

2022

Student Handbook

Distance Education - ACM30321 - Certificate III in Wildlife and Exhibited Animal Care (Release 1)



Careers Training Centre
PO Box 1230, CAIRNS QLD 4870
Email: training@careerstrainingcentre.com
Website: www.careerstrainingcentre.com
Tel: (07) 4041 9454 Fax: (07) 4041 9499
RTO No: 40557
ABN: 74 115 763 230

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Purpose of Handbook

The purpose of this Student Handbook is to provide you with information outlining your rights and responsibilities and to assist you in resolving any questions that you may have during the course of your study with Careers Training Centre.

Please refer to this handbook to support you in your study.

Welcome to the Careers Training Centre (CTC)

We strive to provide you with the highest standards in training and encourage you to use all the resources available to have a rewarding learning experience. We also tailor short courses to meet employer's and students needs to industry standards with accredited and non-accredited training.

Careers Training Centre adheres to the Standards for Registered Training Organisations (RTOs) 2015 and employs trainers and assessors who have a Certificate IV in Training and Assessment (TAE40110) with 5 years industry experience as a minimum standard. Trainers and assessors are passionate about sharing their skill and knowledge of the industry while developing students to reach their own personal goals and potential.

Careers Training Centre was established to meet industry demands and training is conducted at sites and venues that suit the student and the employer and to best meet the current and future needs of the industry. Learning that challenges the learner and adds to the business are part of industry based learning that is Careers Training Centre. Flexibility, equity and customer service orientation are central to our core values and beliefs that create the environment for students to excel.

Training programs we deliver

Careers Training Centre provides training and assessment in the following courses within the Standards for Registered Training Organisations (RTOs) 2015.

SIT20116 Certificate II in Tourism

SIT30116 Certificate III in Tourism

SIT40116 Certificate IV in Travel and Tourism

ACM30321 Certificate III in Wildlife and Exhibited Animal Care

SIT20316 Certificate II in Hospitality

SIT30616 Certificate III in Hospitality

SIT501116 Diploma of Travel and Tourism Management

Guarantee

Careers Training Centre is committed to providing excellence in training to industry benchmarks and the Standards for Registered Training Organisations (RTOs) 2015. Career Training Centre guarantees to complete training and/or assessment of enrolled students providing the following conditions are met:

- The student meets the agreed training/assessment completion and submission due dates in accordance with the Training Plan.
- The trainee meets all other obligations as stated in Careers Training Centre (CTC) Policies and the Student Handbook.
- All fees are paid in full for each unit completed prior to the start of the next unit of competency training
- All fees are paid in full prior to the issuing of any qualification or certificate of attainment

Contact Details

For all queries and issues please contact:

Careers Training Centre

Address: 278 Hartley Street, Cairns QLD 4870

PO Box 1230, CAIRNS QLD 4870

Email: training@careerstrainingcentre.com

Website: www.careerstrainingcentre.com

Tel: (07) 4041 9454 Fax: (07) 4041 9499

Student Induction and Acknowledgement

Careers Training Centre (CTC) provides you with an induction of your course including the provision of this Student Handbook. You are also required to acknowledge that you have been inducted into Careers Training Centre (CTC) by signing your enrolment form as part of your enrolment process.

Student Enquiries

At any time during your course, should you have any questions about Careers Training Centre staff, Trainers and/or assessors or your training and/or programs, or would like more information on our policies and procedures, please contact our administration staff on Email: training@careerstrainingcentre.com or Tel: (07) 4041 9454 who will be happy to assist you. Alternatively, you can organise a meeting with Careers Training Centre staff, via Skype or teleconference, at any time during office hours Tel: (07) 4041 9454.

The Queensland Government, Department of Education, Small Business and Training can assist with students enquires. The Apprenticeships Info telephone and email service is available to all Queenslanders for advice, support and referrals relating to apprenticeships, traineeships and training options.

The Apprenticeships Info telephone and email service operates Monday to Friday from 8.30 am to 4.45pm.

Telephone: 1800 210 210*

Email: apprenticeshipsinfo@qld.gov.au

Website: www.apprenticeshipsinfo.qld.gov.au

For fact sheets related to training needs from the Department of Education, Training and Employment:

<http://www.apprenticeshipsinfo.qld.gov.au/information-resources/faq/apprentices-trainees.html>

Code of Practice & Client Services Charter

Our Commitment to You

Careers Training Centre is committed and focused on meeting your needs. We promise to:

- Understand the needs of you, the client, our students, staff and the industries in which we operate or do business with.
- Understand your specific needs and be flexible in our approach to serving you
- Operate professionally and always conduct business in a sound, ethical and fair manner
- Employ staff who are knowledgeable, qualified, objective, experienced and always act with integrity
- Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you
- Resources and training to meet the current industry standards and the requirements the Standards for Registered Training Organisations (RTOs) 2015 and relevant guidelines related to Vocational Education and Training Package rules
- Respond to student and industry needs and remain competitive within our market
- Ensure the confidentiality and accuracy of your information

