



RAMSDEN
TELECOMMUNICATIONS TRAINING

NATIONAL TRAINING & COMPETENCY ASSESSMENT SPECIALISTS

STUDENT HANDBOOK

Contents

1.	Ramsden Telecommunications Training and its services	P. 3
2.	What Qualifications Do We Offer?	P. 4
3.	How Do I Enrol?	P. 6
4.	What If I Have Credit or Relevant Experience?	P. 7
5.	What Is RTT's Code of Practice?	P. 9
6.	Access and Equity	P. 14
7.	How Do I Obtain My Statement Of Attainment Or Certificate?	P. 15
8.	How Should I Conduct Myself During The Course?	P. 15
9.	How Can I Tell You What I Think About Your Training?	P. 15
10.	What Does It Cost?	P. 16
11.	Are There Regional Travel Arrangements?	P. 16
12.	How Do I Contact RTT?	P. 17

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1. Ramsden Telecommunications Training and its services

Ramsden Telecommunications Training Pty Ltd is a national, specialist training and assessment Registered Training Organisation (RTO) with its national office and a training & assessment centre in Newcastle. There are also regional training and assessment operations in Brisbane, Sydney, Canberra, Melbourne, Adelaide, Perth and Darwin.

Its mission statement sums up the company's attitude:

“To provide quality telecommunications training and assessment services to recognized national standards, responsively, reliably, flexibly and nationally to meet client need”

Courses and assessment services are offered during work hours, in the evenings, at weekends and, where requested and appropriate, at a work place.

Instructor/assessors are highly trained and experienced in both instruction and assessment and hold, as a minimum, the nationally recognized Certificate IV in Work Place Training and Assessment. In addition they bring to the classroom a wealth of personal work experience in the telecommunications industry. Where RTT instructors present ACA Cabling Registration courses, they are required to hold current ACMA Open Registration with associated national competency standard endorsements when teaching or assessing specialist cabling subjects such as structured (cat 5/6) cabling, optical fibre cabling, coaxial cabling or underground and aerial cabling.

Ramsden Telecommunications Training (RTT) has the experience and User Choice Funding access (in most states and the NT and ACT) to provide RTO services to trainees (new entrants to the industry) and currently is the trainer for traineeships in Certificates II and III in Telecommunications in all Australian States and the NT and ACT.

2. What Qualifications Do We Offer?

Qualifications offered by RTT include:

1. From the nationally endorsed **Telecommunications Training Package ICT02 (version 3.0)**:
 - Certificate II in Telecommunications or Telecommunications Cabling
 - Certificate II in Customer Access Network
 - Certificate III in Telecommunications or Telecommunications Cabling and Customer Equipment
 - Certificate IV in Telecommunications Engineering
 - Certificate IV in Telecommunications Network Planning
 - Diploma of Telecommunications Engineering
2. From the nationally endorsed **Property Services Training Package CPP07**:
 - Certificate II in Technical Security
 - Certificate III in Technical Security
3. For Australian Communications & Media Authority (**ACMA**) **Open and Restricted Cabling Registrations (NOTE 1 below)**:

In addition, *specialist short courses* and assessments are available to **fast track training to obtain the ACMA Open Cabling Registration or Restricted Cabling Registration** which is the legal requirement for cable installs in customer premises where the cabling connects to a carrier's network. This fast track training pre-supposes that the course enrollees have the required ACMA pre-requisites of cabling experience and OH & S training. A basic knowledge of electrical terms and concepts is assumed. This fast track course is ideal for electricians, Telstra – trained technicians and linesman, and industry experienced data/security/fire-protection cablers.

