



Strategic Training Solutions Pty Ltd

ABN 62 050 558 613

“performance improvement through people development”

Participant Handbook



WELCOME

Congratulations on choosing Strategic Training Solutions to help you achieve your career goals. In choosing STS' you have shown you are serious about your future.

Our aim is to offer you the best training available and to ensure that the training you receive meets your needs. We are committed to maintaining the highest standard in the provision of our range of training and development services. During your time with us we will make every effort to ensure you are provided with a professional and congenial learning environment in which to learn and work and assist you achieve the best possible outcome.

STS will ensure that you receive the opportunity to fulfil your personal potential during your training, and every endeavour will be made by our staff to accommodate your individual needs.

This handbook provides you with important information that will assist you to gain the most from your time with STS. Please take the time to read it carefully and if you require further information or clarification please contact any of our staff who will be only too happy to assist you.

We wish you every success in your studies at Strategic Training Solutions.

Sara Jane Bush

Director

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CONTACT DETAILS

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CODE OF PRACTICE

To ensure the highest quality standards in the provision of education, training and development services, Strategic Training Solutions Pty Ltd (STS) has adopted the following Code of Practice.

1. Strategic Training Solutions will, at all times, act with honesty, integrity and responsibility and in the spirit of good faith and fair dealing.
2. STS will not engage in any conduct that is unfair, harsh or unconscionable
3. STS will not engage in any practice that could lower the standards applicable under the Standards for NVR Registered Training Organisation or bring the training industry into disrepute.
4. STS will, at all times, observe both the spirit and the letter of the relevant laws of the Commonwealth, States and Territories.
5. STS will adopt policies and management practices that maintain the highest professional standards in the delivery of education and training services and safeguard the educational interests and welfare of learners in STS programs.
6. STS will, at all times, ensure a learning environment that is conducive to the successful completion by all learners of each course or program delivered by STS.
7. STS will ensure that all facilitators, consultants and staff are fully qualified and sensitive to the needs of STS clients and course/program learners including such considerations as race, culture, language, literacy and numeracy, physical impairment, gender, age and previous experiences.
8. STS will market its services with integrity and accuracy and with due regard to training industry standards. In the provision of information, no false or misleading comparisons will be drawn with any other provider, course or program.
9. STS will be responsible under this code of practice for the actions of its appointed agents and representatives in relation to the marketing of its services.
10. STS will adhere, at all times, to the marketing guidelines as laid out in the Standards for NVR Registered Training Organisation.
11. STS will, at all times, conduct recruitment and course/program registration of course/program applicants in an ethical and responsible manner.
12. STS will ensure that the recruitment and the registration of course/program applicants comply with equal opportunity legislation.
13. STS will ensure that trainees and candidates have access to a fair and equitable process for dealing with any grievances. This process will include re-assessment options for anyone undergoing competency assessments during and at the conclusion of training or for purposes of recognition of prior learning (RPL). All grievances / disputes will be heard by an independent person or panel.
14. STS will provide accurate and current information to enable anyone unfamiliar with the education and training system to make informed decisions about the appropriateness of any qualification/course/module/unit being offered by STS.
15. STS will provide accurate and current information to trainees/candidates and prospective trainees/candidates on all relevant matters including courses; programs; fees; conditions of enrolment; participation; language, literacy and numeracy considerations; flexibility of learning options and arrangements; recognition of prior

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- learning and current competency; withdrawal arrangements; termination of tuition; credit transfer; and refund arrangements.
16. STS will review regularly all information provided to course/program learners/candidates and prospective learners/candidates to ensure accuracy and relevance.
 17. STS will safeguard all funds paid by enrolees, course learners and all other clients via trust account arrangements.
 18. STS will guarantee, unconditionally, that once a training course, program or assessment process has commenced it will be completed in accordance with the advertised delivery dates and conditions of enrolment.
 19. In the event that STS should be unable to deliver agreed services, the company will ensure enrolees, applicants or clients receive a refund in accordance with STS' cancellation and refund policy.
 20. STS will ensure the privacy and confidentiality of all trainee/learner and prospective trainee/learners personal details and, where appropriate, assessment results.

