from our website or you can contact us for further information.

Queensland Training Ombudsman

If you are not satisfied with our complaints and assessment appeals handling, you have the right to lodge an enquiry or complaint to the Queensland Training Ombudsman.

Visit: www.trainingombudsman.qld.gov.au



YOUR OBLIGATIONS

Equipment requirements

You will need access to a device with a camera to complete online learning, record work history, and sign required documentation such as a computer (laptop/desktop) or tablet or mobile or other device enabled to operate on the internet. Additionally some courses require you to have and use a webcam.

If you are attending one of Inscope Training's training facilities, all the computer equipment and power tools will be provided. You are responsible for your own PPE, nailbag, hammer and 8m tape.

Age

To undertake an apprenticeship, you must be 13 years or over (QLD) or 17 years old or over (NSW) at time of commencement (QLD); or if school based you must be enrolled in year 10, 11 or 12 (QLD) or completed year 10 and enrolled in year 11 or 12 (NSW).

Changes to enrolment or personal details

To make changes to your enrolment or personal details, please contact Inscope Training by calling 1300 579 808 or email admin@inscope.edu.au with the details you require changed, and we will make the changes for you.

Student conduct

Inscope Training expects that all students will participate with commitment to their training, submit assessments in a timely manner, and behave in a manner that does not contravene workplace health and safety. Inscope Training views student misconduct seriously.

Expectations and responsibilities

In general, it is expected that as a student you will:

- be responsible for your learning program to achieve satisfactory progress;
- treat staff and fellow students courteously and with consideration at all times;
- maintain a reasonable standard of grooming, including appropriate standards of hygiene and clothing;
- take reasonable care of Inscope Trainings property,

equipment, and facilities;

- give accurate enrolment details;
- provide Inscope Training of any feedback relating to your qualification;
- ensure your assessments are your own and not plagiarised;
- pay all fees within the required timeframe;
- refrain from using mobile phones and other electronic devices that may disrupt a class;
- regularly attend all scheduled sessions as required and on time and notify your trainer if you're unable to do so.

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

- assaults, attempts to assault or threatens a person on Inscope Training's premises;
- disobeys or disregards any lawful direction given by a staff member of Inscope Training ;
- carries or uses items such as firearms, knives, syringes etc. as a weapon;
- uses abusive language.

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;
- paying for the costs incurred by any damage caused;
- cancellation of the course without refund and/or credit;
- referral to the police as appropriate.

If found guilty of misconduct, you have the right to lodge an appeal by following the Inscope Training's Complaints and Appeals Policy available on our website.

All apprentices must:

- participate in the development of their training plan;
- work towards achieving the competencies in the training plan;
- keep the training record (Workplace Activity Records) up to date. Entries must be made at least weekly.

It is critical that all parties maintain open lines of communication and attempt to resolve any disputes

among themselves in the first instance. If these attempts fail, disputes will be referred to your State Training Regulator for further assistance and early intervention.

If you are under the age of 18 and in the care of a parent/ legal guardian, your parent/ legal guardian must be informed and be part of the decision making process relating to changes in your qualification.

If you leave your employer, your contract with Inscope Training needs to be cancelled or transferred to your new employer.

Assessment authenticity

Inscope Training uses online verification for assessing authenticity of our certificate III courses. We require you to have and use a webcam to verify that you are the person completing the online component of a course.

The webcam will take a series of photos of you while you are doing the course. If there are any irregularities with the verification photos, for example, if there is more than one person in the photo, an Inscope Trainer will contact you to verify that you have the required knowledge.

If the trainer is not satisfied with your knowledge you will be required to repeat the course. After repeating the course you will be verified by an Inscope Trainer.

Workplace health & safety

Inscope Training expects that all staff and students will participate in maintaining a safe and healthy workplace environment. Students are reminded that they are responsible for their own safety and the safety of others in the workplace.

You must wear personal protection equipment/clothing to all training and assessment activities both on and off the job, including protective footwear.

Smoking, vaping and drugs

Inscope Training is a smoke-free workplace. Smoking and vaping is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four (4) metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Inscope Training's premises, or to use any training facilities or equipment, or when undertaking any learning related activities.

You must notify your trainer if you are taking prescription medication. Side effects to the prescription medication may hinder your training.

Unique Student Identifier (USI)

Since 1 January 2015, if you are undertaking nationally recognised training delivered by an RTO you will need to have a USI. Your USI account will contain all your nationally recognised training records and results from 1 January 2015, onwards.

Inscope Training is unable to issue any nationally recognised VET qualification or statement of attainment without your USI.

If you don't have a USI number, you can apply at:
www.USI.gov.au

OUR OBLIGATIONS

Legislative requirements

Inscope Training is subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation (RTO), our obligations to students, and relates to the industry in which we conduct training. This legislation is continually being updated and all Inscope Training representatives are made aware of changes as they occur. In addition, courses may have specific legislative requirements that must be complied with. The legislation that particularly affects the delivery of our training and assessment services includes:

- Age Discrimination Act 2004
- Apprentice and Traineeship Act 2001 (NSW)
- Australian Skills Quality Framework (ASQA)
- Australian Qualifications Framework (AQF)
- Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)
- Competition and Consumer Act 2010
- Copyright Act 1968
- Disability Discrimination Act 1992
- Further Education and Training Act 2014 (QLD)
- National Vocational Education and Training Regulator Act 2011
- National Centre for Vocational Education Research (NCVER)
- National VET Data Policy
- Privacy Act 1988 and Australian Privacy Principles (2014) (as amended)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- VET Quality Framework
- Vocational Education, Training and Employment Act 2000
- Vocational Education, Training and Employment Regulation 2000 (QLD)
- Work Health and Safety Act. 2011

Privacy

Inscope Training abides by and takes the privacy of students very seriously and complies with all legislative requirements including protection of our customers'

personal information. These include the Privacy Act 1988 and Australian Privacy Principles (2014).

Information is only shared with external agencies such as ASQA to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases we are required by law or required by the Standards for NVR Registered Training Organisations to make your information available to others such as the National Centre for Vocational Education and Research (NCVER). In all other cases, we will seek the written permission from you for such disclosure.

We take all reasonable steps to protect private information from misuse, loss, unauthorised access, modification, or disclosure including restricted access to electronic files, secure storage of paper files, and backup of data.

What kind of personal information do we collect?