Course outcomes for ACMA Open Registration are either

- a) Statements of Attainment for Modules NTC004, NTC014, NTC017 and NTC111 or their equivalents. **OR**
- b) National Competency Standards ICTTC136C & ICTTC137C

Course outcomes for ACA Restricted Registration are either

- a) Statement of Attainment for module NTE/NUE199 OR
- b) National Competency Standard ICTTC136C

4. An **upgrade short course to convert Restricted Registration to Open Registration** with course outcome being National Competency ICTTC137C.
5. Other Short Courses in Technical Security and Telecommunications delivering competencies from the appropriate Training Packages

Note 1: The Restricted Registration limits a cabler (in general terms) to cable installations in homes and small businesses with a restricted area of work in the larger commercial premises.

The Open Registration permits cablers to install and maintain cabling in **all** types of customer premises including homes, small businesses, and large commercial and industrial buildings.

Pre-course information on each of the qualifications offered or details of short courses is available by emailing info@ramsdentraining.com.au or mailing a request to Ramsden Telecommunications Training, Suite 7/115 Griffiths Rd, Lambton, NSW 2299.

You will also find on the RTT web site information about courses, traineeships and working in the telecommunications industry.

See www.ramsdentraining.com.au

3. How Do I Enrol?

At present, enrolment is accomplished by completing the RTT course enrolment form for a full certificate course or for short courses on the registration form which is included in RTT course pamphlets or is provided via fax or email on receipt of an enquiry at either RTT office or state client service personnel and the appropriate course fee paid.

Enrolment or registration is not complete until the required fees are paid. In the case of trainees, these fees may be paid by their employer.

Applicants must hold the specified pre-requisites for the program for which they are applying as a qualification, or its equivalent, or admission by Recognition of Prior Learning (RPL).

On enrolment or registration, you will be sent a receipt and confirmation letter which will include details of course location and course commencements date and other information you may need. In the case of traineeships, the employer may pay the enrolment fees and supply course location and commencement date details to their trainees.

Applicants for enrolment or registration agree:

1. To abide by the rules and policies of RTT,
2. That the information provided in the application is true and correct,
3. That qualifications and statements of attainment earned through RTT are verifiable.
4. That participation in a course will involve conformity with the code of practice and behaviour set out under section of this handbook.
5. That participants will ensure that all work submitted for assessment is their own personal work.

4. What If I Have Credit Or Relevant Experience?

4.1 Recognition of Prior Learning (RPL)

RTT recognises applicants' current abilities regardless of how, when or where they were acquired, and students will not be required to take instruction in a module if they can demonstrate that they have current competency in it. Abilities may have been learned through:

1. Experience on the job,
2. In-service training and professional development,
3. Any other informal way of learning.

All competencies are assessed through RPL.

Applicants must provide evidence that their skills are current, and that they have the necessary knowledge, understanding and practical skills for the RPL assessment.

Applicants are assessed according to the same criteria as students taking classes, which may include written work and /or practical work.

Applicants who pass the assessment are not differentiated in any way from those who took the same modules through formal education and the credentials are exactly the same.

There is no limit to the number of modules that may be taken by RPL and students may take the whole of a qualification by RPL. The RPL process should be monitored carefully when providing RPL for the majority of modules in a qualification. The amount of credit depends on:

1. What students have done,
2. Whether it conforms to competencies,
3. Whether the competencies are included with RTT's accredited scope and expertise.

The RTT assessor handling the RPL process must provide each student with a form that:

1. Outlines the outcomes
2. Is simple enough to use so that students can organise their evidence to meet the outcomes.
3. Gives guidance in developing a portfolio of evidence.

The RTT assessor handling the RPL process must obtain the student's signature on an assessment plan agreeing to the proposed assessment.

4.2 What If I Have Qualifications From Another Registered Training Organisation?

RTT recognises AQF qualifications and Statements of Attainment issued by all other registered RTO's.

To apply for recognition, the applicant must provide:

1. The original AQF qualification or Statement of Attainment, **OR**
2. A Certified True Copy, or, a duplicate issued by the originating RTO.

RTT may choose to verify the qualification or Statements of Attainment with the originating RTO.

This may be by telephone call, email, personal referee or letter.

The telephone number, email address, referee, or address shall be obtained independently from the student.

