



RT0 provider code: 60034

Business Skills
IT Solutions
Qualifications



Qualification Guide

TAE40116: Certificate IV in Training and Assessment

Prepared By:	Chris Carlson	Date:	14/3/18
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Introduction

NDA is a registered training organisation (provider number 60034) offering training and assessment in a wide range of areas.

NDA operates in accordance with the Standards for Registered Training Organisations (2015), and has obligations to ensure that all training and assessment offered:

- provides a quality outcome for learners,
- meets the requirements of the Standards for Registered Training Organisations (2015), and
- provides AQF certification documentation.

Training results in qualifications and statements of attainment that are recognised and accepted by industry and other educational institutions throughout Australia.

The following information is provided to enable you, as a potential learner, to make an informed choice. Before enrolling in any training and assessment services, you need to consider if it is the right qualification for you and your needs, and if the delivery methods, schedule, fees and requirements are right for you. The following information is provided to assist you with your decision making. If you have any further questions about this qualification please contact NDA on 03 6334 4910.

TAE40116: Certificate IV in Training and Assessment

Qualification descriptor

This qualification reflects the roles of individuals delivering training and assessment services in the vocational education and training (VET) sector, and also is suitable preparation for those engaged in the delivery of training and assessment of competence in a workplace context, as a component of a structured VET program.

The volume of learning of a Certificate IV in Training and Assessment is typically six months to two years.

Licensing/Regulatory Information

Achievement of this qualification by trainers is a requirement of the Standards for Registered Training Organisations (RTOs) 2015.

Those entering this program must be able to demonstrate vocational competency in their proposed teaching and assessing area. Vocational competency is defined as broad industry knowledge and experience, and may include, but is not limited to, holding a relevant unit of competency or qualification.

To achieve this qualification, participants are required to complete ten units (9 core, and one elective unit).

Unit code	Title
TAEASS401	Plan assessment activities and processes
TAEASS402	Assess competence
TAEASS403	Participate in assessment validation
TAEASS502	Design and develop assessment tools
TAEDEL401	Plan, organise and deliver group-based learning
TAEDEL402	Plan, organise and facilitate learning in the workplace
TAEDES401	Design and develop learning programs
TAEDES402	Use training packages and accredited courses to meet client needs
TAELLN411	Address adult language, literacy and numeracy skills
BSBCMM401	Make a presentation (<i>elective</i>)

NDA includes the elective unit - 'Make a presentation' as part of the classroom training program. Should participants wish to choose an alternative elective unit; they can discuss with an NDA trainer.

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Cost to the learner

Total course fee: \$3,950.

Enrolment fee: \$600 (non-refundable).

Participants are billed for 50% of the fee one month after enrolment (less the \$600 enrolment fee), 25% when half the units are completed and 25% on completion. These amounts are non-refundable.

Fees are not levied for credit transfer applications.

Estimated Duration

The estimated duration of a Certificate IV in Training and Assessment is typically six months to two years, depending on the existing knowledge and skills of the Learner and the amount of time able to be committed to the completion of the required work.

The classroom training aspect runs over a four month period and will involve three classroom training blocks of 3 days each, followed by 1 day of Assessment as follows:

Month 1 – Learning Design Training Course – 3 consecutive days

Month 2 – Training Delivery Training Course – 3 consecutive days

Month 3 – Assessment Training Course – 3 consecutive days

Month 4 – Assessment Day – 1 day

NDA will provide 2 rounds of this training per year, so Learners can opt to attend different blocks of training across multiple rounds if that suits.

Learners will be required to undertake learning outside of the classroom sessions. The amount of time required will vary depending on previous skills and experience. As an indication it is estimated the program will require the following self-study component:

Expert – Those learners who already possess an extensive knowledge of the delivery and assessment of Nationally Accredited Training.

If the Learner is aiming to complete the qualification in the shortest time possible, it is estimated that around 21 hours of self-study per week would be required over a 6 month period, in addition to the Classroom training component. If the qualification were to be completed over a 1 year period, then it is estimated that around 10.5 hours of self-study per week would be required (nominally 600 hours in total).

Intermediate – Those who have a reasonable knowledge of the delivery and assessment of Nationally Accredited Training.