Management Principles

Careers Training Centre aims to be the best it can be and work with industry to set benchmarks and best practices. We do this by:

- Use developed and proven management principles, systems and policies to operate an efficient and effective organisation and professional develop our staff
- Are committed to quality assurance and continuous improvement and incorporate these principles into all aspects of the business meeting all legislative requirements
- Regularly collect feedback and continuously use it to improve and enhance our training and assessment services, client services and management systems
- Ensure that decision making of senior management is informed by the experiences of our trainers and assessors and act in an ethical and moral manner at all times
- Careers Training Centre will strive to exceed the requirements of the Standards for Registered Training Organisations (RTOs) 2015 and relevant guidelines related to Vocational Education and Training legislation
- Developing courses and assessment processes that meet industry benchmarks and industry demands; cater for a range of learning styles; and are flexible to a diverse range of student needs
- Engage with industry by participating in and/or facilitating relevant professional associations, networks, focus groups and industry associations and taskforces
- Maintaining supportive learning that is conducive to the success of our students, clients and staff
- Training resources will meet the requirements of all Training Packages for units and be reviewed annually.

Entry Requirements

There is no required minimum or maximum age limit to complete the ACM30321 - Certificate III in Wildlife and Exhibited Animal Care. We recommend that applicants should have successfully completed year 10. Mature age and students with prior learning and experience should also apply. However due to the high level of Workplace Health and Safety responsibilities involved, we reserve the right to decline an application at our discretion. An application may also be dependent on an individual's health and level of fitness as some of the duties involved can be physically demanding.

Students must meet the selection criteria and demonstrate good English skills, both written and verbal, and basic numeracy skills. Students must complete a literacy and numeracy assessment prior to the start of training. This assessment allows CTC to assess the student's competency with literacy and numeracy standards and design assessment tasks that support the student learning style as well as offering ongoing mentoring and support services when required.

A deposit is required to be paid at time of offer to secure your place. Upon enrolment an invoice for any course fees and payments will be issued. Full fees must be paid for the course/unit prior to the issuing of your qualification or statement of attainment.

Disability

The enrollment form includes a question about disability. Below is a list and meanings to provide additional information to assist with answering the disability question.

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

Hearing/deaf

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

Physical

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

Intellectual

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

Learning

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

Mental illness

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

Acquired brain impairment

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

Vision

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

Medical condition

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

Other

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

Privacy Notice

All students are required to acknowledge the Privacy Notice. The Privacy Notice is a statement to inform students that personal information collected from the student may be used together with training activity information. The privacy statement lists the ways information about the student is held, used, disclosed and managed. Specific questions may be directed to the Skilling Australia information line on 13 38 73 or via email at VET-DataPolicy@education.gov.au

Enrolment Process

A staff member from Careers Training Centre will complete the necessary paperwork and at an agreed time, via phone conversation, discuss a training plan with you. The Training Plan needs to be signed by the Trainer and the Student. An induction, via phone conversation or zoom meeting, will be completed so that you understand your rights and responsibilities. Course costs will be discussed and a training agreement will be completed which identifies the qualification cost and the cost per unit. An invoice will be issued and payment options confirmed with you.

The student will be issued with a copy of the training plan and a record book, which must always be kept in a safe place and be available at training sessions. The record book allows you to monitor your progression of completed units within the training plan. An induction will be completed so that you are informed of your rights and responsibilities.

Your training is self-paced via an online portal. The trainer is available to conduct mutually agreed training times via Zoom, Teams or phone.

You will have an opportunity to tailor training to meet your needs and the needs of your commercial wildlife industry placement/employment. You do not need to relearn skills you already learnt and you will be given time to develop the skill and knowledge required for mastering new competencies. Again, this will be ongoing discussion with you and your commercial wildlife industry placement/employment.

Unique Student Identifier (USI)

As of the 1st January 2015, any student who is undertaking Nationally Accredited Training with a Registered Training Organisation (RTO) will need to have a Unique Student Identifier (USI).

At your induction Careers Training Centre will give you the '**Australian Government – Department of Industries Skills Fact Sheet**'. This will explain what the USI is, how to obtain one and what it is used for.

Students will need to provide a USI transcript on enrolment.

For further information go to www.usi.gov.au

Course / Qualification Fees

Fees may be paid by the student or a third party

Full fee costs

\$7,990.00 per student

Application process

Once your application has been processed and approved, you will receive a letter of acceptance via your preferred contact (postal or email). On receipt of this letter, you will be required to pay a holding deposit of \$500.00 (AUD) to confirm your enrolment. This amount will contribute to the total cost of your course and is not an additional amount.

Fees include all training and assessment services and materials, including issuing of the qualification or statement of attainment.

Careers Training Centre will accept advance payments of no more than \$1000 from each individual student prior to the commencement of the course.

Following course commencement, Careers Training Centre will require agreed payments of training fees from the student/workplace/employer as they progress through individual units of competency. Students will complete the **Training Agreement** form to confirm all costs associated with training prior to commencement.

Certificates and Statements of Attainment will not be issued if any outstanding fees are not paid in full.