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GENERAL POLICIES

Access and Equity

A philosophy of access and equity is an integral component for our training ethos. Strategic Training Solutions will ensure that, in the development and provision of our training and development services, the following principles are adopted and implemented at all times.

Everyone is entitled to high quality education and training programs that provide recognised credentials and clear pathways to employment and lifelong learning. The outcomes of education and training should not depend of factors beyond the learner's control or influence. STS therefore will not limit or judge entry into any of its courses on the basis of:- gender; marital status; pregnancy; race; age; national origin/ethnic background; socio-economic background; disability; religious and political affiliation; educational background; or sexual preference, except in cases where legislative requirements or government departments warrant such.

In the allocation of the organisation's resources, and whilst recognising corporate objectives and responsibilities, consideration is given to narrowing those gaps in education and training outcomes that reflect need and prevailing social inequalities.

A demonstrated commitment to these equity principles and practices is a core responsibility for all of our staff involved in the development, provision and evaluation of our training programs.

STS will ensure that trainees and candidates have access to a fair and equitable process for dealing with any grievances. This process will include re-assessment options for anyone undergoing competency assessments during and at the conclusion of training or for purposes of recognition of prior learning (RPL). If a grievance / dispute cannot be readily dissolved it will be heard by an independent person or panel.

Cancellation and Refund Policy

All requests for refunds must be submitted in writing upon which a decision will be made by the Director/s about the amount, if any that will be refunded.

Fees or part thereof will be refunded under certain circumstances. STS has a policy of a full refund of prepaid fees where STS is notified of withdrawal / cancellation up to seven (7) days prior to course/program commencement. A fifty per cent (50%) refund will be paid should a withdrawal or cancellation between six (6) days before course/program commencement and actual commencement. No refund is payable after course/program commencement. In these circumstances however, fees are transferable to another course or person.

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In relation to non prepaid fees STS reserves the right to invoice clients on the following basis:

- Fifty per cent (50%) of the agreed course fee should withdrawal or cancellation occur within six (6) days before the scheduled course commencement date.
- The full agreed course fee should withdrawal or cancellation occur on or after scheduled course commencement date.
- No charges will apply if notification of cancellation or withdrawal is received up to seven (7) days prior to scheduled course commencement.

Change of Enrolment

Change of enrolment is subject to program availability. Change of enrolment will not normally be considered after the commencement of the program unless there is a compelling reason for the change. The course facilitator and/or Director/s must be notified immediately to discuss requirements. For more than three (3) enrolment changes an administration fee of \$50.00 will be payable.

Changes to enrolment are not effective until the required “Change of Enrolment Details” form is completed and lodged with the course co-ordinator. For refund conditions please refer to the “Cancellation and Refund Policy”.

Counselling Services and Support

Strategic Training Solutions caters to diverse client learning needs and aims to identify and respond to the learning needs of all learners and adopts the following policy in relation to counselling services and support. Clients are encouraged to express their learning needs at all stages of their learning experience.

If the need arises, learners / candidates should make an appointment with the Director/s if they wish to discuss any aspect of their training or to access personal counselling services.

Strategic Training Solutions is committed to providing learners with additional support, advice or assistance whilst training. To achieve this and to ensure the quality delivery of training and education, STS provides:

Client Vocational Counselling to assist in exploring client interests and abilities and in developing a career path or when applying for recognition of prior learning. Learners are advised to, in the first instance, make an appointment and discuss their concerns with their trainer. Following this learner’s may also discuss their options with the Director – Training & Development.

Personal Counselling Services includes grievances / conflict resolutions, stress management, access and equity, learners welfare and support, or any personal issue and is available to all learners. If counselling or referral to other services is required please contact the Director – Training & Development.

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Language, Literacy and numeracy (LLN) Support is available to provide clients with advice and support in the provision of language, literacy and numeracy assessment services. Where formal support is required by the learner, extra curricula assistance can be sought from a specialist.

Post program and exit counselling services are available to provide assistance, advice and referrals for job seeking, resume preparation and interview skills, and vocational advice and mentoring.

