



Trainee Handbook



Introduction

Choice Training Solutions is a private institution who works much like a TAFE. We provide you (the trainee) with of-the-job training within your workplace. It is important to state that we deliver training and assess you at your work, there is limited homework, if any and our assessment methods are flexible.

A Choice Training Solutions' trainer will come to your workplace every 4 to 6 weeks for approximately 1 to 2 hours and deliver units that make up your qualification.

Our trainers will ensure you receive quality training and are dedicated to seeing you achieve your qualification. Our practical, hands-on-approach makes training easy and most importantly enjoyable.

You will also have the opportunity to put your training into practice through Workplace Based Delivery tasks that are set by your trainer. This will be explained to you by your trainer at induction.

No doubt you have lots of questions. This handbook provides easy to read information about:

- ✓ Choice Training Solutions (your training provider)
- ✓ The course you are enrolled in
- ✓ How the training actually occurs.

Client Selection

Choice Training Solutions specialises in the following areas of training:

- Transport & Logistics (Warehousing and Storage)
- Transport & Logistics (Administration)
- Transport & Logistics (Road Transport)
- Transport & Logistics (Aviation Ground Operations and Services)
- Business Administration
- Wholesale
- Asset Maintenance
- Process Manufacturing
- Competitive Manufacturing
- Retail operations
- Retail supervision
- Retail management
- Aged Care
- Disability Services
- Lifestyle and Leisure
- Health Administration
- Health Support Services

Choice Training Solutions will assess and identify prospective client's current workplace skills shortages, problems areas, company and industry endemic issues and tailor courses specifically to the companies needs to ensure the organisation is achieving individual and future growth goals.

Training Process

You will have undertaken the sign up process with a representative from an Australian Apprenticeship Centre (AAC) and the Choice Training Solutions (CTS) account manager.

Training Process is as follows:

- Trainee Induction
- Monthly (specified timeframe) training sessions
- Assessment
- Workplace Based Delivery tasks
- Upon completion of the course, receive your qualification (certificate)

You will be seeing your trainer once a month for about 12 months. During these sessions your trainer will:

- ✓ Answer any questions you may have;
- ✓ Teach you all unit information until you are competent in each unit.
- ✓ Give you the manual you will be using in the next module / unit.
- ✓ Schedule an appointment for your next training session.

Key personnel involved in training

The traineeship that you are enrolled in involves not only yourself and your trainer, but also your employer, Choice Training Solutions and the Australian Apprenticeship Centre.

The following is an outline of responsibilities and duties:

- **Your Trainer**

All trainers at Choice Training Solutions have experience in workplace training and assessment. Your trainer will be your main point of contact. You are welcome to contact your trainer at any stage of the course during business hours via phone or email. At induction, your trainer will give you their business card so that you have access to them.

- **The Training Manager**

This person is your trainer's manager. If you ever have any queries regarding training or you have any issues with your trainer, you can let the training manager know by way of a confidential conversation (03 9445 0299) or by following the Disputes / Complaints procedures stated in this manual.

- **The Australian Apprenticeship Centre (AAC)**

The AAC works together with the government to ensure that the traineeship process is in motion. The AAC's job is to manage traineeships for every industry.

You will have met someone from an AAC when you were being signed up. The AAC representative will visit you partway through the course to ensure all training obligations are being met

Training Plans and Assessments

At induction your trainer will explain to you delivery and assessment methods, including training plans and workplace based delivery forms.

Training plan

Each trainee receives an individualised Training Plan which is negotiated with the nominated registered training organisation (RTO). The plan will describe the way the training will be delivered to the trainee for the qualification identified on their training contract. The plan is developed by the RTO delivering the training based on the trainee's needs, abilities and circumstances, in consultation with the trainee and the employer.

Each training plan defines the core and elective units (subjects) and relevant competencies (skills) for your traineeship.

The training plan is to be signed and dated by all three parties. The trainee's progress is to be monitored and recorded on the training plan. Any variations to the training plan are to be agreed to by all three parties prior to noting those variations on the training plan.

Assessment

In order for a module to be complete, the trainer might ask you to do one or more of the following:

1. Complete a small activity;
2. Complete a multiple choice questionnaire;
3. Demonstrate skills;
4. Show samples of work created before you started the training;
5. Show samples of work created during the training.