We collect personal information that allows for your identification such as:

- Name
- Address
- Contact number
- Occupation
- Gender
- Date of birth
- Email address
- Literacy level
- Course results
- USI

More information is available in our Privacy Policy available from our website. You can request access to the personal information held by us. To access your records, please contact us.

Photography privacy

At Inscope Training we recognise that in some circumstances there are sensitivities relating to the taking of photographs. This is particularly relevant to capturing images of children. We may, from time to time, wish to take photos of training activities we

are conducting. When these instances arise in an environment external to our own training facilities, we will first obtain permission from the premises owner or manager.

Our courses use webcam images to verify the identity of students conducting online training. We will inform you when a webcam is required for this purpose, and your consent will be required before it can be used.

These webcam images and video will only be used for verification and assessment purposes, and will never be released to any external agencies or entities, unless required to by law.

Records management

Inscope Training manages students' records to ensure their integrity and accuracy.

Inscope Training must hold students' records for certain amounts of time, depending on the type of information and who the regulatory body is.

Types of records include financial records (such as invoices), completed assessment resources (such as document evidence of marked assessments) and Certificates / Statements of Attainment (formal document that is evidence of completing a qualification or unit/s of competency).

For example Inscope Training must retain records of qualifications and statements of attainment issued for a period of 30 years.

You can access your records including academic records, statements of attainments and financial history at any time by logging into the Inscope Training LMS.

Issuing qualifications, statement of attainment and record of results

Inscope Training undertakes to issue you with qualifications, statements of attainment or record of results as quickly as we possibly can.

Once you have successfully completed your course you will receive an email with your statement as an attachment.

Inscope Training will ensure that AQF certification documentation is issued to you within 30 calendar days of you being assessed as meeting the requirements of the training product, if the training program in which you are enrolled in is complete.

Unique Student Identifier (USI)

Prior to training, Inscope verifies that every student participating in training towards a nationally recognised outcome has a USI.

Inscope Training uses a copy of your VET Transcript (or SOA) to determine eligibility for potential Credit Transfers.

Support services

Inscope Training has access to various support and wellbeing services to assist you if needed.

Our trainers will be more than happy to discuss with you your training and career aspirations, and expectations from your training with Inscope.

In particular, if you are having trouble with your literacy or numeracy skills, our trainers will be able to provide you with help in developing these skills.

Inscope Training will endeavour to provide support to you wherever possible, including:

- wellbeing support;
- physical support;
- financial assistance;
- technological including equipment and resources;
- academic (LLND) including one-on-one support from a trainer; and
- a translator.

Language, Literacy, Numeracy and Digital Literacy (LLND) support

Inscope Training has developed a free LLND Indicator tool to assist in diagnosing your language, literacy, numeracy and digital literacy level prior to undertaking learning and/or assessment. This tool will help us determine your levels in accordance with the Australian Core Skills Framework and help us identify whether you may experience difficulty in successfully completing a course.

Where it is determined that you may experience difficulty successfully completing the course, our staff are available for support. We also have processes in place to provide external support, such as interpreter services if needed.

Our courses have been developed to assist persons with literacy problems by using a variety of multimedia including video, audio and images as well as written instructions and assessments.

Translators

Inscope Training recognises the diversity of its students. Should the services of an translator be needed, Inscope will endeavour to locate an accredited translator to assist you. If translator services are not covered by government funding, the costs of an translator will be at the student's cost. However there are also a number of online services that might be used to assist students who may be having difficulty understanding English.

Disability support

Inscope Training is committed to supporting persons with disabilities. For example, persons who identify themselves as being hearing impaired during our enrolment process will automatically be provided with a written script of the learning resources contained in the course in which they are enrolled.

Our Learning Management System (LMS) has been designed to cater for persons with literacy problems. These persons can use a text-to-speech plugin (such as ispeech) on our LMS to have the course content read out loud.

For persons who have a disability that cannot be catered for by our system, we will undertake to find another provider that can accommodate their specific needs.

Reasonable adjustment

Reasonable adjustment can be made for students identified with a disability or special need. We can modify or make changes to a task so you can have the same opportunities in training as a person without disability.

The following factors will be considered when determining whether any adjustments are possible:

- the nature and impact of the disability and your needs, abilities and independence;
- the types of reasonable adjustment and resources available;
- how and where your course will take place;
- whether adjustments would adversely affect the VET competency standards for the training package you are undertaking.

Personal support

Where personal circumstances may affect your learning experience, Inscope Training will endeavour to support you wherever possible, including referring you to the following organisations:

Support service	Contact number
1800 RESPECT (Domestic Violence Support)	1800 737 732
Alcohol and Drug Information Support Hotline (QLD)	1800 177 833
Alcoholics Anonymous	1300 222 222
Australian Apprenticeships Line	133 633
Beyond Blue	1300 224 636
Child Protect NSW	13 21 11
Fair Work Australia	131 394
Harness (Men & Co Services)	07 3439 8640
Interpreting / Non-English Speaker Support Services (Skills for Education)	131 450
Kids Helpline	1800 551 800
Lifeline	131 114
Link 2 Home Homelessness (Sydney Homeless Connect)	1800 152 152
Mates in Construction Helpline	1300 642 111
Men's Line Australia	1300 789 978
National Debt Helpline	1800 007 007
Pregnancy Australia Helpline	1300 139 313
Salvation Army Care Line	137 258
QLD Homeless Hotline	1800 474 753
Woman Info Line	1800 177 577
Youth Emergency Service (Accommodation)	4023 455 187

We also collaborate with the following external organisations to provide wellbeing support to our students.



Harness Program

The Harness program offered by Men & Co Services, delivers interactive toolbox talks that cover topics such as personal and relationship wellbeing, the impact of choices on life and others, strategies to improve mental health, communication skills, and resources to seek professional help when needed. Talks are held twice a month at Inscope's Capalaba Training Centre.

www.menandcoservices.org.au/services/harness

Mates Apprentice Resilience Program



Delivered by Mates in Construction, this program is designed to help apprentices develop the skills and knowledge they need to cope with the unique challenges in the construction industry.

The 2.5 hour training session is offered to all QLD construction industry apprentices at no cost and is a great way to empower and retain incoming tradies, while making the industry stronger and healthier.

For further information visit their website or speak to your training coordinator:

www.mates.org.au

Students on student visas

Inscope Training is NOT registered for training students who are in Australia on a student (study) visa. All of our accredited courses will ask you in the course introduction to declare that you are in fact not in Australia on a student visa.