Drugs & Alcohol

Strategic Training Solutions enforces a zero tolerance policy towards the use of illegal drugs and the consumption of alcohol whilst attending training and/or undertaking assessment. The use of alcohol and/or prohibited drugs by any learner / candidate whilst undertaking training / assessment is strictly forbidden at all times. Any learner/candidate who becomes affected by the use of these substances whilst attending training and/or undertaking assessment is committing a major violation of Strategic Training Solutions' policy and is subject to disciplinary action. This can include suspension, expulsion, or any other penalty appropriate under the circumstances.

Flexible Delivery and Assessment

Strategic Training Solutions recognises the principles of flexible delivery. All courses/programs are designed to emphasises flexibility of delivery and assessment to maximise the opportunity for access and equity of all learners.

Grievance Procedure

STRATEGIC TRAINING SOLUTIONS recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

1. As soon as a grievance arises, it will be raised and discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties.
2. Grievances should not be discussed openly throughout the company.
3. If a solution cannot be found, the matter will be heard by an independent person who will allow the appellant to formally present his or her case. Upon making a decision the appellant will be issued with a written statement of the appeal outcomes including the reasons for such decision.

STRATEGIC TRAINING SOLUTIONS is committed to delivering quality education and training. If you are experiencing any difficulties during your program of study, do not hesitate to discuss your concerns with your trainer. STRATEGIC TRAINING SOLUTIONS staff will make themselves available at mutually convenient times if the learner/candidate wishes to seek assistance.

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Induction & Orientation

All courses / programs will commence with an induction and orientation session. Information will be provided about the program structure, timetable and assessment tasks. Learner requirements, expectations and responsibilities will also be discussed. Learners will be given an opportunity to ask any questions regarding these issues.

Learners will be asked to complete and return a declaration confirming the receipt of The Participant Handbook and their willingness and acceptance to abide by the policies and procedures contained within during the training.

Learner Conduct

It is expected that learners will treat fellow learners, course facilitators and STS staff members will respect without discrimination. It is expected that learners will display honesty, tactfulness, and courteous behaviour whilst undertaking courses/programs.

Learners are expected to assume responsibility for their own learning. Respect of STS and fellow learner's property, STS operations and health and safety of others and the learning process must be displayed.

Learners and staff are entitled to a harassment and discrimination free environment. Learners are expected to refrain from any form of harassment and discrimination.

Learners are required to observe any lawful direction by a staff member to ensure the safety of individuals and the orderly conduct in training programs/courses.

Misconduct

Misconduct is behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or learners
- Interferes with the conduct of STS operations.

An instance of misconduct is a disciplinary offence. Learners will be given reasonable opportunity to respond to any allegation of misconduct.

Learner Health

All learners must adhere to the smoking policy of the venue in which training is being conducted. Whilst in the training room smoking is prohibited.

Possession of illegal drugs whilst undertaking training is prohibited. Any person under the influence of drugs or alcohol will be removed from the training premises for the safety of all.

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It is in the interest of all staff and clients that self-responsibility for health is seen as a serious concern. Anyone suffering from illnesses such as colds, flu, and/or viral or infectious conditions should not attend training sessions until recovered.

Learners are requested to place all refuse in the bins provided.

Learner Privacy

Strategic Training Solutions recognises every learner and client's right to privacy. STS' Privacy Policy identifies how we handle information. We collect and store enrolment information and assessment tasks and results.

Where State and/or Federal funding supports training we are also obliged to submit enrolment information and assessment results to the applicable government department for statistical purposes. At the time of enrolment learners will be asked to complete a "Participant Personal Details" form and sign such to enable STS to release this information.

We do not share, rent or sell personal information provided to us. The confidentiality of the information we collect is protected by the NSW Privacy and Personal Information Protection Act.

If staff or client information is required by a third party we will obtain written consent from the relevant staff or client prior to release of any information.

If a learner wishes to access their personal records they must contact the Manager-Client Services prior to arriving at the office. When accessing personal information the learner must first provide proof of identity by name, address and Date of Birth.

Learner Safety

Strategic Training Solutions is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees.

Management of Strategic Training Solutions is responsible for ensuring that the level of Health and Safety is not compromised and also recognises it's obligations under the Work Health and Safety Act (2011) and the Work Health and Safety Regulation (2011) as well as any related legislation.

Learners must accept responsibility for their personal safety and that of others.

Learners must wear appropriate footwear and safety apparel as instructed by the facilitator. Rubber thongs are not permitted whilst undertaking training and/or assessment in any premises in which training / assessment may be conducted.