Workplace Based Delivery

Under the Office of Training & Tertiary Education (SKILLS VICTORIA) guidelines and regulations, an employer has a responsibility to ensure trainees undertake Workplace Based Delivery.

Workplace Based Delivery allows the trainee to practice their new skills on the job for 3 hours per week for full time trainees and pro rata for part time trainees.

Trainee responsibilities

To make sure you get the most benefit out of the training, Choice Training Solutions encourages all trainees to:

- ✓ Contact your trainer at the earliest possible convenience if a session needs to be cancelled or rescheduled. Trainers visit about 150 trainees each month, so it makes it extremely difficult if they turn up and you are not there. It is just common courtesy.
- ✓ Read the Key Knowledge between sessions.
- ✓ Prepare and revise previous training lessons.
- ✓ Complete any activities by the next session.
- ✓ Apply the skills learned in the training sessions to your work tasks.
- ✓ Ask your trainer lots of questions.

What are my employer's responsibilities?

Employers are expected to do everything in their power to help you complete this course. This includes, but is not limited to:

- ✓ Giving you time each month to do the training
- ✓ Giving you the opportunity to fulfill your workplace based delivery obligations
- ✓ Making sure there is somewhere appropriate to do the training
- ✓ Ensure appropriate training facilities are available.

General Information

Learning Materials

Choice Training Solutions provides all trainees with a manual for each training module. These manuals have been designed and produced by Choice Training Solutions to be comprehensive and user-friendly. These manuals are for you to keep for your own personal use.

Contact Details

Your trainer will give you their business card that will have their email address and mobile phone number. For a comprehensive Choice Training Solutions staff list, please refer to the Choice Training Solutions website at www.choicets.com and click on the contact us link for these details.

Recognition of Prior Learning (RPL)

recognition of current competencies (or RCC) the acknowledgement of competencies currently held by a person, acquired through training, work or life experience. More commonly known as recognition of prior learning

recognition of prior learning (or RPL) the acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or module.

Choice Training Solutions aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.

Recognition of prior learning (RPL) is the acknowledgement of the full range of an individual's skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through formal study, work experience and other 'life' experience. If you believe you have the relevant skills and/or experience please inform your trainer or complete the RPL application form. Accompanying your application you will also need to supply evidence to support the application. This may consist of examples of work and/or a supporting letter from your supervisor or by a challenge test. Your trainer can advise you in depth of the processes you will need to follow should you wish to apply for RPL.

Statement of Attainment

If you only complete part of the course, a statement of attainment can be issued for the units completed. This is directly transferable to any other RTO in Australia.

Access and Equity

Choice Training Solutions maintains an access and equity policy. The training is made available to anyone, irrespective of their language, race, cultural or religious backgrounds.

Training Cancellation

Should you choose to cancel your training, you must notify your employer immediately as there is a cancellation form that will need to be completed and signed.

If a trainee cancels after the delivery of the first incentive, there is no penalty; however, the remaining incentives will not be received.

If the training is cancelled and transferred to another RTO, the employer must pay to Choice Training Solutions the full entitlement up to and including the next payment that would have been made had the training continued.

Quality Assurance

All training programs delivered by Choice Training Solutions are quality assured.

Frequent surveys are also carried out to ensure Choice Training Solution's continuous improvement for the best training delivery.

Disputes and Complaints Policy

Definition of Dispute

Dispute is a disagreement on a point of law or fact; a conflict of view or interests between parties that may require objective determination.

Definition of Complaint

An expression of grievance; resentment, or dissatisfaction.

All disputes or complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.

All parties will have a clear understanding of the steps involved in the disputes/complaints procedure.

Each complainant will be provided with the opportunity to present his or her case at each stage of the disputes/complaints process.

All disputes/complaints will be managed fairly and equitably and as efficiently as possible.

We encourage trainees to complete the confidential 'dispute/complaint' form if they have a grievance regarding our service, delivery of training, assessment and/or any other issues relating to their dealings with Choice Training Solutions.

All discussions relating to disputes/complaints are to be recorded in writing and the complainant provided with a written statement of the outcomes, including reasons for the decision.

Choice Training Solutions will endeavour to resolve any dispute/complaint referred to it by the Office of Training and Tertiary Education within ten working days of its receipt of the complaint.