Students who are in Australia on a study visa will need to apply to train through a CRICOS accredited training provider.

Marketing

Marketing of courses

Inscope Training will ensure that marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its scope of registration.

We will at all times endeavour to ensure all marketing materials accurately represents the services it provides and the training products on its scope of registration.

Opt in to marketing and apprentice newsletter

Inscope Training issues a newsletter to apprentice students and from time to time uses direct marketing via email and SMS to promote courses and events.

If you do not wish to receive the student newsletter or direct marketing from us, please contact us to opt out.

Use of image for marketing purposes

During enrolment we will request your permission to use photos or videos taken during training for promotional purposes on our social media channels, our website, promotional material, documents, reports and submissions etc.

We may also provide you with our talent release form to provide consent at the time of taking the photos or video.



ENROLMENT, CANCELLATION AND COMPLETION

Enrolment

Once we receive the paperwork for your enrolment we will contact you to arrange an induction and orientation. At your induction we will discuss the following:

- gathering your personal details including identification documents, proof of funding eligibility documents, USI number etc;
- completing a Language, Literacy, Numeracy and Digital Literacy assessment;
- details of the information available in this student guide and where to find it;
- training centre layout and evacuation procedures (if applicable);
- familiarisation of our learning management system (LMS);
- ask consent to share personal information to government agencies (i.e. Training Services NSW, NCVER); and
- provide Notification of Enrolment (NOE)(NSW only);

Extensions

If you are unable to complete your training by the original date set out in your training contract, called the 'nominal term', you'll need to apply for an extension.

You must apply for this extension before the end of the 'nominal term' following these steps:

1. Discuss contract extension with your employer and us to find out how much more time is needed;
2. Provide the following:
 - reasons for the extension;
 - new completion date.
3. Notify your AASN provider, using the relevant form in your state (refer to link in Appendix A). Ensure all parties (Employer, yourself or parent or guardian if required and Inscope Training) sign the form.

Suspensions

Throughout the life of an apprenticeship, circumstances may arise where one party to the training contract, either you or your employer, may not be able to carry out their obligations under the training contract for

a nominated period. In order to avoid cancellation, a training contract can be suspended by you and your employer.

The maximum period a training contract can be suspended for is 12 months per application. In order for a suspension to be put through, you and your employer are required to complete the relevant form for your state, (refer to link in Appendix A), submit to your nominated AASN, and a copy emailed to us. Alternatively, we can complete the form for you, and submit on your behalf.

Cancellations

During an apprenticeship for any number of reasons, either party, you or your employer, may wish to cancel the training contract. Depending on the circumstance in which the cancellation is occurring, will depend on which cancellation form is required for signing and the process to be followed.

Where both parties amicably agree to the cancellation, a you and your employer must complete the relevant form for your state, (refer to link in Appendix A), and lodged with your nominated AASN, and a copy emailed to us as notification of the cancellation.

Where a cancellation occurs arising from a performance or interpersonal problem, the State Training Regulators suggest the parties to the training contract contact them in order to attempt to resolve the matter. If the parties do not both agree to the cancellation of the training contract, an application should be made to State Training Regulator for a decision.

In certain circumstances, cancelling a training contract may not be the best option for all parties. In this instance, alternatively a training contract may be suspended or transferred either permanently or temporarily (refer to Appendix A for relevant form). Alternatively, you can continue with formal training while you secure another employer. Discuss this option with your AASN or ASP provider.

Completing an apprenticeship

Once you have completed your training competencies, there's a few things you'll need to do before you're fully qualified.

How to complete an apprenticeship

1. Agree that the training and assessment is competent

You, your employer and Inscope Training must all agree that you have fulfilled all the training and assessment listed in the Training Plan. Any student contribution fees must be paid up for Inscope Training to deem you competent.

2. Receive qualification from us

We will issue a qualification to you, once you have successfully completed all training and assessment requirements listed in your Training Plan. The qualification will include a Record of Results with all units of competency that have been completed.

3. Complete paid working hours (for school-based apprenticeships)

School-based apprentices must also complete the minimum amount of paid working hours.

4. Sign the completion agreement

You, your employer and Inscope Training will need to fill out and sign a completion agreement. We will send out an SMS notification for both you and your employer to sign off on the completion agreement.

Alternatively you can fill out and sign the completion agreement yourself and email it to apprenticeships@inscope.edu.au by downloading the relevant form (refer to link in Appendix A).

If the training contract has been temporarily transferred, the original employer must sign the completion agreement, not the temporary employer.

The signed completion agreement notifies your State Training Regulator that:

- you have achieved all competencies listed in the Training Plan;

- your employer believes you are competent in the workplace to industry standards;
- your school-based trainee has completed the minimum number of paid working hours; and
- a qualification has been issued by us.

5. Wait for us to send the completion agreement to your State Training Regulator

Once we have signed the completion agreement we will send it to your State Training Regulator within 10 days of it being signed (QLD) or within 28 days of when eligible for completion (NSW).

6. Receive completion certificate from your State Training Regulator

Your State Training Regulator will issue a completion certificate and a letter confirming the apprenticeship has been completed to you, when they:

- have received the signed completion agreement from us,
- are satisfied that you have completed the apprenticeship.

If the State Training Regulator is not satisfied that you have completed your apprenticeship, they will notify all parties about their decision.

Links to further information can be found in Appendix A.

RTO Closure

In the event that Inscope Training ceases business, you will be transferred to a new training provider and will get a Statement of Attainment and will need to sign the appropriate paperwork to transfer SRTOs.

TRAINING AND ASSESSMENT

Training plan

A training plan is a formal, personalised living document that describes what training and assessment will be carried out during your apprenticeship training contract and reflects the current status of your training.

It is developed and maintained by us in conjunction with both you and your employer and includes:

- what training is to be undertaken and outlines who provides the training;
- outlines how, when and where training will be delivered; and
- outlines how the assessments will occur and when you are deemed competent.

The training plan is regularly monitored to ensure you are meeting the assessment milestones.

School-based apprentices (SAT)

New South Wales

In New South Wales, the student's school is a party to the training plan and must be consulted and agree to the employment and training arrangements of the apprenticeship. A School and Regional Representative must sign the Acceptance of Agreement.

Queensland

In Queensland, the student's school is not a party to the training plan. However, the parties to the training plan must include the school's principal and apprentice's parent or guardian (if applicable) when negotiating the impact of the employment and/or training arrangements of the apprenticeship on the student's school timetable.