If the Learner is aiming to complete the qualification in the shortest time possible, it is estimated that around 28 hours of self-study per week would be required over a 1 year period, in addition to the Classroom training component. If the qualification were to be completed over a 2 year period, then it is estimated that around 14 hours of self-study per week would be required (nominally 1,500 hours in total).

Beginner – Those who have a basic, limited or no knowledge of the delivery and assessment of Nationally Accredited Training.

It is estimated that around 22.5 hours of self-study per week would be required over a 2 year period, in addition to the Classroom training component (nominally 2,400 hours in total).

Self-study - Online Learning Tools

The self-study component of the program will involve completion of the online learning resource provided through Catapult – eLearning. This program will be customised to suit the Learners needs and will be monitored and assessed throughout the period of the program.

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Classroom delivery schedule

NDA deliver the classroom training component in the following manner and in the order listed.

Unit code and title	NDA Course	Duration
TAEDES401: Design and develop learning programs	Learning Design	3 days (consecutive)
TAEDES402: Use training packages and accredited courses to meet client needs		
TAEELN411: Address adult language, literacy and numeracy skills		
TAEDEL401: Plan, organise and deliver group-based learning	Training Delivery	3 days (consecutive)
TAEDEL402: Plan, organise and facilitate learning in the workplace		
BSBCMM401: Make a presentation (elective)		
TAEASS401: Plan assessment activities and processes	Assessment	3 days (consecutive)
TAEASS402: Assess competence		
TAEASS403: Participate in assessment validation		
TAEASS502: Design and develop assessment tools		
Learners will attend a day following delivery of the classroom training sessions to undergo assessment. Participants will be required to deliver a Training Session to the group, in addition to assessing a unit of competency.	Assessment Day	1 day

TAE40110 Upgrade to TAE40116*

*Contact NDA for upgrade costs (*dependant on the pathway required*)

Learners will fall into one of four upgrade pathways based on their profile of units;		
Pathway	Units required	Assessment required
Gaps only	TAEASS401 (gaps only) TAEASS301 (gaps only)	1. Gap Assessment Workbook
Gaps and TAEASS502	TAEASS401 (gaps only) TAEASS301 (gaps only) TAEASS502	1. Gap Assessment Workbook 2. TAEASS502 Assessment Workbook
Gaps and TAEELN411	TAEASS401 (gaps only) TAEASS301 (gaps only) TAEELN411	1. Gap Assessment Workbook 3. TAEELN411 Assessment Workbook
Full upgrade	TAEASS401 (gaps only) TAEASS301 (gaps only) TAEASS502 TAEELN411	1. Gap Assessment Workbook 2. TAEASS502 Assessment Workbook 3. TAEELN411 Assessment Workbook

Materials and resources

NDA provide the following materials and resources for in-class activities:

- Access to a simulated workplace
- Access to office equipment and resources i.e. computers, facsimile machines, photocopiers, printers, scanners etc.

NDA provide access to training products such as:

- Training packages
- Self-study online training resources through Catapult-eLearning
- Accredited course documentation

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- Learner Guide/relevant templates (hard copy and electronic)
- Assessment activities (hard copy and electronic)
- Workplace Assessment tools (if existing)

Participants will need to provide, and/or have access in the workplace to:

- Computer with internet access to undertake research
- Laptop computer to assist with in-course activities (preferable)
- Relevant workplace documentation (e.g. Policies, procedures, manuals)

Delivery locations

Classroom sessions will be held at the following locations:

NDA Training Centre

**1/65 St John Street
Launceston**

03 6334 4910

Email: bookings@nda.com.au

Website: www.nda.com.au



NDA Training Centre

**Level 3, Trafalgar Centre, 110
Collins Street
Hobart**

03 6334 4910

Email: bookings@nda.com.au

Website: www.nda.com.au



Training

NDA will work with you to help you develop the knowledge and skills you need to achieve competency. For this qualification a combination of the following training methods will be used:

Participants must complete the 'Activity Book' which contains two types of assessment activities. These map to the elements and performance criteria, together with performance and knowledge evidence requirements of each unit. These include the following:

- **Course Activities** – These activities are undertaken as you learn each topic. Many of the activities are based on a training scenario. This allows you to demonstrate competency in a simulated training and assessment environment. You will receive one on one guided support from your

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trainer as you complete these activities. **(One training session of 15 minutes is delivered by participants during the Assessment Day).**

- **Self-paced:** you will be provided with Online learning resources through Catapult-eLearning and will be required to complete reading, activities and learning outside of allocated contact time. Your trainer will provide you with clear instructions during your classroom sessions on what is required.
- **Work-based Activities** – These activities are undertaken in the workplace (summative assessment). Trainer support is available on request.