Choice Training Solutions will endeavour to resolve any dispute/complaint referred to by the complainant within ten working days of its receipt of the complaint.

This policy provides an avenue for most disputes/complaints to be addressed. However, in some cases, alternative measures may need to be explored.

Choice Training Solutions will encourage the parties to approach a dispute/complaint with an open view and attempt to resolve issues through discussion and conciliation. Where a dispute/complaint cannot be resolved through discussion and conciliation Choice Training Solutions acknowledge the need for an appropriate external and independent agent to mediate between the parties.

Choice Training Solutions will act upon any subject of complaint found to be substantiated.

Refer to the attached Dispute/Complaint form.

- Choice Training Solutions – 9445 0299
- Office of Training & Tertiary Education (SKILLS VICTORIA) – 9637 2333
- Human Rights & Equal Opportunity Commission – 1300 656 419

Appeals Policy

Definition of Appeal

An earnest or urgent request; resort to a higher authority or greater power, as for sanction, corroboration or a decision.

Choice Training Solutions has the view that trainees are entitled to be treated fairly and with respect; however, problems can still occur. Choice Training Solutions ensures their staff and trainers/assessors meet their commitment as part of the assessment process to resolve any dispute/complaint that is brought to them.

After an assessment a candidate should not have to wait long to learn how they went. The assessor should let them know when the feedback will be provided. If there are delays, the candidate can approach their teacher, trainer/assessor or employer, as appropriate, to talk about it.

As well as the final assessment decision, candidates are entitled to receive clear and detailed feedback about how they performed.

The kind of questions trainees may ask:

- Where did I do well and where could I have done better?
- Which parts of the unit of competency need to be reassessed (if necessary)?
- What other evidence do I need?
- Will I get a written copy of the feedback?

If candidates have a good reason for disagreeing with the assessment result, or feel that the assessment process was inappropriate or unfair, they can appeal against the decision. Examples of this; are where they have not been shown the Competency Standards or where evidence has been collected that they did not know about.

Choice Training Solutions' appeals procedure outlines what to do when a disagreement occurs.

The appeals procedure includes appeals against assessment but is also relevant to any other dispute/complaint that a trainee wishes to bring up.

Frequently Asked Questions

- o *Who decides when the trainer visits?*

Your trainer needs to see you once a month; however you can work out when this happens with your employer and trainer.

- o *Where is the training to be conducted in the workplace?*

Your employer and Choice Training Solutions' account manager will determine the most suitable area for your training.

- o *How much work will I need to do in-between sessions?*

This depends somewhat on your current level of skill, but it is expected that you will use the skills learnt in your last training session.

- o *What if I am sick and have to cancel a session?*

Contact your supervisor or trainer directly to notify them of your non attendance.

Alternatively you can call Choice Training Solutions on 03 9445 0299 and a message will be passed on to the trainer.

- o *What happens if my employment changes midway through the course?*

If you start a new job, check with your employer as to whether they are happy for you to continue the training. If they are, contact the Choice Training Solutions and we can recommence your training. If for any reason you are unable to complete your training, Choice Training Solutions can issue you with a Statement of Attainment.

- o *What happens if I take extended leave?*

Training needs to be completed with the Government specified timeframe that is set for each course. The duration will vary depending on which course you are doing. Your training contract can be suspended for a period of time, provided the rest of the modules could be completed within the given timeframe. Extensions may also be granted.

I want to go on holidays for a month. How will this affect the training?

Let your trainer know so they can schedule your future sessions accordingly.

Induction

On commencement of any new course the following information about each Qualification is provided to students.

- A Trainee Induction Booklet
- A Training Plan that outlines the units of competency
- The relevant curriculum documentation or training package
- Learning outcomes
- Assessment criteria and methods including relevant information regarding, where, when and how.
- Training Manual

Course Components

A course may comprise the following: -

- a) Core unit (s) of competency: must be successfully completed
- b) Elective units of competency: must be successfully completed
- c) Pre-requisite units of competency: A competency unit/s which normally has to be taken before proceeding to the unit of competency under consideration

Additional Information will be provided regarding -

- Attendance
- Client Support & Provision for Language, Literacy & Numeracy
- Mutual Recognition-Credit Transfer
- Code of Conduct
- Disciplinary Procedure
- Copy of Issues/Complaints/Appeal form
- Legislation List

Much of this is already covered in this Handbook and will be read through during the first session of the new course. All students are required to sign the declaration at the end of this document stating a staff member of Choice Training Solutions has taken you through this Student Information Handbook.