Communication & site visits

Our staff will contact you a minimum of once every 6 weeks to discuss progress of your training plan and arrange practical training and assessments on-site (place of work), in-house (our training centres) or on-location (mobile training unit).

Trainers will visit you on-site (place of work) a minimum of once every 3 months.

Practical training

If you fall behind in your units, or the employer can not provide the scope of work, then our staff will have the discussion about booking in-house or on-location training for you.

In-house training

In-house training is there for you to come into our purpose-built training facilities to work through theory and/or practical assessments with a trainer.

On-location training

Our mobile training units deliver scheduled training in various regional Queensland and NSW locations, four times a year.

Training record (QLD)

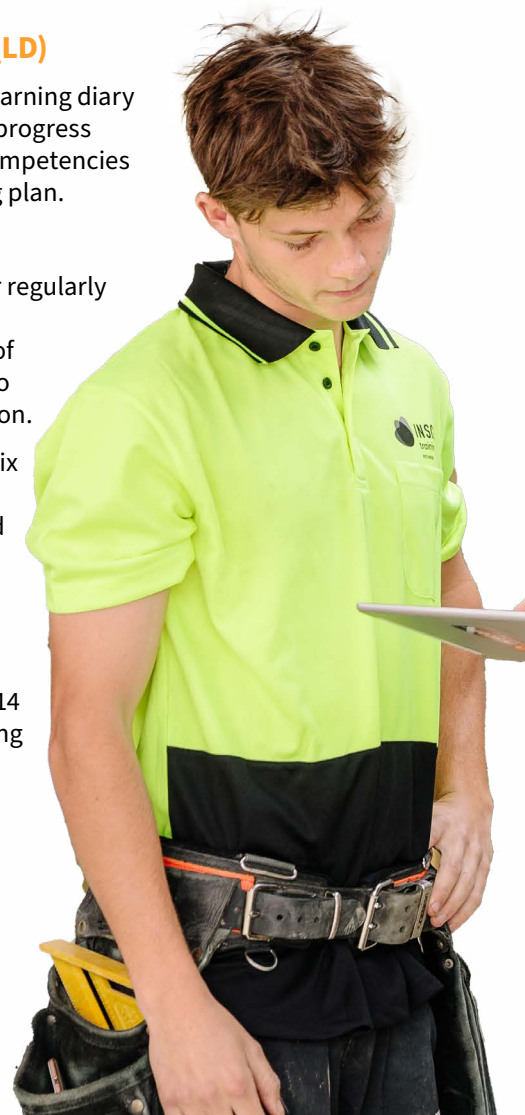
A training record is a learning diary which documents the progress and achievement of competencies outlined in the training plan.

Who is responsible?

You are responsible for regularly updating your Training Record with evidence of competency - i.e. photo evidence of participation.

Please refer to Appendix C for information on adding Training Record entries.

Inscope Training is responsible for providing access to a training record within 14 days of signing a training plan.



Assessment

Inscope Training contextualizes its learning and assessment tools to ensure that students have absorbed the required knowledge and developed the necessary skills to be deemed competent, before a result is issued.

The goal is for our students to be able to apply their gained knowledge and skills to different environments and contexts in the work environment.

To achieve this goal you must be assessed against all tasks in a Unit of Competency, and demonstrate that you are capable of performing these tasks to an acceptable level.

At Inscope Training we recognise that assessment is a core service offered to our students and is at the centre of our operation as a Registered Training Organisation.

Quality assessment ensures that the skills and knowledge of candidates are assessed using four principal determinants:

1. That assessment decisions are based on the assessment of skills and knowledge compared with units of competency drawn from industry Training Packages or VET accredited courses;
2. That the target industry or enterprise requirements are contextualised and integrated within the assessment;
3. That evidence is gathered that meets the rules of evidence; and
4. That assessment is conducted in accordance with the principles of assessment.

Failure to progress

Please notify your trainer at Inscope Training and your employer if you are unlikely to meet the requirements of the training plan.

Apprentices are contacted by Inscope Training staff at least every six to discuss training plan progress and offer support.

In situations where an apprentice is failing to progress, in spite of constant reminders and reasonable access to time for training and all necessary technology, the following process is followed:

- When you fall two units behind, Inscope Training will send you a Student Progress Plan to complete. The purpose of Inscope Training's Student Progress Plan is to help us understand how you're managing in your apprenticeship, and if there is anything preventing you from making satisfactory progress. We want to make sure you are receiving all the necessary support you require to progress and complete your apprenticeship;
- We attempt to arrange a meeting with your employer and yourself to create an action plan to address your lack of progress; and
- If you are unresponsive to our attempted contact, then a warning letter will be issued with a copy provided to the employer and we will need to notify the State Training Regulator of your lack of progress in accordance with our obligations.



Recognition of Prior Learning (RPL)

Like assessment, RPL is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by you for the skills and knowledge that you have previously learnt through work, study, life and other experiences, and that you are currently using. It also includes evidence to confirm your ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Our RPL process

Should you wish to apply for RPL for any of our courses or units of competency, you should contact Inscope Training to arrange for one of our qualified assessors to discuss your suitability.

Generally speaking, you will be required to submit evidence of your previous work experience or training that you will be using to apply for RPL. You will also be required to pay the applicable RPL fee. It may be required that you take part in an interview before RPL is granted. Of course, at the conclusion of the application you will be advised of its outcome.

RPL guidelines

The following guidelines are to be followed when an application for RPL is received:

- You may not apply for RPL for units of competency which is not included in Inscope Training's scope of registration;
- Whilst you may apply for RPL at any time, you are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide you down a more efficient path to competence;
- Assessment via RPL is to apply the principles of assessment and the rules of evidence; and
- RPL may only be awarded for whole units of competency.

Forms of evidence

Forms of evidence toward RPL may include:

- Work records;
- Resume;
- Position description;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient evidence on their own. When combined together with a number of evidence items, you will start to provide a strong case for competence. We reserve the right to require you to undertake practical assessment activities of skills and knowledge in order to satisfy itself of your current competence.

Appealing RPL outcomes

If you are not satisfied with the outcomes of an RPL application, you may appeal the outcome like other assessment decisions, through the complaints / appeals process via the appeals form located on our website.

Credit transfer

Credit must be granted for studies completed by a student at an RTO or at any other authorised issuing organisation, such as a university.

Inscope Training is not obligated to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/ or modules completed at another RTO.