Payment Schedule

Careers Training Centre will issue you an invoice for agreed training costs to be conducted. If arrangements are being made for the workplace/employer to pay, an invoice will be issued to them.

- Payment plans may be agreed on a per unit basis, i.e. Total number of units in course divided by total course / qualification cost to give a per unit cost or regular monthly/fortnightly/weekly payments.
- Certificates and Statements of Attainment will not be issued if any outstanding fees are not paid in full.
- Enrolment and Training will not commence until the agreed deposit has been received by Careers Training Centre.
- Payment of fees in advance at any given time will not exceed \$1,000.00 for training yet to be delivered to the student.

Refund of Course Fees

As a learner, you pay an agreed fee upon commencement of a course in which you are enrolled. Course deposits will be accounted separately and are not accessed until course commencement.

You will be entitled to a refund for any units that you have paid for that have ***not been trained*** and or assessed; you will need to get a withdrawal form from your trainer and email/post this to Careers Training Centre for processing.

Language, Literacy and Numeracy Support

All students will be assessed on their Language, Literacy and Numeracy (LL&N) skills on enrollment. This assessment allows CTC to assess the student's competency with literacy and numeracy standards and design assessment tasks that support the student learning style as well as offering ongoing mentoring and support services when required. If assistance is required in any of these areas this will be discussed with you and one-on-one assistance will be arranged to suit your needs.

Mentoring and Support Services

Ongoing mentoring and support are provided by Careers Training Centre throughout your training. If you are having difficulties in the workplace or through training, it is important to talk with your workplace/employer and/or trainer. Our Mentor is available to work with you to resolve concerns and give direction to further assistance if required. Only by working together can we help you overcome difficulties. We take our responsibilities seriously and trainers and assessors will work with you and work with your supervisors to develop your skills and knowledge.

If you need extra assistance Careers Training Centre staff are always willing to arrange one on one training sessions at a mutually convenient time.

Careers Training Centre utilises the services of an Indigenous Mentor to work with any student who requires the assistance of a mentor.

If a major problem is identified in the workplace we can help you contact the appropriate legislative bodies who are available for mediation, to assist to manage conflict, crisis intervention, counseling, and referral to relevant services and providers. We will work with you to find a solution that suits you.

Withdrawing from your Course

You have a responsibility as part of your training contract to notify Careers Training Centre of any changes that may affect your ability to continue with your studies.

It is important to act on any concern immediately. If you contact us, we will put you in contact with all of the appropriate people and advise you of our policy and procedures and we can issue you with results for any units you have completed. You will then be able to use this Statement of Attainment for credit transfer into other courses.

If you are going to withdraw from your course you need to firstly terminate the training contract by completing a Cancellation of Training Contract form (available from your trainer or the website) and must be signed by yourself (and the workplace/employer if they are paying the fees).

Cancellation of student enrolment or Assessment Extensions

Students need to make regular ongoing progress throughout their course which includes regular open communication, attendance and submission of units on a 4 to 6 weekly bases. Failure to meet these standards during the course duration may lead to cancellation of your training agreement. Special circumstances always exist so please contact us and advise us if you are having any problems or there are changes to your circumstances.

Any student who has not made regular ongoing progress and has not communicated for over 3 months with their training may have their course postponed which may lead to cancellation.

Having a problem: then please advise us so that consideration can be given to your circumstances

Assessment of Skills

All adult learners learn best when they know the how, when and why of training. Adult learners are active participants in their training. Careers Training Centre encourages and supports learners to be involved in the planning of their learning pathways. All pre-requisites for accredited units must be trained and assessed prior to the start of training for the required unit. Students must gain competency in the pre-requisite unit prior to the start of training for the unit with the pre-requisite.

Assessments will be conducted by Careers Training Centre at the workplace of the student after discussion with their work placement host/employer and the student, to set a mutually agreed date and time. Some assessments may be assessed in a simulated work environment, on excursions, in role plays and/or scenarios or any combination of these.

Students are required to attend a minimum of one shift work placement a week on a consistent basis. The work placement is required to gain the practical skills and knowledge required for this qualification under the Vocational Education and Training packing rules.

Students currently working within a exhibited animal facility (paid or as a volunteer) may be assured of the same quality of training from Careers Training Centre. We will work wherever we can with your employers/work placement host to gain the best possible outcome.

To ensure consistency in a student's performance, competency will be demonstrated, to industry defined standards, on more than one occasion over a period of time in order to cover a variety of circumstances and where possible, over a number of assessment activities. Evidence of industry shifts MUST be completed within the workplace environment and are essential to the completion of this certificate.

Careers Training Centre will assist you to learn in your vocational work environment. Assessment will be fair and non-discriminatory. How you will be assessed will be explained prior to the start of each unit or workplace visit. It is essential that your work placement host/employer signs off that you do the work and your employer monitors your progression through your training. We will monitor your learning progress, verify your skills, maintain contact with your work placement host/employer, provide information for your work placement host/employer and yourself, and issue your certification on successful completion of the Competency Assessments.