A contemporaneous record of the verification shall be made and kept in the student's file.

When a qualification cannot be verified, a record of the attempt shall also be filed.

When the modules are not the same but may be equivalent, the outcomes shall be checked to ensure that they are equivalent.

5. What Is Ramsden Telecommunications Training's Code of Practice?

5.1 Standards of Service

1. The staff will respond promptly to oral inquiries at the national office during office hours, 8:30 am – 5:00 pm weekdays.
2. Staff will respond to all reasonable written or emailed inquiries within 48 hours except when the office is in recess (e.g. Christmas and New Year break).
3. The national office shall disseminate clear information to each prospective applicant prior to enrolment. Advisors may use any appropriate means, including email, letter or fax, group sessions or individual interviews.
4. Clerical or administrative errors will be rectified within 48 hrs from the time that notification arrives at the office, except when it involves extra time in relating to a third party.

5.2 Standard of Instruction

1. Students can expect to attend Ramsden Telecommunications Training activities according to the published schedule of RTT and have a right to study according to the rules and regulations published by RTT.
2. Students will not be required to take instruction in a unit of competency if they can provide evidence that they already have current competency in it.
3. Students have a right for instruction time to be used for instruction and that the whole time will be used efficiently to attain the competencies prescribed for that instruction. Exceptions may be made for extenuating circumstances and incidental or unanticipated purposes that are necessary or ancillary to the instruction process.

5.3 Assessment

1. Students have a right to be informed of the rationale behind assessments before the assessment is made.
2. Students have a right to be clearly informed of the assessment task required and the criteria upon which it will be assessed.
3. RTT has a right to expect students to be honest in taking assessments.
4. Where a student is deemed "not yet competent" he/she is entitled to advice identifying the areas in which he/she needs more study or more practice and will be advised of the need for a resit of the examination or re-assessment of his/her competency at a mutually agreed time and place.
5. Results of competency assessments shall be available at the national office within 14 days from the time of assessment, except when this involves extenuating circumstances involving a third party (e.g. external assessors)
6. Students have a right to feedback and results from oral and practical assessments on the day on which these assessments were conducted.
7. Students have a right to be informed of the reasons for assessments resulting in a "not yet competent" assessment, or grade lower than expected.

5.4 Discipline

1. Students can expect to study in an environment that is free from interruption from other students and from racial or sexual harassment, vilification, victimisation, or discrimination (racial, sexual, disability or otherwise), or anything else which would undermine a constructive learning environment or bring RTT into dispute.
2. RTT reserves the right to warn, suspend or expel students who interrupt the learning environment or harass other students or refuse to observe stated OH & S practices which

might endanger themselves, other students, the instructor or other persons in the vicinity of the training environment.

3. RTT shall have the right to make judgments on behaviour and practices that are not anticipated in the rules and regulations.

5.5 Fees, charges and refunds

1. Students have a right to pay no more than the published fees for the period for which the fees are published.
2. Students have a right to a refund for funds incorrectly paid and in excess of the published fees or , under certain circumstances, where courses are cancelled as per the RTT policy on cancellations as stated on RTT registration forms and below under points 5,6,7 and 8.
3. Students have a right to receipts for payments made, but it may be a qualified receipt if the payment is not in legal tender (e.g. cheque).
4. Clerical or administrative errors will be rectified within 48 hours from the time that notification arrives at RTT, except when this involves extra time in relating to a third party.

Cancellation policy prior to commencement of course:

5. If cancellation is received 5 or more working days prior to beginning of course (written, fax, email) transfer may be made to next available course or a refund will be made less 10% administration fee.
6. If cancellation received less than 5 days prior to course, no transfer or refund is allowed.
7. In the event that RTT cancels or reschedules the course, full refund or transfer will be allowed.