Inscope Training acknowledges the importance that nationally endorsed qualifications, skill sets and units of competency are recognised and portable across the country—regardless of where they were issued. Students must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or licence condition (including an industry licensing scheme) requires it.

If a student provides suitable evidence they have successfully completed a unit at any RTO, we must provide credit for the unit.

When unit codes and titles are different

In the case of any non-equivalent units of competency, we will complete an analysis to determine the equivalence of the study completed, with the relevant units or modules before granting any credit.

Evidence requirements

Before providing credit on the basis of a qualification, statement of attainment or record of results, Inscope Training staff will either authenticate the information by directly accessing the USI transcript online, or by contacting the organisation that issued the document to confirm the content is valid.

Feedback

Inscope Training is committed to continuous improvement, and an important part of this process involves seeking, receiving, and acting upon the feedback we get from our students.

We provide many opportunities for you to provide feedback at all stages throughout your apprenticeship, including at enrolment, after completion of each unit and at the completion of your qualification. Inscope Training staff regularly review this information and use it to improve our training products and use as a testimonial if permission is provided.

In addition, you may be contacted by your State Training Regulator, your AASN, ASQA and/or NCVER to complete surveys relating to your apprenticeship and/or training and assessment.

FUNDING, FEES AND REFUNDS

Funding

Smart and Skilled Funding (NSW)

This program currently funds the training and assessment for the following Certificate III trade apprentice training courses offered by us to eligible apprentices:

CPC30220 - Certificate III in Carpentry

CPC31220 - Certificate III in Wall and Ceiling Lining

As defined by the NSW Government, fee free apprenticeships are available to NSW apprentices – including school-based apprentices whose training commenced after 1 July 2018.

Who is eligible?

To be eligible, apprentices must be:

- 15 years old or over;
- no longer at school;
- living or working in NSW; and
- an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen

Your eligibility is not affected if you have completed a vocational education and training (VET) course, including a school-based apprenticeship or traineeship (SATs), as part of your high school education.

From 2016, all students, regardless of the level of any previous qualifications held, are able to access subsidised Smart and Skilled training up to Certificate III level. This means that even if you have a higher-level qualification you may still be eligible to re-train to enter (or re-enter) the workforce. Previous qualifications do not affect eligibility, but may affect the student fee.

Aboriginal and Torres Strait Islander people who live in specific defined interstate border areas with NSW may be eligible. You can find out the areas covered from us.

For further information visit: <https://education.nsw.gov.au/skills-nsw/students-and-job-seekers/low-cost-and-free-training-options/fee-free-apprenticeships>

Funding rules

You must be a NSW apprentice or NSW school-based

apprentice, and have commenced your Smart and Skilled apprenticeship training after 1 July 2018.

If you have previously commenced your Smart and Skilled apprenticeship training before 1 July 2018 and are returning to an apprenticeship after 1 July 2018, you will be eligible for fee free for the remainder of your training if your apprenticeship course or your employer has changed.

We will receive a “notification of enrolment” at the time of your induction, which outline if you are eligible for Smart and Skilled funding and if you have any student contribution fees.



User Choice Funding (QLD)

This program currently supports the funding for the training and assessment for the following Certificate III trade apprentice training courses offered by us to eligible apprentices:

CPC30220 - Certificate III in Carpentry

CPC31220 - Certificate III in Wall and Ceiling Lining

CPC31320 - Certificate III in Wall and Floor Tiling

CPC30620 - Certificate III in Painting and Decorating

As defined by DESBT, the User Choice program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices. As a Skills Assure Supplier (SAS), we are approved to deliver funded trade base apprenticeship training under this program.

For further information visit: <https://desbt.qld.gov.au/training/providers/funded/userchoice>

Who is eligible?

To be eligible, an apprentice or trainee must have entered into a training contract for a qualification that is funded by DESBT and be registered in DELTA, the department's apprenticeship and traineeship registration system.

In addition, apprentices and trainees, including school-based apprentices and trainees (SATs) can only receive a

Unit of Competency	Core/ Elective	Nominal Hrs (NH)	Contribution Fee NH x \$1.60 (No GST)	Concessional Subsidy Rate NH x \$0.64 (No GST)	Fee Free Rate Subject to Eligibility Criteria
CPCCWHS2001 - Apply WHS requirements , policies and procdures in the construction industry	C	20	\$32.00	\$12.80	\$0.00

Table: Student contribution fee example

maximum of two (2) government funding contributions under the current User Choice program.

If DESBT determines that your qualification is not fully funded, there will be additional costs referred to as a student contribution fee for you to complete this qualification. This will be communicated with you by us.

An example where this may occur, is if you have completed previous apprenticeships and/or qualifications or you are over the age of 25.

Free Apprenticeships for under 25s initiative

Under the Queensland government's Free Apprenticeships for under 25s Initiative, apprentices and trainees will have access to fully subsidised training up to the age of 25.

The cost of training for these Queensland apprentices or trainees who commence or are undertaking a high priority apprenticeship or traineeship qualification from 1 January 2021 to 31 December 2024 is paid by the Queensland Government.

For further information on this initiative including eligibility, contact the free Apprenticeships Hotline on 1800 210 210 or visit <https://www.qld.gov.au/education/training/subsidies/freeapprenticeships>

School-based Apprentice (SATs)

There are other rules specifically related to funding for SATs in each state, so students and their parents/guardians should discuss their intentions with their school's vocational education and training coordinator prior to signing up as a SAT. Australian Apprenticeship Support Network providers are another good source of information. Links to more information is available in Appendix A.

VETIS (QLD)

Under the VET in schools (VETIS) program, DESBT provides funding for school students to complete one approved VETiS qualification while at school.

When making a decision about completing an approved and funded VETiS qualification it is very important that you take the time to consider and compare your training options before signing an enrolment form or

committing to a course of study which will use up your one Queensland Government subsidised VETiS training entitlement. Further information is available on the department's website at: <https://desbt.qld.gov.au/training/providers/funded/vetis>

Funding rules

The Queensland Government through DESBT funds a variety of vocational education and training (VET) programs. Each program has its own funding arrangements and eligibility requirements.

Student contribution fees (SCF)

If you are NOT eligible for full funding under the State funding program, you or your employer must pay us a student contribution fee towards your training.

The nominal hours of completion for the unit of competency and fee are preset by the Australian Government and are not determined by industry or Inscope Training. Refer to the table above for an example.