3rd Party and Demonstration/Observation assessments should be undertaken by paid position supervisors or management in the workplace, preferably with Certificate III in Wildlife and Exhibited Animal Care. The supervisor assessing you in the workplace will need to provide evidence to Careers Training Centre of experience as a wildlife keeper via resume, qualifications, letter of support from management.

This training is a pathway to your on-going career in your chosen field.

The Training Plan

The Training Plan is the list of units of competency you need to complete for your qualification.

ACM30321 Certificate III in Wildlife and Exhibited Animal Care offered by Careers Training Centre comprises of 16 units; all of which must be successfully completed to gain the ACM30321 Certificate III in Wildlife and Exhibited Animal Care

Core Units - 12

ACMEXH301	Work within a zoological facility
ACMGEN301	Prepare and present information to the public
ACMEXH303	Prepare and maintain animal habitats
ACMEXH304	Assist with capturing, restraining and moving animals
ACMGEN304	Promote positive wellbeing in self and others in animal care workplaces
ACMGEN303	Assess the welfare status of an animal
ACMGEN311	Maintain and monitor animal health and wellbeing
ACMBEH302	Provide enrichment for animals
ACMGEN312	Provide nutritional requirements for animals
ACMWHS301	Contribute to workplace health and safety processes
ACMSUS401	Implement and monitor environmentally sustainable work practices
ACMGEN315	Communicate effectively with clients and team members

Elective Units - 4

ACMEXH309	Contribute to exhibit design and renovation planning
ACMEXH305	Monitor animal reproduction
ACMINF301	Comply with infection control policies and procedures in animal care work
HLTAID011	Provide First Aid

The unit HLTAID011 – Provide First Aid will be delivered by a registered training organisation (RTO) who has the scope of registration to deliver this unit. Each student will be able to review the list of registered training organisations for this unit and select the most appropriate RTO to suit their needs and location.

This unit is outsourced to an RTO but at no cost to the student as this unit is part of the qualification price

It is important that all parties are involved in the process and identify the needs and expectations of what will be achieved. The training plan will be explained to you. This will include what each unit of competencies consists of, how it relates back to your work placement, how the assessment will be conducted, what is required to achieve competency and the expected timeframe.

If you have completed any other courses, subjects or qualifications and you would like to apply for credit transfer (CT) or Recognition of Prior Learning (RPL) you should provide copies of your documentation and discuss this with your trainer and assessor.

A copy of the training plan is given to the trainer and the trainee (and your work placement/employer on request). This training plan is used to identify the units required for training and the order of training delivery.

How we Collect Evidence of Assessment

Throughout your training, you will be developing new skills in the workplace and gaining recognition of the skills you already use with confidence in the workplace.

A range of teaching and learning strategies will be used to deliver the competencies. These include:

- Practical tasks – evidence via photos and recorded on video
- Activities in the work environments – evidence via photos, recorded on video, zoom or team meetings.
- Work placements – experience in the exhibited animal industry environments. The object of the work experience is to give you practical training and experience related to the units.
- Tutorials - times arranged by mutual agreement throughout the course via zoom or teams meeting or phone.
- Trainers will work with your work placement/employer to ensure that training and the duties undertaken in the workplace support the learning process.

3rd Party and Demonstration/Observation assessments should be undertaken by paid position supervisors or management in the workplace, preferably with ACM30321 - Certificate III in Wildlife and Exhibited Animal Care. The supervisor assessing you in the workplace will need to provide evidence to Careers Training Centre of experience as a wildlife keeper via resume, qualifications, letter of support from management.

If you have completed a task which you feel demonstrates a competency, make a copy of this via video/photos, and email/post it to your trainer. An example of this may be a demonstration of your animal handling skills to industry timeframes and standards or cleaning an enclosure to industry standards. If you are involved in an unusual activity at work discuss this with your trainer and assessor so that the activity may be reviewed and could be included in an assessment piece. Evidence provided can be the form of videos, photos, letters of support from your supervisor etc.

Businesses who have agreed to vocational work placements (conditions apply):

- Hartley's Crocodile Adventures
- Kuranda Koala Gardens
- Birdworld
- Wildlife Habitat
- Cairns ZOOM & Wildlife Dome
- Rainforestation
- Australian Butterfly Sanctuary

If you have any questions about your training or the assessment process please talk with your trainer or phone our Staff Development Manager on 07) 4041 9437.

Recognition of Prior Learning (RPL)

The objective of the Recognition of Prior Learning (RPL) for the Vocational Education and Training system is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised.

RPLs need to be discussed before enrolling in the course via an interview with the trainer.

Students wishing to apply for RPL will need to request an RPL kit for the units interested in. The student will need to gather evidence to support the application for the RPL. Evidence needs to be sufficient, current (within the last 3 to 5 years) valid and authentic. The evidence gathered needs to match the criteria of the RPL kit. Once evidence is aligned and the RPL kit is completed, with all evidence attached, this is to be submitted to CTC.

If enough evidence to support the criteria of the RPL, a Statement of Attainment or qualification will be issued.