Attendance Requirement

You will need to attend 100% of the training in order to successfully complete the qualification. Those who miss any part of the training may be given the opportunity to re-sit the part missed in other classes however this decision is to be made by the training manager on a case by case basis. All absences requesting the opportunity to re-sit a class or assessment must be submitted to the Training Manager in writing.

Client Support & Provision for language, literacy and numeracy assessment

Choice Training Solutions believe that every individual should have the opportunity to advance through learning. To ensure our students meet their full potential during their studies our training will endeavour to support our students whilst undertaking this course. This means working with you to identify the learning styles that suit you best so you can achieve each unit.

Learners will be encouraged to identify their own learning needs and objectives and preferred strategies and schedule and exercise the maximum possible control over selection of learning materials, learning strategies and timing and type of assessment given the constraints of the course requirements.

To enable learners to monitor and control their own learning, they will be given:

1. detailed information regarding learning objectives and clear explanations as to how successful achievement is to be recognized.
2. learning materials and activities that cater for a range of needs (including differences in educational backgrounds, life experiences, facility with English, numeracy, gender, culture, age, location and disability).
3. frequent, clear and objective feedback as to progress.
4. time and opportunities to fix erroneous concepts and to practice partially mastered skills.

On enrolment and during the induction sessions Choice Training Solutions' Staff will identify with each individual if there are any special learning requirements, such as Literacy and Numeracy. Where support is required beyond the training & support staff within Choice Training Solutions we will endeavour to link the participant into an Adult Education learning centre that specialises in Literacy & Numeracy. The cost of this service is to be negotiated between the Adult learning centre and the individual.

Mutual Recognition – Credit Transfer

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Choice Training Solutions.

All staff and potential students will be informed that their AQF qualifications and statements of attainment will be fully recognised by Choice Training Solutions.

Students seeking mutual recognition for AQF qualifications and/or statements of attainment awarded by another recognised training organisation must present the original documents for copying or appropriately verified copies of original documents. The copies are to be kept on the individual student's file.

The Training Manager will validate the AQF qualification and/or statement of attainment presented for mutual recognition by contacting the issuing registered training organisation. Verified AQF qualifications and statements of attainment are to be fully recognised and appropriately recorded on Choice Training Solutions' student database.

AQF qualifications and statements of attainment unable to be verified will not be recognised and the student asked to provide further verifiable evidence if possible. If not, the student may be counselled with respect to the making of false claims. Non-verified claims for mutual recognition are to be recorded on the individual student's file, together with details of any requests for further information and/or counselling undertaken.

Choice Training Solutions Code of Conduct

Choice Training Solutions is committed to providing a learning environment that values diversity, offers equal opportunity to all students and staff, and is free from harassment and discrimination.

At Choice Training Solutions students and staff can expect that, in applying to study, work and participate in any activity:

- they are not treated unfairly because of their sex, marital status, sexual orientation, race, disability, age, physical features, religious belief or activity, political belief or activity;
- they are not harassed (made to feel intimidated, offended or humiliated) because of any of the above grounds;
- they are not subject to sexual harassment;
- they receive appropriate flexibility e.g. learning disability, or for a family or cultural responsibilities;
- Concerns regarding discriminatory treatment or harassment are dealt with promptly, fairly and impartially.

Students and staff are also expected to make sure their own behaviours do not result in other students or staff feeling intimidated, humiliated or offended. Choice Training Solutions encourages and will support actions by students and staff who feel that they have experienced discrimination or harassment in any Choice Training Solutions activities. Students and staff have the opportunity to lodge a grievance or complaint. [See attached grievance and appeal forms]

Disciplinary Procedure for Course Participants

The following information outlines the procedures to be followed when codes of conduct or performance by participants are below the accepted standards of Choice Training Solutions. This includes any breach of the policies and procedures contained in the Student Information Handbook Training. This procedure is intended to provide fairness and consistency in the treatment of course participants who are subject to disciplinary action. It provides Choice Training Solutions and the participant involved the opportunity to correct the problem or level of performance.