Student contribution fees are invoiced at the opening of a unit. Payment is required before each Unit of Competency is made available to the apprentice. If this doesn't suit your circumstances, please contact us to discuss alternative arrangements. No student contribution fees are charged for credit transfers.

For a full list of fees, visit our funding page on our website and choose the course you are enrolled in.

Any fees towards an apprentice's training (i.e. training fees, textbooks, etc.) must be reimbursed by the employer if paid by the apprentice, or directly paid by the employer to us.

Types of SCF?

There are two types of SCF:

1. Contribution Fee = \$1.60 x Nominal Hour (FULL FEE)
NIL Concession
2. Concessional Subsidy Fee = \$0.64 x Nominal Hour (PARTIAL EXEMPTION)

Identify as Aboriginal or Torres Strait Islander or hold a

Health Care Card

Full exemptions

Inscope Training will apply full exemption from the student contribution fee where the student falls into one or more of the following exemption categories:

- AVETMISS outcome 60 – Credit Transfer - where credit transfer/national recognition has been applied to a unit of competency/module;
- AVETMISS outcome 65 - Superseded qualification - This relates to transitioning a student from a superseded qualification to the new qualification and a completed unit of competency is identified during the mapping process as similar but not equivalent between the superseded qualification and new qualification, therefore gap training is required; or
- the student is a school-based apprentice or trainee.

Inscope Training may apply full exemption from the student contribution fee where payment of the student contribution fee may cause the student extreme hardship.

Under these circumstances Inscope Training will seek advice from the State Training Regulator prior to exemptions being granted.

Partial exemptions

Inscope Training will charge concessional subsidy rate of the student contribution fee where the student falls into one or more of the following exemption categories:

- the student was or will be under 17 years of age at the end of February in the year in which Inscope Training provides training, and the student is not at school and has not completed year 12;
- the student holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card and is named on the card;
- the student has issued Inscope Training with an official form under Commonwealth Law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to

concessions under a Health Care Card or Pensioner Concession Card; or

- the student is of Aboriginal or Torres Strait Islander descent. Acceptable evidence is as stated on the Training Contract and AVETMISS

Fee-for-Service course

Typically a fee-for-service course delivered by Inscope Training will require payment once you have completed a portion of your training and assessment for the course. This allows you to be satisfied that our training is suitable for your learning requirements before you are required to pay for the course.

To complete a course and receive a result, you must pay for the enrolment fee in full (unless some other arrangement has been entered into with Inscope Training). Once the course fees have been paid, you will be allowed to complete the course and upon successful completion receive a Statement of Attainment for accredited courses. Inscope Training may cancel an enrolment or discontinue training if fees are not paid as required. Fees will vary for different courses.

Protecting fees being paid in advance

Inscope Training acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Inscope Training will not accept payment of more than \$1500 from each individual student prior to the commencement of any course it offers.

Following the course commencement, Inscope Training may require payment of additional fees in scheduled payments in advance from a student, but only such that at any given time, the total amount required to be paid

does not exceed \$1,500.

Refunds

Apprentices can apply for a refund of fees paid to Inscope Training under a variety of circumstances.

In the event that a student contribution fee needs to be refunded we will pay within 14 days from written notice.

A comprehensive explanation of Inscope Training's refund policy can be found on our website.

Financial Assistance

We understand that living off an apprentice wage can be difficult at times.

There are a number of initiatives offered by Commonwealth and State Governments that provide financial help for apprentices. Refer to the financial assistance links in Appendix A or speak to your AASN for additional information.

Debt Collection

Should a debt become overdue, a notification of the debt will be sent via email to the person or entity responsible for the payment of the debt. The notification will contain the details for payment, including what will occur if the debt remains unpaid for the specified period. Inscope Training reserves the right to refer any unpaid debt on to a debt collector.

If payment is not able to be made by the agreed date, we may be able to agree to a payment plan. However, this is subject to our own discretion and will only be granted in certain circumstances. Payment plans will involve setting a number of repayment structures with an agreed timeline.

INDUSTRY PARTNERS

We are proud to collaborate with some of the most successful and influential businesses in the construction industry.

Our partners work with us to impart greater knowledge and understanding of industry practices and provide additional support to enable our students to thrive in their career.



Ezy Profile Systems

Save time and money with Ezy Profile's light weight, re-usable and more accurate setout tool.

w ezyprofile.com.au



Men & Co. Harness Program

Harness is a project aimed at engaging with construction workers about the concept of personal, relationship, and family wellbeing as well as how to seek support.

w menandcoservices.org.au/services/harness



TradeTools

Trading for over 35 Years, TradeTools is Australia's biggest tool supplier with an online store and 19 locations across Queensland.

w tradetools.com



Wise Solutions

Looking for a job in the construction industry or skilled labour hire short or long term? Contact Wise Solutions. Servicing Greater Brisbane, Gold Coast and Sunshine Coast.

w wisesolutions.net.au



APPENDIX A

RELEVANT FORMS AND LINKS

DEPARTMENT OF YOUTH JUSTICE, EMPLOYMENT, SMALL BUSINESS AND TRAINING (QLD GOVERNMENT)

Cancellation	https://www.qld.gov.au/education/apprenticeships/about/training-supervision/contract/cancel
Changes to Mode of Delivery	https://www.publications.qld.gov.au/dataset/vetic-apprenticeship-and-traineeship-forms/resource/94aebec1-470e-47e6-997d-bc3abc763e78
Completion	https://www.qld.gov.au/education/apprenticeships/about/complete
Extension	https://www.qld.gov.au/education/apprenticeships/about/training-supervision/contract/extend
Financial Assistance	https://www.qld.gov.au/education/apprenticeships/for-apprentices/support/financial
Forms	https://www.publications.qld.gov.au/dataset/vetic-apprenticeship-and-traineeship-forms
Paid Release	https://www.qld.gov.au/education/apprenticeships/about/training-supervision/paid-training
School Based Apprentices	https://www.qld.gov.au/education/apprenticeships/school-based
Suspension	https://www.publications.qld.gov.au/dataset/vetic-apprenticeship-and-traineeship-forms/resource/b56ce585-d17f-4e34-8d74-ca6505fa01bb
Training Assistance for Cancelled Apprenticeships	https://desbt.qld.gov.au/training/providers/funded/userchoice/guidelines
Transfer	https://www.qld.gov.au/education/apprenticeships/about/training-supervision/contract
User Choice Funding	https://desbt.qld.gov.au/training/providers/funded/userchoice