If the evidence does not support the criteria of the RPL student may need to

- Submit more evidence or
- Undertake gap training or
- Complete the unit

CTC reserves the right to the final decision on the outcome.

There is no discount for RPLs. Undertaking an RPL generally takes more training time and more time for students to compile the evidence then actually completing the unit, and therefore is not a 'cheap' option. **Consider undertaking RPL wisely.**

What RPL is Not!

Using the RPL process is not an easy way to get a qualification. It is not a matter of time served or amounts of experience but the specific and relevant learning which is assessed according to the prescribed Competency Standards.

Applicants need to be committed to supporting their case by locating and providing suitable evidence and documentation as required by CTC. Currency of skill and knowledge is determined by CTC assessors and students must be able to display evidence of currency when applying for RPL.

Credit Transfer (CT)

Providing credit is recognising the equivalence in content and learning outcomes between different types of learning and/or qualifications previously undertaken and completed successfully.

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 this. If a student provides suitable evidence they have successfully completed a unit or module at any RTO, the current training RTO must provide credit for the unit or module.

Before providing credit on related CTC courses, on the basis of a qualification, statement of attainment or record of results, CTC will either authenticate the information by

1. directly accessing the USI transcript online or
2. by contacting the organisation that issued the document to confirm the content is valid.

Ref: <https://www.asqa.gov.au/standards/chapter-2/clause-3.5>

A student who requests a single and up to three (3) unit credit transfers will not receive a reduction in the enrolment cost or course fees. Students claiming four (4) or more unit credit transfers may receive a discounted price at the discretion of the Staff Development Manager and must be discussed prior to the enrolment of the student. Credit Transfers must relate to the course the student wishes to enroll in.

When a student requests a current qualification to replace an expired equivalent qualification, and where evidence mapping is undertaken by CTC and mapped to the new qualification, then the student will **NOT** receive a reduction in the enrolment cost or course fees for these units.

Ongoing Training

Through regular phone calls, emails and zoom/teams sessions, your trainers will discuss with you what you wish to achieve, what skills you are currently using and how you would like to increase them. Together you will assess your training plan and with your work placement/employer review your current training and update your training record book. This plan may include Scenarios, Role plays, Guest Speakers, Industry visits, One on One tutorials, attending other industry sectors workplaces, specialist trainers and workplace assignments directed by your host work placement/employer.

There are also different ways in which you can do your assessment - depending on the unit of competency you are demonstrating you can use practical performance, assignments, practical projects, written tests or role play and questioning. Career Training Centre trainers and assessors will ensure that you have acquired the supporting skills and knowledge with the resources and equipment to enable you to apply that knowledge and skill to industry standards, to new situations and workplaces.

Please note that all reports and assignments which you submit are kept in your traineeship file and are not returned unless additional work is required. Assessments are kept on record for audit purposes to prove you have gained the skills and knowledge required for your selected unit or completion of a qualification.

Completion Procedure/Issuing of Results

Completing your course is a great achievement. Throughout your training, your trainer will have verified the skills attained. At the end of the required units of competency, your trainer will check that the record book is totally completed and that all evidence has been collected.

Our courses are Nationally Recognised Courses. In order to be eligible for the qualifications learners must be assessed as Competent (C) in each of the Competency Units. If students are assessed as Not Yet Competent (NYC) they will be given feedback and asked to resubmit the assignment with revisions.

When you have completed all the units in the record book, and these have been signed off by you the student and the trainer / assessor, the date on which all signatures are finalised, becomes the Actual Completion Date of Completion.

We will send you a copy of your results within 14 days of the completion date if full fees have been paid for the course/unit. Full payment must be received prior to the issuing of this qualification or statement of attainment.

On completion we will ask you to complete a questionnaire and feedback form. The information collected in these forms is used to review and improve our services and standards. It provides vital information about how CTC as a training organization, performs and also provides relevant statistical information that is reported back to the National Vocational Regulator. You can opt to remain anonymous if you wish.

Legal Obligations

Careers Training Centre:

- Maintains adequate, current and appropriate insurance and registration.
- Complies with all laws relevant to operation of its business.

- Allows government departments or their agents' access to training records, delivery locations and staff for auditing purposes when required, in line with privacy and confidentiality principles.
- Will keep records of competency completion for a period of at least thirty (30) years.
- Will manage the transition from superseded Training Packages within twelve (12) months of their publication on the National Training Information Service in line with the requirements of the Standards for Registered Training Organisations (RTOs) 2015. Careers Training Centre will appropriately manage the transition from superseded accredited courses so that it delivers only currently accredited courses.

Ongoing Support

Careers Training Centre wishes to see all students succeed into their chosen career that leads to a rewarding career. To assist you achieve this goal we can help you:

- Arrange a meeting with our mentor to work with you
- Assist you to update your Department of Education student file if necessary
- Assist you to plan a career strategy and industry sector information
- Create an up to date resume
- Do job search with you for your career pathway.
- Help you identify pathways to further training
- Assist with interview techniques
- Visit workplaces and participate in industry tours

Please feel free to talk to us at any time, either while you are completing training or after you have gained your qualification. If we can't assist you we will help you find the people and organizations who can assist you.