Minor Occurrences

Typically, discipline required from minor incidences and occurrences will be in the form of informal oral warnings. This is appropriate for first minor offences. The trainer/assessor should have a full discussion with the participant regarding the issue and at this stage, before issuing the warning in order to give the participant an opportunity to respond or provide additional information.

Even though informal warnings are verbal, each one will be noted on the student file. This will include, date, time and reason for warning.

Formal Disciplinary Action

- Where the incident or occurrence is considered beyond a minor breach or is an ongoing minor breach that has not been suitably rectified, as part of moving to formal discipline, the trainer/assessor will:
 - Hold a discussion in private with the participant. The trainer/assessor should state the problem clearly and allow the participant to respond.
 - Undertake a thorough fact find which includes collection of information relating to the problem/issue from all parties involved, including those who have been witness to the breach.
 - Follow-up with the participant after all the information has been gathered, to report the findings. If the trainer/assessor intends to move forward to formal discipline, this should be communicated to the participant at this point. At this point the trainer or assessor should include a brief statement of the problem/issue and the expectations of Choice Training Solutions, details of the time and place where the meeting to be held between the participant, trainer and Choice Training Solutions' manager.
 - Provide written notification of intention to move to formal action within 48 hrs.
 - Another discussion will take place in the presence of a Manager where a written report will be tabled that should:
 - Be identified as a disciplinary warning;

- Describe in detail the possible situation which prompted it: date, time, location, what was said, heard or observed;
- Indicate why the behaviour is unacceptable
- Review the decisions reached during the discussion regarding how the participant should correct the problem;
- State that if the behaviour continues, additional corrective measures may be taken, which may result in the termination of the training agreement, expulsion from the training program, etc.

If the written warning does not lead to any mutually agreed outcome, the participant can expect termination of the training agreement. The participant should be notified in writing of the termination of the training agreement. The letter should outline the reason(s) for the termination and dates of the termination.

At any point of the disciplinary process the participant wishes to raise a grievance, he/she should lodge a formal complaint on the Disputes/Complaints form.

Policy & Procedure Relating to Legislation for Trainees

Choice Training Solutions is meeting legislative requirements by:

- Providing legislative information to trainees on request :
- Occupational Health & Safety Act – <http://www.business.channel.vic.gov.au>
- Fair Trading Act – www.consumer.vic.gov.au
- Privacy and Personal Information Protection Act - www.epa.vic.gov.au
- Vocational Education and Training Act – <http://www.dms.dpc.vic.gov.au>
- Equal Opportunity Act – <http://www.eoc.vic.gov.au>
- Harassment, Victimisation & Bullying P.P. – <http://www.eoc.vic.gov.au>
- Trainees should refer to the Office of Training and Tertiary Education (SKILLS VICTORIA) website where they can access under 'Legislation' the Vocational Education and Training Act 1990 and the Victorian Qualification Authority Act 2000. These Acts will give trainees a sufficient understanding of how regulatory requirements affect their participation in VET.
- A brief overview will be covered (by means of discussion) of the above mentioned legislation at induction.
- Trainees will be given the opportunity at induction to ask questions in relation to legislation that they don't understand.
- Trainees will be shown the procedure to follow and will have had the procedure explained to them should they feel legislation has been breached against them and/or any other person in the workplace.
- Refer and follow the 'dispute/complaint' procedure when wanting to report a breach of legislation. Alternatively, trainees may wish to discuss any legislative breach with your trainer/assessor, training manager or supervisor. All discussions are confidential.

Legislation List

The following legislation is available to view and refer to at any time to Choice Training Solution staff, trainer/assessors and trainees. Hard copies are kept in the Administration's store room.

| ACT TITLE | YEAR | SIGNIFICANCE & RESPONSIBILITIES |
|---|-------------|---|
| Occupational Health & Safety Act | 2004 | Health and Safety in the Workplace |
| Fair Trading Act | 1999 | Fair Trading, Correct Conduct & Competition |
| Privacy & Personal Information Protection Act | 1998 | Privacy when Dealing with Assessment & Training Documents & Records |
| Vocational Education & Training Act | 1990 | Provision of Workplace Education & Training |
| Equal Opportunity Act | 1995 | Fair and non-discriminatory Treatment of others |
| Harassment, Victimization & Bullying Policy & Procedure | - | Harassment in the Workplace |