TRAINING SERVICES NSW (NSW GOVERNMENT)

Apprenticeship Guide	https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees
Cancellation	https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/support-with-your-apprenticeship-or-traineeship/self-help-section/how-do-i-cancel-my-training-contract-
Completion	https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/completing-your-apprenticeship-or-traineeship/how-to-complete
Financial Assistance	https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/support-with-your-apprenticeship-or-traineeship/financial-assistance
Forms	https://www.nsw.gov.au/education-and-training/resources/apprenticeship-and-traineeship-forms-and-documents
School Based Apprentices	https://education.nsw.gov.au/schooling/students/career-and-study-pathways/school-based-apprenticeships-and-traineeships
Smart and Skilled Funding	https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/low-cost-and-free-training-options/smart-and-skilled
Suspension	https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/support-with-your-apprenticeship-or-traineeship/self-help-section/suspending-my-training-contract
Transfer	https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/support-with-your-apprenticeship-or-traineeship/self-help-section/i-have-changed-employers

Varying your training contract <https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/support-with-your-apprenticeship-or-traineeship/self-help-section/varying-a-training-contract>

GENERAL APPRENTICESHIP INFORMATION

Apprentice wages, rights and entitlements, paid release and training costs reimbursements <https://www.fairwork.gov.au/sites/default/files/migration/712/guide-to-starting-an-apprenticeship.pdf>
https://awardviewer.fwo.gov.au/award/show/MA000020#P368_31980
<https://www.fairwork.gov.au/pay-and-wages/minimum-wages/apprentice-and-trainee-pay-rates#apprentice-pay>

Apprentices Financial Incentives <https://www.australianapprenticeships.gov.au/aus-apprenticeships-incentives>

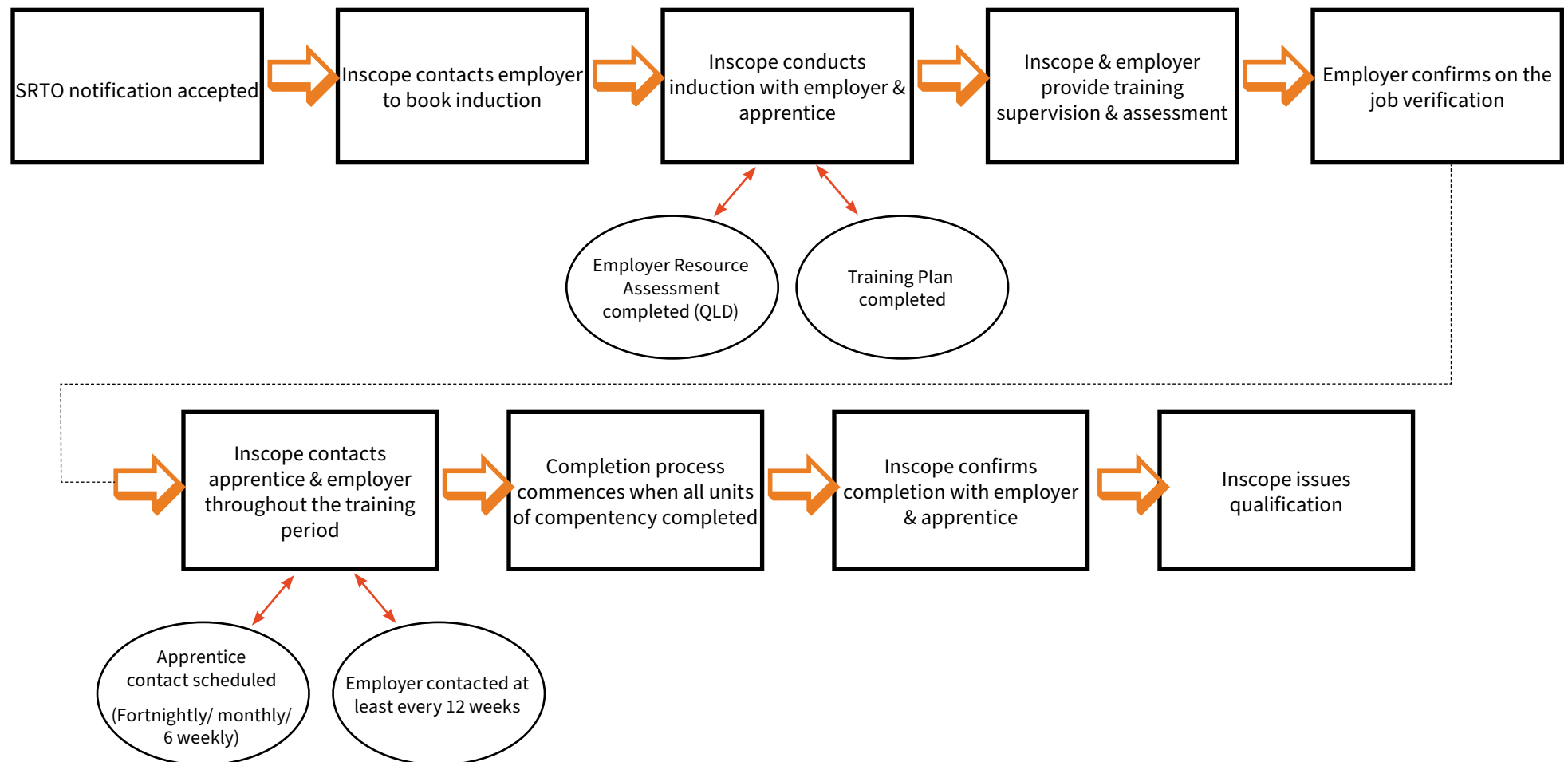
INSCOPE TRAINING INFORMATION

Apprenticeship Funding <https://inscope.edu.au/train-with-us/funding>
 Complaints and Appeals form <https://inscope.edu.au/train-with-us/resources#CAF>
 Course Offerings <https://inscope.edu.au/courses>
 Policies <https://inscope.edu.au/train-with-us/resources#POL>
 Schedule of Fees <https://inscope.edu.au/train-with-us/fund>