Continuous Quality Improvement

Careers Training Centre has a clearly documented continuous improvement strategy that involves the collection and analysis of all stakeholder feedback, data collected through scheduled feedback as well as other informal mechanisms. This feedback is used as input into the continuous improvement of staff, facilities, equipment, training and assessment materials used. As a component of the feedback strategy,

Careers Training Centre consults with industry both during course construction and implementation. Industry consultation ensures that Careers Training Centre training and assessment strategies result in graduating students that have acquired the employability skills and knowledge required for entry into or progress in their chosen field.

For further information about employability skills associated with course of study please ask for a copy of our training and assessment strategy from your trainer and/or assessor or contact administration staff on:

Email: training@careerstrainingcentre.com and / or Tel: (07) 4041 9454

Marketing

Careers Training Centre will market and advertise all qualifications, courses and other services with integrity, accuracy and professionalism avoiding vague and ambiguous statements. Students will be recruited in an ethical and responsible manner and no false or misleading comparisons will be drawn with any other provider or course.

Students will receive clear, accurate and appropriate information to make an informed decision about enrolment into a course prior to enrolment. Course outlines are available on request.

Promotion Policy

We are requesting your permission to use photographs and videos that include yourself for Careers Training Centre brochures and promotional purposes while you are enrolled here and seven years after ceasing training. In the event of using any videos of yourself we will ask you to complete a separate consent form. Please advise us if you are uncomfortable or unsure of the promotional policy.

Health and Safety Policy

Careers Training Centre is committed to ensuring a safe and healthy environment to the best of its ability and in compliance with Workplace Health and Safety. For the safety of all in the workplace, please report all potential hazards to your supervisor.

While you are undertaking your work placement you must follow all the policies and procedures of the commercial wildlife industry body you are working at.

Recognition of Qualifications

Careers Training Centre recognises Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by other Registered Training Organisations in Australia.

Access & Equity.

Careers Training Centre will treat all people fairly and equitably and fosters an environment free from discrimination and harassment. Careers Training Centre applies access and equity principles through all of its policies and procedures to promote full and equal participation of all people.

All staff completes an extensive induction process of their rights and responsibilities under state and federal legislative requirements that are clearly documented in our Staff Handbook. EEO legislation under the Fair Work Act is central to our values and beliefs at Career Training Centre and management practices.

All participants complete an extensive induction process of their rights and responsibilities under state and federal legislative requirements that are clearly documented in our Student Handbook and Staff Handbook. All learners have access to all courses that we conduct irrespective of gender, culture, linguistic background, race, or disability.

If you need extra assistance Careers Training Centre staff are always willing to arrange one on one tutorial sessions at a mutually convenient time and place. Careers Training Centre utilizes the services of an Indigenous Mentor to work with any student who requires the assistance of a mentor.

Student Code of Conduct

Students' Rights

All students have the right to:

Be treated fairly and with respect by all students and staff

- Not be harassed, victimized or discriminated against on any basis
- Learn in a supportive environment which is free from harassment, discrimination and victimization
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimized
- Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy
- Access the information Careers Training Centre holds about them
- Access current and accurate records on request
- Have their complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- The equipment and resources required to achieve competency in the unit of study
- Provide feedback to Careers Training Centre on the client services, training, assessment and support services they receive

Students' Responsibilities

All students, throughout their training and involvement with Careers Training Centre, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others
- Not harass, victimize, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Notify Careers Training Centre if any of their personal or contact details change
- Provide relevant and accurate information to Careers Training Centre in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- Hand in all assessment tasks, assignments and other evidence of their work with a completed via email or post.
- Make regular contact with their Trainer/Assessor
- Progress steadily through their course in line with their training plan
- Prepare appropriately for all assessment tasks and training sessions
- Notify Careers Training Centre if any difficulties arise as part of their involvement in the program
- Make payments for their training within agreed timeframes

Where a student is consistently showing a lack of progress, a meeting will be arranged via Skype or teleconference, with the student to discuss this issue. The outcome of this meeting may result in the cancellation of their enrolment.

Failure to attend an arranged meeting will result in the cancellation of an enrolment.

Work Placements

Students who are not employed in a commercial exhibited animals industry may complete this qualification via vocational work placement. Students will need to find a commercial wildlife industry that will agree to host their work placement

during the time of undertaking Certificate III in Wildlife and Exhibited Animal Care. A minimum of one shift per week for 18 months.

You may find your own work placement or please see below a list of zoos who have agreed to vocational work placements. Conditions do apply to each zoo. Please contact Careers Training Centre for these conditions

Businesses who have agreed to vocational work placements (conditions apply):

- Hartley's Crocodile Adventures
- Kuranda Koala Gardens
- Birdworld
- Wildlife Habitat
- Cairns ZOOM & Wildlife Dome
- Rainforestation
- Australian Butterfly Sanctuary

If you have any questions about your training or the assessment process, please talk with your trainer or phone our Staff Development Manager on 07) 4041 9437.