5.6 Guidance and Counselling

1. Staff will provide guidance and counselling pertaining to RTT courses, especially in regard to training and assessment programs and their relationship to career structures and further study.
2. There are ethical limitations to the advice that may be given.
 - If students or prospective students have already made a commitment to become members or employees of organisations, RTT's staff cannot provide advice that will violate the integrity of that relationship.
 - Staff will not take on counselling for which professional licensing is necessary (e.g. counselling of psychological disturbances).
 - RTT can give no assurances that any course of action advised will be successful, nor can it give assurances of employment or success upon completion of its programs, or acceptance into other programs of study in other institutions.

RTT encourages students to seek also independent advice before making major decisions, and reserves the right to include a disclaimer in public literature limiting its liability for any such advice. The Director of RTT can give guidance to students who believe that their literacy and numeracy skills may be inadequate for the course.

5.7 RTT Respects Your Privacy

1. RTT is committed to protecting the privacy of personal information of staff and students.
2. Personal information collected will be used only for RTT's internal purposes and administrative processes.
3. Personal information will not be disclosed to third parties, unless:
 - Stated in RTT policies to which students and/or staff have agreed

- The person provides prior, written consent to release information for other purposes, or,
 - Government organisations require details on enrolled students for the purpose of surveying and statistical management, or,
 - Disclosure is required by legislation.
4. RTT qualifications are verifiable. In the case of students and past students who hold qualifications and/or statements of attainment, RTT will verify them with third parties that already have adequate identifying information on the individual. However, RTT shall not disclose any information other than the verification.
 5. As there are inherent risks associated with transmission of information via the Internet, RTT cannot ensure the confidentiality of information during electronic transmission.
 6. The Internet Service Provider for RTT web site will make a record of visits and may log the following information for statistical purposes:
 - Visitors' server address (which includes your top level domain name (e.g. .com, .gov, .org));
 - The date and time of visitors' visit to the site;
 - The pages visitors accessed and documents downloaded;
 - The previous site visitors have visited;
 - The type of browser visitors are using.
 7. RTT will not attempt to identify users or their browsing activities or through cookies. However, law enforcement agencies or other government agency may exercise its legal authority to inspect our Internet Service Provider's logs.
 8. In the case of persons enquiring to RTT by email, your e-mail address will only be used for the purpose for which you have provided it and it will not be provided to third parties or used for any other purpose without your consent. RTT will from time to time send, via email, marketing material in relation to our upcoming courses only, within the terms of the *Spam Act 2003* (Cth).
 9. Student records shall be confidential and available only to the officers and staff of the RTT, duly authorized auditors, and duly authorized officers of Australian government departments. Until the time of the student's death, those records may only be made available to other parties with the prior, written consent of the student involved. This shall not include the inclusion of such data in statistical information where the content and identity of individual student records remains confidential.
 10. Notwithstanding this policy, a student may be asked to provide personal contact details to the RTT Instructor/Assessor for the purpose of competency assessment in relation to courses) in which the student is enrolled. In these cases, the information will remain confidential and will not be released by the Instructor/Assessor to anyone except the staff of RTT for record purposes.

5.8 What If I Have A Grievance?

A grievance may be:

1. A complaint,
2. A grievance
3. An appeal against assessment results
4. A problem of inequitable treatment
5. Rejection of application to become a student, or
6. An appeal against disciplinary action

Before making a formal grievance, the student should ask the Instructor for verbal clarification of the issue. This does not lessen his or her right in anyway to make a formal grievance.

A formal grievance will be handled on the basis of a formal written presentation of the complaint to the Educational Operations Manager of RTT.

Form RTT No. 13 attached may be used in order to document the grievance but it is not essential to use this form.

The written complaint will be entered in the RTT complaints/grievances register and a copy of the written complaint filed.