APPENDIX B

APPRENTICE TRAINING LIFECYCLE



APPENDIX C

ACCESSING THE LMS

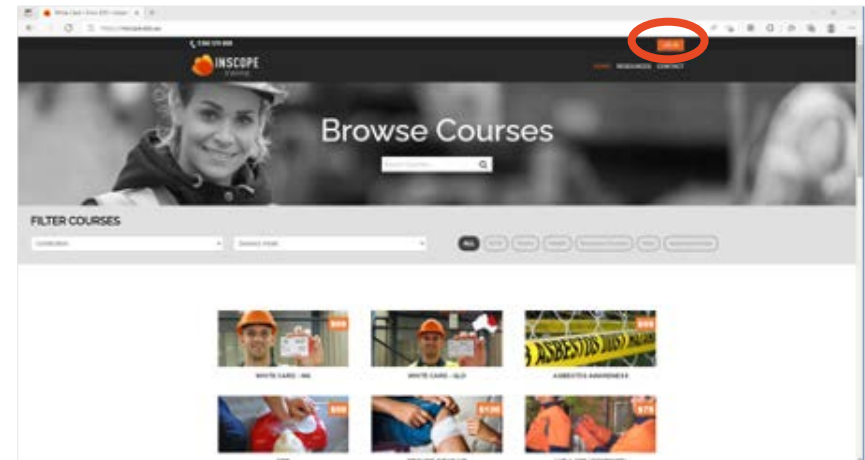
How to navigate the Inscope System

Inscope Training utilises a Training and Assessment Management System, more commonly referred to as a Learning Management System (LMS), called Ammonite. We work together with Ammonite to bring our students the best possible learning experience through the use of the user-friendly Ammonite platform, and world class resources.

Log In

To log into your student portal, go to the Inscope Training website and click on the Log In button at the top right-hand side of the screen (Screenshot 1). From there, a Log In box (Screenshot 2) will appear where you can enter in your log in details.

Your username is the email address supplied at registration and your password is supplied to you at your Induction. If you can't remember your username or password, please click on the forget password link to reset your password.



SCREENSHOT 1: Inscope Training website (URL - <https://inscope.edu.au>) – circled in red is the log in button.

Log In

Email

Password

☐ Remember Me

[Forgot Password](#)

Log In

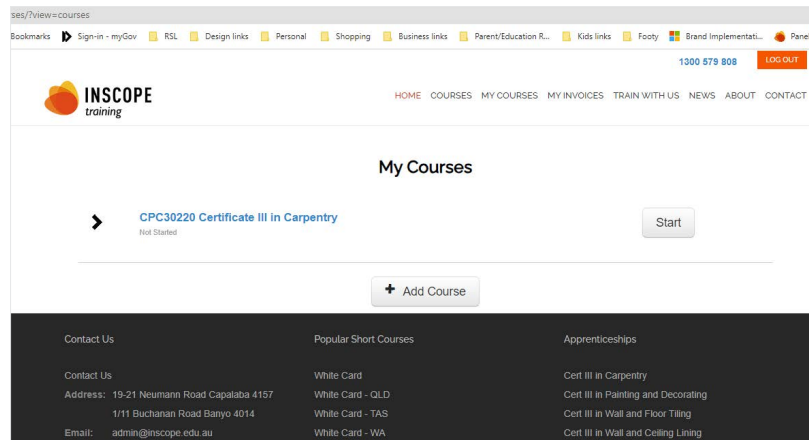
SCREENSHOT 2: Log In box

Access learning materials

When you initially log in, you will be taken to the My Courses page. This page lists:

- courses you have enrolled in or completed.

To access your course, click on the course name (Screenshot 3)



SCREENSHOT 3: My courses page

For apprentice courses, the first 8 tasks will be completed at your Induction. Units that have been opened up for you to complete will be highlighted blue. Units completed green and units not yet available yellow (Screenshot 4).



SCREENSHOT 4: Course Units and Training Plan

To accessing your learning materials, click on the unit name.

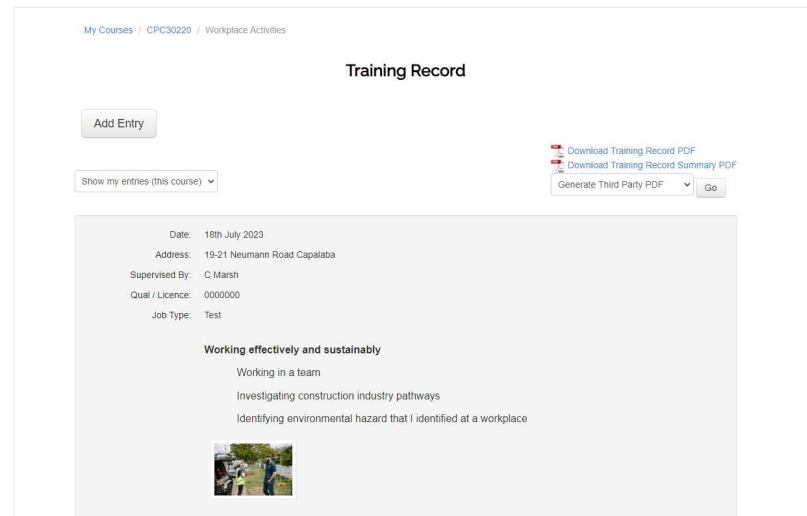
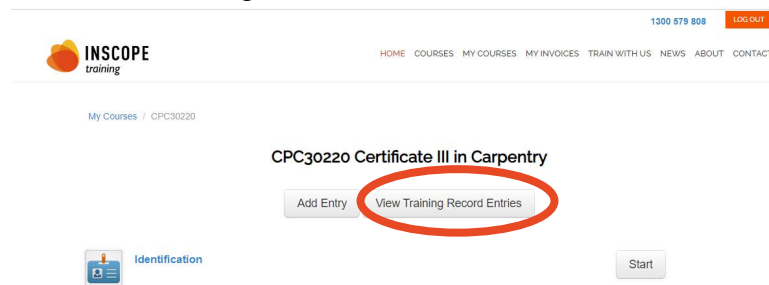
Your training plan is available in the top right corner to download as a PDF at anytime.

Accessing invoices (Student Contribution Fees)

Depending on your funding status, if you are required to pay a Student Contribution Fee, you will need to pay upon commencing a unit. You will be prompted for payment when you open the unit.

Training Record

Queensland apprentices must maintain a training record and it is highly recommended for New South Wales apprentices. To view your Training Record click on the “View Training Record Entries” Button.



SCREENSHOT 5: Training Record Entries

Entries submitted will be displayed. You can access your full training record or a summary at anytime by clicking on the pdfs in the top right corner.

To add an entry click on “Add Entry” button. Fill in the information required. Upload photo or video evidence, select the unit the entry is related to and click the “Submit Entry” button.