Careers Training Centre will ensure learners have every reasonable opportunity to complete their training program.

The host work placement/employer will support and encourage students/ employees to ACHIEVE SUCCESS by:

- Allowing student to participate in the training to be delivered by the training agreement and the Training Plan
- Encourage and support the student to participate in the required training
- Allow the student time and opportunity to gain the skill and knowledge required for duties within the business
- Meet their State and Federal legislative requirements as a business and an employer
- Supply equipment and resources suitable for students to gain competency or to advise Careers Training Centre where this is not possible in their business
- Supply regular and ongoing feedback to Careers Training Centre and the student for continuous improvement and assessment purposes
- Be open and honest in all dealing with Careers Training Centre and the student
- Advise Careers Training Centre of any changes that will impact on student's completion and success

Student Records and Replacement Qualifications

Students are able to access their student records at any time by contacting their trainer / assessor or by contacting training@careerstrainingcentre.com or by phone 07) 4041 9454. Careers Training Centre will be able to supply details of completed accredited units, statements of attainments, copies of training plans and record books and feedback on student progress.

Students will be automatically updated every two (2) months with a copy of their progress but are able to seek information at any time.

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. If the provider that originally issued your qualification or statement of attainment has closed, ASQA may hold the student records.

Additional Fees

Careers Training Centre (CTC) will charge \$45 for the reissue of a Certificate or Statement of Attainment on request. Students will need to complete an application form to request for a copy of their Student Record by Email: training@careerstrainingcentre.com or down loading the forms from Website: www.careerstrainingcentre.com or contacting Tel: (07) 4041 9454 Fax: (07) 4041 9499

Current students have access to file records and statements of attainment upon request at no cost.

Compliant Procedure

If participants have a complaint with any aspect of their training, they are encouraged to speak immediately with the Trainer and/or Assessor to resolve the issue.

If the participant is not satisfied that the issue has been resolved, they may wish to complete a Student Compliant Form, setting out in detail the issues of concern. The Staff Development Manager will respond to the complaint as soon as practical to discuss the complaint and seek a resolution. Contact details- Email careers@capta.com.au or 07 4041 9437

A student has a right to approach the Trainer /Assessor concerned for an initial re-evaluation of any assessment no later than four (4) weeks after results have been notified to the student.

Appeal Process:

A student wishing to appeal against an assessment decision may appeal the decision by:

- Informal approach may be made to the trainer or assessor

- If the student is dissatisfied with the decision of the trainer or assessor, the student may appeal to the Staff Development Manager. This appeal should be in writing by completing a Student Complaint Form.

If the student is dissatisfied with the decision of Staff Development Manager, the student shall have a further right to pursue whatever legal remedies that may be open to them.

Students have a maximum period of four (4) weeks in which they can appeal an assessment and lodge a complaint.

The Queensland Government, Department of Education, Small Business and Training may assist with students enquires. The Apprenticeships Info telephone and email service operates Monday to Friday from 8.30 am to 4.45pm.

Telephone: 1800 210 210 **Email:** apprenticeshipsinfo@qld.gov.au

For fact sheets related to training needs from the Department of Education and Training:

<http://www.apprenticeshipsinfo.qld.gov.au/information-resources/faq/apprentices-trainees.html>

Career Prospects

This qualification is a general industry qualification for persons operating at pre-trade level and undertaking animal care functions in an exhibited animal facility or institution. Types of positions to which this qualification may apply include Trainee Keeper, Pre-Trade Keeper, Assistant Keeper, Animal Care Attendant and Wildlife Animal Carer.

Articulation Arrangements

Completion of a national accredited training courses can and articulate into higher fields of study. For instance, if you complete the Certificate III in Tourism you can then articulate into the Certificate IV in Tourism or the Diploma of Tourism in any TAFE or Private Provider organisation in Australia.

Under the Australian Qualifications Framework (AQF) Certificate II is AQF Level II.

AQF1	Certificate I	AQF2	Certificate II	AQF3	Certificate III
AQF4	Certificate IV	AQF5	Diploma	AQF6	Advance Diploma

Inclusions:

- ✓ All learner manuals and resources
- ✓ Access to 'tutorials' with experienced trainers via zoom, teams or phone
- ✓ Your 'Certificate of Completion, ACM30321 - Certificate III in Wildlife and Exhibited Animal Care' upon successful completion

Program Outline

As part of your training, you will need to be trained and show competence in a range of areas, over a period of time. There will be a variety of duties a student must complete, including (but not limited to):

- Food Preparation, nutrition and diets
- Cleaning & Maintenance of enclosures
- Assist with record keeping duties
- WHS, policies and procedures
- Caring for sick, injured & orphaned animals
- Conditioning of animals
- Some Animal Handling, as directed
- Transport of animals
- Upkeep of displays and exhibits
- Monitoring health status & behaviour of animals
- Park maintenance
- Animal enrichment

Work Placement

On the days, you are rostered to complete work placement, you will be required to start work at the rostered time. Each morning, you should be teamed with a Wildlife Keeper for the day who will assign tasks for you to complete throughout the day, assisting you when necessary.