Learners / candidates must follow safe working practices and observe all safety rules and regulations at all times and as directed by facilitators.

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It is important that learners / candidates report ANY injury or hazard immediately. If learners / candidates have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of your trainer or any staff member of STS.

Training and Development Standards

Strategic Training Solutions procedures and management policies are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures will safeguard the interests and welfare of clients whilst undertaking training programs and courses. Strategic Training Solutions is committed to the success of clients and maintains an environment conducive to learning. We have the capacity to deliver the nominated qualifications and courses providing flexibility, adequate facilities and the use of appropriate training methods and learning materials.

LEGISLATION

As a Registered Training Organisation, Strategic Training Solutions adheres to the following Legislation and Regulations:

- Anti-Discrimination Act 1977
- Anti-Discrimination Amendment (Miscellaneous Provisions) Act 2004
- Disability Services Act 1993
- Privacy and Personal Information Protection Act 1998
- Privacy and Personal Information Protection Regulation 2005
- Equal Employment Opportunity for Women in the Workplace Act (Cth) 2012
- Disability Discrimination Act 1992
- Privacy Act (Cth) 1988
- Racial Discrimination Act 1975
- National Vocational Education and Training Regulator Act 2011
- Apprenticeship and Traineeship Act 2001
- Apprenticeship and Traineeship Regulation 2010
- Security Industry Act 1997
- Security Industry Amendment Bill 2012
- Security Industry Regulation 2007
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

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RECOGNITION OF PRIOR LEARNING POLICY & PROCEDURE

Strategic Training Solutions acknowledges that all learners / candidates are to be given the opportunity to have their current skills, knowledge, attitudes and experiences assessed against the relevant performance criteria and standards of various accredited training packages.

Strategic Training Solutions will ensure that all RPL assessments will be conducted in accordance with the *'National Principles and Operational Guidelines for Recognition of Prior Learning (RPL)'*.

This will be achieved by:-

- Identifying the competencies gained as a result of accredited and non-accredited training and relevant work experience regardless of how, when or where the learning occurred.
- Ensuring a commitment by our trainers and assessors in recognising prior learning and current competence.
- Utilising a system of RPL which involves processes that are fair to all parties involved.
- Providing adequate support to potential applicants.
- Assessing the learning experiences of an individual in relation to the required competency.
- Using techniques to accurately assess the competencies gained
- Encouraging the applicant's use of the RPL/RCC process.
- Applying clear guidelines for deciding whether or not to grant recognition.

Those wishing to apply for RPL should follow the below procedure:

Pre-application

Individuals will be made aware of and encouraged to use the RPL/RCC process upon making enquiries about the course or prior to course commencement. Further enquiries and advice sought by individuals for RPL/RCC will be provided by the course co-ordinator by:

- initiating a personal information / briefing session and
- providing guidance and support in the areas of:
 - the training program / course on offer; and
 - the competency standards or performance criteria applying to each course / program on offer; and

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- identifying the relevance of prior experiences and learning to the competency standards or performance criteria applying to each course / program on offer
- providing a written statement of performance criteria for the relevant course / program
- Individuals may be given the opportunity of self-assessment (eg. Checklists, key questions) based on specific performance criteria, to help the candidate determine whether he/she has reached the standard of competence required.

Application

Applicants will be required to:

- Provide information which clearly describe prior learning experiences;
- Provide any original certificates and/or statements that confirms successful completion of relevant training courses; and/or
- Outlines their case for RPL/RCC by describing how their prior learning experiences relates to the specific competency standards of a training package

Information for applicants that suggest possible sources of evidence will be provided

Evaluation

Using the evidence provided, the relevance of the applicant's prior learning / current competence will be evaluated by a suitably qualified workplace assessor.

The applicant will be notified of the outcome of their application

A formal RPL interview is then arranged at a mutually convenient time

Assessment

The applicant will undergo an appropriate method of competency assessment:

- any assessment tasks will be consistent with those required by the relevant standards
- if the applicant satisfies the competency standards exemption from the relevant units of competence will be granted
- participant records will be updated to reflect any credits awarded
- the applicant will be notified of the final outcome RPL assessment and a credential will be awarded

Applicants have the right to appeal any determination – see Assessment Appeals Policy.