Note: Clients who successfully complete all the activities in the Activity Workbook, Catapult-eLearning online training program and the Training Portfolio will achieve the Certificate IV in Training and Assessment qualification and recognition in the core and elective units listed above.

Assessment

Assessment is the process of collecting evidence to make decisions as to whether competency has been achieved. This is done by matching the evidence against the requirements of a particular qualification. During the program NDA will provide you with tasks that will give you the opportunity to demonstrate competency. We will provide you with instructions that will support you through each activity during classroom training that will be used as evidence to confirm competency. You will be provided with a learner workbook that will clearly identify the assessment you will need to complete.

The following methods are used to gather evidence of competence:

- **Written assessment:** You will be asked to answer questions or complete written activities during the Assessment Day to provide to your assessor. In addition, you will be required to complete the Catapult-eLearning online training program as a part of your self-study.
- **Observations:** The assessor will ask you to deliver a training session during the Assessment Day where they can observe you applying the knowledge and skills you have developed. You are required to complete work-based activities (training and assessment) following the NDA training courses. You can negotiate with your assessor to visit you at your workplace when delivering training and assessment, or can video these activities and submit to your assessor.
- **Portfolio:** You will be required to provide a collection of documents that you have developed as evidence of your ability to apply skills and knowledge– e.g. Session plans, Learning programs, Assessment plans, Assessment tools, Assessment records etc.
- **Work-based component:** You will be required to deliver training and provide assessment services you developed to demonstrate you can adapt to different learner groups in a real work place environment.

At the end of each submission of evidence, or on conclusion of your practical training and assessment, your assessor will provide you with feedback.

Recognition of Prior Learning

The skills and knowledge that you already possess, regardless of where those skills have been acquired will be taken into account. This is done by recognising prior learning (RPL). Details on the RPL process will be discussed as part of your enrolment, however, if you have further queries please discuss with your trainer.

Credit Transfer

Credit transfer will be arranged if you have completed units of competency with another organisation. If you have any previous qualifications or units, provide your trainer with a copy. Your trainer will conduct a review and let you know if there will be any credit transfer based on what you have provided.

Completing practical activities

All practical activities must be completed successfully to demonstrate competency. You will be given additional opportunities to complete a practical activity. Each attempt will be conducted on a different date.

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If required to submit additional supporting evidence, you need to ensure any documentation is clearly identified and placed in your Portfolio.

If you have any difficulty understanding the requirements of a practical activity, please confirm the requirements with your trainer/assessor.

Compiling your Portfolio of evidence

You will be asked to compile your Training Portfolio containing training and assessment documents. These activities will contain a simple checklist explaining the documentation to include in your portfolio.

Note: NDA will provide you with templates to prepare your training and assessment documentation. You may use your own workplace templates if you prefer, as long as they meet the requirements of the assessment task.

Feedback from the Assessor

Assessors will provide you with recommendations for any future training or assessment in writing for each assessment method used. You will be provided with a copy of the "Feedback to participant" section on the assessment summary document. You will be required to sign a declaration that you have been provided with feedback.

Once assessors have completed assessing all assessment activities you will be notified of the final assessment outcome - competent or not yet competent. Completed work is to be retained in your file as per the NDA Records Management policy and procedure.

Learner's Rights

Learners of NDA have the right to:

- Be provided with accurate information to assist them in making an informed decision about whether the program is right for them before enrolling (included in this document).
- Be treated fairly and with respect.
- Learn in a safe environment free from discrimination and harassment.
- Be directed to appropriate support to help them achieve their learning goals.
- Be informed about the training and assessment process (including this document).
- Be provided training and assessment in the most recent version of a qualification.
- Be provided with details of NDA's complaints and appeals process (included in this document).