You are required to complete a minimum of one shift per week. A record of attendance form needs to be filled in, which you can ask for from your trainer or download from the CTC website, and returned to your trainer on a regular basis as a record of your work placement and evidence of your practical training.

While you are undertaking your work placement you must follow all the policies and procedures of the commercial wildlife industry body you are working at.

Tutorials

You are able to request tutorials and one on one tutoring and /or mentoring by discussing your needs with a trainer or assessor. Times for accessing these services will be by mutual agreement and allows you to balance your personal commitments with your study and training needs.

Tutorials are via Zoom, Teams or phone

Expected workplace behaviours

You have a duty of care under Workers Health and Safety and must make yourself aware of what those polices are.

- Ensure compliance with all reasonable and lawful instruction of managers
- Work in a safe manner
- Behave in a responsible and professional manner
- Treat others in the workplace with courtesy and respect
- Listen and respond appropriately to the views and concerns of others
- Be fair and honest in your dealings with others

If you Witness an Accident, the procedure is as follows:

Assess the patients needs

Call the ambulance if required – 000

Give first aid as necessary (eg: ice pack, bandage etc)

Advise trainer/assessor and if necessary they will organize transport to the doctors, hospital etc.

Complete an accident report form immediately and forward to management

Your Feedback is really important to us!

We really appreciate your feedback. Let us know what is important to you.

On completion or withdrawal from your ACM30321 Certificate III in Wildlife and Exhibited Animal Care, Careers Training Centre has an online link for students and employers to complete their AQTF surveys. You may enter your feedback through this link. <http://mastersit.com.au/vidatek/wp/index.php/learner/rto/capta>

You can also contact us on Email careers@capta.com.au or on our Website and download a feedback form: www.careerstrainingcentre.com

If you are concerned about something or wish to identify things we can change or improve a feedback form or questionnaire can be completed. We will ask you several times during the time you spend completing training with us to give us formal feedback. What was good / what was not? Feedback and questionnaires are part of maintaining consistency and best practices for us, so we take them very seriously. We encourage all students to provide feedback and have feedback forms available for students and employers to complete.

Want to let us know your thoughts:

Email us to careers@capta.com.au or speak to you trainer / assessor or at our Website and down load a feedback form: www.careerstrainingcentre.com

Useful Contacts

Tourism Queensland	www.teq.queensland.com
World Association of Zoos and Aquariums	www.waza.org
Workplace Health and Safety Queensland	www.worksafe.qld.gov.au
QTIC	www.qtic.com.au
Zoological Information Management System (ZIMS)	https://www.species360.org/products-services/zims-for-husbandry-2/
Australasian Society of Zookeeping and Animal Husbandry Guidelines	www.aszk.org.au
Biosecurity QLD Animal Care and Protection Act (ACPA) Land Protection Act 2002	www.daf.qld.gov.au
Queensland Wildlife Rehabilitation Council	www.qwrc.org.au
Wildcare Australia	www.wildcare.org.au
Zoo and Aquarium Association	www.zooaquarium.org.au
Exhibitors Licence	https://www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/exhibiting-animals/exhibiting-animals-qld#:~:text=In%20Queensland%2C%20you%20will%20need,wildlife%20parks
Department of Environment and Science Nature Conservation Regulation 2006 Nature Conservation Act 1992	https://environment.des.qld.gov.au/

DEFINITIONS

In this handbook the following definitions apply:

'Act' means the *Vocational Education, Training and Employment Act 2000*.

'ASQA' means the Australian Skills Quality Authority, the national regulator for Australia's vocational education and training sector.

'Department' means the Queensland Government Department of Education and Training.

'Employer' means the employer identified in the Training Contract.

'host work placement' means the commercial wildlife facility that is providing the student with volunteer work placement to be able to undertake the practical side of their course.

'Letter of Registration' means the letter issued by the Department to advise an Apprentice or Trainee of their registration on DELTA.

'QTIS' means the Queensland Training Information Service.

'Registration' means registration of a Training Contract on DELTA.

'Registration Number' means the Training Contract registration number on DELTA for an Apprentice or Trainee.

'Skills Queensland' means the state's statutory body which provides strategic advice to the Minister on current workforce development and skilling issues and performs executive functions in the recognition of group training organisations, the apprenticeship and traineeship system (including apprenticeship and traineeship contracts) and vocational placements in Queensland.

'Standards for NVR RTOs' means the Standards for National VET Regulator Registered Training Organisations.

'Student Contribution Fee' means a student's contribution to the cost of tuition and the provision of student services to the student.

'Teams' – video communication tool

'Traineeship' means employment based training declared by Skills Queensland to be a traineeship.

'Training and Assessment' means:

(a) off-the-job vocational education and training provided in Queensland by the RTO; and

(b) assessment provided in Queensland by the RTO, to a student in accordance with the Act, Training Contract and Training Plan for the student.

'Zoom' - video communication tool