1. Students appealing against an assessment result may only do so after receiving feedback from the assessor.
2. The RTT Educational Operations Manager will provide a written statement of his decision and the reasons for the decision to be sent to the appellant, with a copy filed in the register of complaints.
3. If the student is unhappy with the decision they can appeal the matter to the RTT Director and his decision shall be final.
4. Except in mitigating circumstances, the complaint, grievance or appeal will be handled in one calendar month from the receipt of the written complaint, grievance or appeal.
5. Any action required of RTT following the decision made by the Educational operations Manager will be undertaken promptly.
6. Clients & Students can also have the option of going to external bodies such as the State or Territory registered body VETAB (02) 9244 5335 or Email: vetab@det.nsw.edu.au and to the National Training Complaints Hotline 1800 000 674.

5.9 Grievance Form

Ramsden Telecommunications Training Pty. Ltd

Student Grievance Form

RTT No. 13

Date:

Name of student:

Please describe your grievance clearly and in detail. (You may use an extra sheet of paper if you wish)

Please explain what steps you have taken already, if any, to resolve the grievance:

Please mail this form to:

Educational Operations Manager
Ramsden Telecommunications Training Pty Ltd
Suite 7/115 Griffiths Rd
Lambton
NSW 2299

Your rights

You are entitled:

1. To feedback from an instructor/assessor on your assessment. You should normally discuss results with the instructor/assessor at this time, although you still have the right to submit a formal grievance.
2. Confidential treatment of this grievance.
3. To be free of prejudice if the Educational Operations Manager rules in favour.
4. A written, independent response to your grievance stating the reason for the conclusion drawn.

6. Access and Equity

Staff members are required to treat all students equitably on the basis of the access and equity policy below.

6.1 Access

"Access" refers to admission to a course. The courses of RTT are open to qualified applicants regardless of gender, social position, age, physical disability, or racial, ethnic, cultural or linguistic background.

Applicants will not be refused admission on the basis of a disability. Where the prospective applicant has a disability that would affect participation, or would preclude employment in the industry for which the training is provided, or prevents assessment for qualification purposes, he/she is so advised.

6.2 Equity

"Equity" is defined in this usage as fair treatment during study and assessment:

Equity relates to fairness regarding gender, social position, age, physical disability, or racial, ethnic, cultural or linguistic background.

Individual students are entitled to reasonable adjustments or allowances that are necessary for a fair chance of successful completion of studies. Equitable treatment does not mean that all students must be treated the same.

The adjustment must not:

1. Incur unfair financial cost to the program, nor
2. Compromise program requirements.

Students will not be given an adjustment if it appears to make no significant difference to the assessment outcome, i.e.:

1. An adjustment provides little benefit for the student, or
2. Lack of an adjustment provides little detriment for the student.

If the student cannot perform the program outcomes within allowable adjustments, the result "not yet competent" will be given.

6.3 What If I Have Special Needs?

Clients are given the opportunity when registering for a course to advise of any special needs they have which need to be taken into account in the delivery of the program. This opportunity is provided for on the registration form. The course instructor is then advised of this special need in their Instructor assignment sheet.

Special needs might include opportunity for religious observance during the program or dietary needs which might affect course catering.

Clients who feel that they require extra support in the areas of literacy and numeracy in order to pass their training course should also note this requirement on the enrolment forms. Numeracy tutorials can be supplied and RTT can refer clients in need of help with literacy to an appropriate provider.

7. How Do I Obtain My Statement Of Attainment Or Certificate?

- 7.1 Course outcomes such as Statements of Attainments or Certificates are issued to students who successfully complete the requirements of the course within 14 days of course completion. No application form is required to be completed.
- 7.2 Delays will only occur if pre-requisite material has not been provided to RTT or there have been unavoidable delays in provision of assessment outcomes to RTT student records.
- 7.3 Whilst all student records, including exam and competency records, remain the property of Ramsden Telecommunications Training, students may view their exam and assessment results upon request, given one week's notice and upon production of their proof of ID as per 7.4 below.
- 7.4 Acceding to a request by a past or current student to view his/her training records or obtain an additional copy of a qualification or Statement of Attainment, is conditional upon the student making the request in one of the following manners:
- For Re-Issue of a Qualification or Statement of Attainment an admin charge of \$50 applies, which must be paid in full before certificates can be sent. If individual competencies are required to be reprinted there will be an admin fee of \$20 per competency.
 - In-Person at RTT's Head office (details on page 18 of this handbook) with proof of ID**
 - By phone but followed by the request being made in writing accompanied by proof of ID** (copy of the original must be certified as a true copy of the original by a JP)
 - In writing by mail accompanied by proof of ID** (copy of original must be certified as a true copy of the original by a JP)
 - By email, but the request must have, as an attachment, proof of ID** which may be a scanned .pdf version of the original.