In the unlikely event NDA stops operating as an RTO, learners will be transferred to another RTO with the qualification on scope of registry. In the event NDA is not able to provide the agreed services or the arrangement is terminated early, NDA will refund the appropriate amount of fees paid upon agreement of training and assessment provided. This agreement is negotiated between the learner and an NDA Director. NDA will notify learners of any changes to the agreed services as soon as possible, within a maximum of 14 days.

Learner's Obligations

Learners of NDA have the responsibility to:

- Behave in a manner which is safe, fair, respectful and lawful.
- Treat others fairly and with respect.
- Be punctual, attend and participate in scheduled sessions.
- Complete all assessment activities and ensure all work submitted is their own.
- Seek assistance from their trainer if they're having any trouble completing work or making it to scheduled sessions.
- Ensure that they bring the materials detailed above.

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Course Completion

Upon successful completion of your training and assessment program, NDA will provide you with a Qualification or Statement of Attainment, in recognition that you have achieved identified outcomes. Your Certificate/Statement of Attainment will be processed and sent within three weeks of completion. A list of the successfully completed units will be included with the certificate. It is important to let NDA administration know if you change your postal address so your certificate can be sent to the right place.

NDA are committed to you completing your qualification. In the rare event that NDA are unable to fulfil the requirements of the qualification, they will work with you to find a suitable alternative.

Learner Feedback

At NDA we are continuously looking for ways that we can improve the way we do things, the materials we provide and the services we offer.

At the end of each classroom training program, we ask that you complete an NDA course review. At the conclusion of your qualification we will also send a feedback form to let us know how the program worked for you. You may choose not to answer some, or all of the questions and you do not need to put your name on the form. We encourage you to be honest and specific with your feedback so we can improve our processes and systems based on information provided. We encourage you to include feedback on our training and assessment services and also on NDA courses, materials and venues. All responses are strictly confidential regardless of whether you provide your name.

The Australia Skills Quality Authority (ASQA) may contact you and request you complete a survey about the following areas of your experience with NDA.

Although not compulsory, NDA strongly encourages you to participate if you receive a request from ASQA.

Complaints and Appeals

NDA is committed to developing and maintaining an effective, timely, fair and equitable complaints handling system which is easily accessible and offered to complainants at no charge.

A complaint is any expression of dissatisfaction with any aspect of NDA's services and activities. A concern specifically related to the assessment process or decision is called an appeal.

In the first instance, you should raise any concerns, complaints or appeals directly with your trainer/assessor. If your concern, complaint or appeal is not satisfactorily resolved, contact the NDA RTO Coordinator on 03 6334 4910 or email admin@nda.com.au. Our administration team can provide you with the **NDA Complaint and appeals policy**, and/or will forward your call or email to the appropriate person, depending on the nature of the matter.

During any meeting you have the option to seek outside assistance. In the instance where NDA foresee the resolution will take more than 60 days, we will contact you to let you know and keep you updated on progress.

If the matter is not resolved by talking to your trainer/assessor,

NDA are committed to ensuring the experience of all learners is positive. Please don't forget to talk to your trainer at any time if you have any concerns.

Resolution by Governing body

Before submitting a complaint to the regulator, Australian Skills Quality Authority, you need to ensure that you have exhausted all your options through NDA's complaints and appeals process. If the complaint remains further unresolved and/or complainant is unsatisfied with result they may contact the Australian Skills Quality Authority (ASQA). Contact details are on the website - <http://www.asqa.gov.au/>

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Health and Safety

NDA staff are encouraged to regard accident prevention and safety as a collective and individual responsibility involving the assessor, organisation and learners in accordance with the Work Health and Safety Act (2012).

To help us provide training and assessment that ensures the health, safety and welfare, you, as a learner are required:

- to take reasonable care of yourself and others
- to cooperate with all health and safety provisions
- to comply with relevant NDA WHS management system policies, procedures and programs as appropriate
- not to bypass or misuse systems or equipment provided, and
- to notify an NDA staff member if you identify any potential hazards or risk at any NDA locations.

Confidentiality and Privacy

In accordance with the Privacy Act (1988) NDA has in place steps to protect the personal information it holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password access rights to computerised records.

NDA will only use personal information for the purpose for which it is collected i.e. to enable the provision of your training.

Respect will be given to the confidentiality of information acquired during the course of operation of the organisation. A participant's written permission will be gained before NDA uses that information about that individual in any marketing materials. Staff members will ensure conformity to all relevant privacy legislation.