RPL assessments will be validated by completing the 'RPL - Assessment Validation Checklist'

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ASSESSMENT POLICIES & PROCEDURES

Strategic Training Solutions acknowledges Assessment Principles and is committed to validity, reliability, flexibility and fairness in assessment processes.

All assessments are to be conducted utilising a competency based assessment system and are designed to collect evidence and make judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the assessment guidelines of the relevant endorsed industry/enterprise competency standards of a Training Package or by the learning outcomes of an accredited course.

At the commencement of training or prior to assessments learners will be provided with pre-assessment information where the assessment criteria and requirements will be outlined. Where appropriate, assessment methods may be modified to suit individual candidate's requirements. However the integrity of the assessment cannot be diminished.

If the candidate is unable to attend at the scheduled time for assessment, alternate arrangements may be made, at a mutually convenient time.

A candidate who is assessed as 'not yet competent' for any unit of competence will be given the opportunity for re-assessment at a later date and/or appeal the assessment decision.

All assessment tools will be developed in conjunction with the evidence guide, assessment guidelines, UoC, elements, performance criteria and range of statements and make reference to the key competencies / employability skills.

STS will ensure all evidence provided is sufficient, valid, authentic and current.

National Recognition

Strategic Training Solutions acknowledges and supports national recognition. To this end we will recognise AQF and VET qualifications and VET statements of attainment issued by any other RTO, thereby enabling national recognition of the qualifications and statements of attainment issued to any person.

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ASSESSMENT APPEALS PROCEDURE

STS adopts a policy that if a candidate believes that the assessment decision and/or procedure was unfair, invalid or inappropriate they have a right to appeal.

The appeal is to be stated in writing to the Director – Training and Development and recorded on the Complaints and Appeals form and in the Complaints and Appeals Register.

The appeal will then be investigated and a meeting arranged with an STS representative, who is not connected with the original assessment, and the appellant.

If this meeting does not come to mutually agreeable resolution, an independent assessor will be appointed to arbitrate on the matter with those concerned. The decision of the independent assessor will be final. The issues raised during this meeting will be documented on the “Minutes of Appeals Meeting” form and signed by all present parties, indicating a true and accurate record of meeting.

Following the meeting and a decision being reached, a written statement of the appeal outcomes including the reasons for the decision will be sent to the appellant via registered post.

ISSUANCE OF CERTIFICATION

Training and/or assessments undertaken at Strategic Training Solutions are conducted applying competency based training and assessment principles.

Candidates successfully completing the requirements of a qualification listed on STS’ scope of registration will be issued with same. Those successfully completing part of, or units of, accredited training programs will be issued with a statement of attainment listing those units successfully completed.

For non-accredited training programs a statement of competency or certificate of attendance (as appropriate) will be issued listing the learning outcomes of the program.

Re-issuance of original certification will attract a fee of \$33.00 per certificate.

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CLIENT FEEDBACK AND QUALITY IMPROVEMENT

STRATEGIC TRAINING SOLUTIONS regularly collects statistical information to monitor, maintain and achieve on going continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our clients, learners and staff concerning educational and service improvements or changes that would improve our existing educational and client services provided by STRATEGIC TRAINING SOLUTIONS.

To provide management with this feedback you will be asked to complete a confidential evaluation form (which does not require the learner to give their name) which will be distributed at the conclusion of your training. Please complete these surveys and return them to your trainer.

Learners and clients wishing to provide additional feedback on any issues or areas for improvement are encouraged to complete an Opportunity for Improvement Report located at the STRATEGIC TRAINING SOLUTIONS Office.

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Certification of Receipt

of

Participant Handbook

This is to certify that I have received and read the Participant Handbook of Strategic Training Solutions Pty Ltd outlining the policies, practices and regulations, which I agree to observe and abide by whilst undertaking training and/or assessment with Strategic Training Solutions.

I understand that this certification of receipt of this document will be recorded in my participant file.

I have also received information about the course timetable, learning outcomes, course content and assessment methods content during an induction/orientation session.

Date: _____

Participant Name: _____

Participant Signature: _____

Trainer / Assessor Name: _____

Trainer / Assessor Signature: _____

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