**Note: The following documents are proof of ID:

- Current Drivers licence
- Australian Birth Certificate
- Current Australian Passport or Foreign Passport with current Visa indicating permanent residency in Australia
- Australian Proof of Age Card
- Australian Citizenship Certificate

8. How Should I Conduct Myself During The Course?

Students are expected to:

- Respond positively to instructor's advice and requests in relation to course delivery and apply themselves positively to all tasks and assessment exercises provided by the RTT instructor
- Be punctual and attend all course sessions unless exempted through RPL
- Conform to standard industry OH & S practices and as advised by course instructor
- Take care of tools and equipment provided by RTT and return them in as- provided, good condition to the instructor
- Assist in maintaining a clean and tidy work environment

- Conform to health regulations and refrain from smoking or consuming alcohol on the course premises
- Be appropriately dressed for the normal working environment; closed shoes/boots must be worn in practical sessions. Additionally, outdoor clothing, including head gear, must provide protection against the sun and hard hats must be used in construction zones
- Refrain from any behaviour or remarks which might harass or intimidate or denigrate another student or the instructor
- Show respect for other students and the instructor who will reciprocate and treat you with respect also.

9. How Can I Tell You What I Think Of Your Courses?

This is a good question because that is exactly what we would like to know at RTT.

At the course conclusion, your instructor/assessor will give you a questionnaire in which you are requested to provide your feedback on specific aspects of the course and training organization, together with the opportunity for you to make any comments you feel are relevant. We appreciate your frankness, honesty and constructive suggestions. These will be considered by the RTT management team.

The questionnaire is anonymous; you are not asked to sign it.

In addition feel free to contact RTT directly by email, letter or phone (see contact details on page 14) to provide feedback to the director, national assessor or customer service staff.

10. What does it cost?

For trainees all enrolment fees are charged to the employer, at no cost to the trainee.

Non-trainees (i.e. those who are not doing a course through an employer) will be subject to enrolment fees. These fees depend on State, location, Certificate and change regularly. If you are interested in obtaining the cost of a particular course simply contact Ramsden using the contact details on the last page of this handbook or on the RTT web site.

Full or partial fee exemptions apply for certain target groups of people determined by State governments.

Details are available by contacting the RTT National Office on 1300 881 004 or info@ramsdenttraining.com.au

Some specialist cabling courses attract subsidies from state Building and Construction Industry Boards providing the applicant meets their requirements for working in the building and construction industry.

Details are available by contacting the RTT National Office on 1300 881 004 or info@ramsdenttraining.com.au

In addition there may be Australian Government subsidies for eligible persons seeking a qualification at Certificate II, II and IV levels under the government's Productivity Places Program.

Details are available by contacting the RTT National Office on 1300 881 004 or info@ramsdenttraining.com.au

11. Are there Regional Travel Arrangements?

If you are a trainee and do not live in a capital city, you may be eligible for travel assistance provided by your State or Territory government. Please contact your State or territory Apprenticeship Centre for more details about eligibility and how to claim.

12. How Do I Contact Ramsden Telecommunications Training?

Head Office and mailing address:

Ramsden Telecommunications Training
Suite 7/115 Griffiths Rd
Lambton
NSW 2299

Telephone: 1300 881 004

Fax: 02 4957 7113

Email: info@ramsdentraining.com.au

Website: www.ramsdentraining.com.au

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