Access to client records

Respect will be given to the confidentiality of information acquired during the course of operation of the organisation, and staff members will ensure conformity to all relevant privacy legislation.

NDA has a clear and transparent policy regarding client access to training and personnel records:

1. If you request access to your records, a **client record access form** must be completed and signed by you.
2. The **client record access form** then needs to be submitted to the NDA RTO Coordinator at admin@nda.com.au - only this member of staff has access to electronic and paper-based client records.
3. You must then allow ten working days for the requested information to be supplied.

Copyright

As a learner, any work you provide must be your own work. When using material that is copyrighted (©) you must abide by the *Copyright Act 1968 (Commonwealth)*.

Copyright does not protect information, ideas, styles or techniques. People are free to research material and to take information, facts or ideas from other sources to write about a topic. It is only when you copy the way someone else has expressed themselves on a topic (for example, by copying that person's words or the structure of chapters or a whole book) that there may be copyright issues.

NDA has a policy whereby any information extracted from external sources will be acknowledged.

Access and Equity

NDA is committed to providing an environment of equal opportunity in education and employment, free from discrimination for existing and prospective learners, staff and contractors with disabilities.

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No individual participant will be discriminated against (and access to courses will not be limited) on the basis of:

- Race, colour, nationality, national extraction or social origin
- Religion
- Political opinion/trade union activity
- Age, sex, sexual preference, pregnancy, marital status, parental status or family responsibilities
- Medical history, criminal history
- Disability (physical, intellectual, psychiatric or mental)
- Impairment

The dignity and privacy of an individual will be respected at all times.

Learning support

Prior to commencing training with NDA, you are required to complete a skills check to confirm you have the required levels of reading, writing, numeracy and oral communication skills to enter the qualification. This provides our trainers with a good indication of your language, literacy and numeracy level, however, we understand that sometimes things change or that you may find parts of the program more challenging than expected.

If you require support in completing any assessment item, please contact your trainer during business hours (08:30 – 17:00 Monday to Friday). As you will be attending NDA training courses, you may arrange to see your trainer before or after a session. Please contact the office 6334 4910 to book a time with one of our trainers.

Transition Arrangements

If the qualification you are enrolled in becomes superseded before you complete, NDA will work with you to determine the best course of action.

Unique Student Identifier (USI)

All learners undertaking nationally recognised training need to have a Unique Student Identifier (USI). A USI gives learners access to their USI account, which will contain all their training records and results from the 1st January 2015 onwards. Creating a USI is free and you can do it online. There are instructions on how to get your USI in your RTO enrolment form. More information on what a USI is, or how to get it, can be found at www.usi.gov.au. *Legally, NDA cannot issue a qualification or statement of attainment without your USI.*

Refunds

If you cancel prior to the first NDA classroom session (five days' notice required) no other fees are applicable other than the enrolment fee of \$600 that is **non-refundable**.

Participants are billed for 50% of the total course fee one month after enrolment (less \$600 enrolment fee), 25% when half the units are completed and 25% on completion (**each of these stages are non-refundable**). Should a learner cancel prior to completion, NDA will invoice a proportion of the completion payment on a pro rata basis for the units completed.

In the event that NDA is not able to provide the agreed services or NDA terminates the agreement early, NDA will refund fees based on the proportion of training and assessment provided. In the instance where a refund is requested, it must be requested in writing to the General Manager, NDA, 1/65 St John Street, Launceston, Tasmania, 7250.

All invoices are payable within 7 days unless otherwise negotiated, and must be paid before the certificate or statement of attainment is issued.

NDA reserves the right to invoice the employer for the unfunded balance of total costs should an enrolled employee attend training but fail to provide assessment material.

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Replacement Certificates/Statement of Attainment

A replacement Certificates/Statement of Attainment is available by emailing your details to admin@nda.com.au or phoning 03 6334 4910. Replacement certificates will be issued at a cost of \$30 (plus GST). This is to cover the cost of administration time, materials and postage.

Changes to Agreed Services

In rare circumstances, NDA may need to change the way we do things or make changes to the program. This could be to make it better or as a result of changes to legislation. If, at any time, there are changes, your trainer will discuss these with you as soon as possible.

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