Additional Information:

A list of relevant Commonwealth Legislation:

| ACT TITLE | YEAR | SIGNIFICANCE & RESPONSIBILITIES |
|---|-------------|---|
| Copyright Amendment Act | 1991 | Access to & use of Documents Subject to Copyright |
| Employment Education & Training Act | 1988 | Training |
| Human Rights & Equal Opportunity Commission Act | 1986 | Behaviour, treatment of Others & Discrimination |
| Industrial Relations Act | 1988 | Industrial Relations & Employment Conditions |
| Racial Discrimination Act | 1975 | Behaviour in Relation to Trainees of Alien Race |
| Student Assistance Act | 1973 | Assistance & Support for Students & Trainees |
| Trade Practices Act | 1975 | Fair Trading, Correct Conduct & Competition |
| Workplace Relations Act | 1975 | Workplace Relations & Welfare |

CONFIDENTIAL DISPUTE/COMPLAINT FORM

COMPLAINT REFERENCE CODE _____

This form may be used by participants to formally raise any substantiated disputes or complaints.

Reported to: _____ Date: _____

Name of Person reporting: _____

Description of the issue or complaint:

Expected outcome:

Action already taken by the person reporting the issue:

Request for action by: _____

Signatures: (Person raising issue) _____

(Person issue reported to) _____

To be completed by person receiving the dispute or complaint:

Date: _____

Action taken: _____

Feedback provided to person raising issue – yes No

APPEAL FORM (assessment)

Name:

Address:

Telephone:

VET Program:

Please identify in the table below the units of competency that are the subject of your appeal:

| Unit Code(s) | Unit Title(s) | Date Assessed |
|--------------|---------------|---------------|
| | | |
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Assessor's Name:

Witness's Name:

Please detail the grounds for your appeal in the space provided below and ensure that you describe the alleged faults in the assessment process.

Grounds for Appeal:

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| Signed: | Date: |
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|------------------------|---|
| <i>Office Use Only</i> | |
| Date received: | Received by: |
| Date reviewed: | Decision: UPHELD REJECTED |

| APPEAL FORM (dispute/complaint outcome) | |
|--|------------------------------|
| Name: | |
| Address: | |
| Telephone: | |
| VET Program: | |
| <i>Please identify in the table below the subject of your appeal:</i> | |
| Appealing against dispute/complaint outcome | Date of Determination |
| | |
| | |
| | |
| Assessor's Name: | |
| Witness's Name: | |
| <i>Please detail the grounds for your appeal in the space provided below and ensure that you describe the alleged faults in the appeals process.</i> | |
| Grounds for Appeal: | |
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| Signed: | Date: |

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|------------------------|---|
| <i>Office Use Only</i> | |
| Date received: | Received by: |
| Date reviewed: | Decision: UPHELD REJECTED |

Recognition of Prior Learning

Recognition of prior learning (RPL) is the acknowledgement of the full range of an individual's skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through formal study, work experience and other 'life' experience.

Choice Training Solutions aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.

If you believe you have the relevant skills and/or experience please inform your trainer or complete the RPL application form. Accompanying your application you will also need to supply evidence to support the application. This may consist of various examples documented on the RPL Application Form. Your trainer or Choice Training Solutions can advise you in depth of the processes you will need to follow should you wish to apply for RPL.

The types of evidence which may be used in an RPL submission are:

| Formal Training | Life Experiences | Work Experience |
|---|---|--|
| Academic transcripts | Audio/video/DVD tapes and disks | Letters of reference from supervisors, employers |
| Statements of Attainment | List of books read on the subject | Samples of notes you have prepared |
| Module descriptions from other institutions | Letter of authentication for committees, groups you have been involved in | Manuals/articles you have written |
| Module outlines from other institutions | Records of attendance | Workshop notes from training/workshop days |
| Sample of written work | Logs of activities | Records of professional development attendance |
| Supervisor reports | | Resume |
| Portfolios | | |



STATEMENT OF UNDERSTANDING

I have received the Trainee Handbook from Choice Training Solutions and the Trainer has explained the Policies, Procedures and Guidelines. I understand and agree to abide by the policies, procedures and guidelines stated in the handbook.

Trainee Name: _____

Position: _____

Trainee Signature: _____

Date: _____/_____/_____