



TAE Course Handbook

This handbook aims to provide you with comprehensive information about the TAE40122 Certificate IV in Training and Assessment course. It covers specifics related to entry requirements, booking and enrolment, course delivery, and assessment procedures.

The TAE40122 Certificate IV in Training and Assessment is an essential qualification for trainers and assessors in the Australian Vocational Education and Training sector. It equips learners with a diverse range of skills and knowledge related to deliver and assess nationally accredited training programs.

This certification is also suitable for those who conduct training and assess competence in a workplace context as part of a structured VET program.

UNITS OF COMPETENCY - 12

DURATION- 6-12 MONTHS:

- CLASSIC
- BLENDED
- SELF-PACED

For more information please visit:

<https://tae.stjohn.org.au>

CAREER OPPORTUNITIES:

- TRAINER & ASSESSOR
- RTO MANAGER
- COMPLIANCE MANAGER
- VET TEACHER
- LEARNING SUPPORT WORKER



NATIONALLY RECOGNISED
TRAINING



Entry requirements

Training package entry requirements

To enrol in TAE40122 Certificate IV in Training and Assessment, you will need to demonstrate vocational competence in the field you intend to teach and assess participants.

Participants are required to present any of the following evidence:

- Current Resume **and**
- At least a unit of competency relevant to your vocational area **Or**
- At least Certificate III **Or**
- Higher qualification (Certificate IV, Diploma, or university degree) in your vocational area.

The above entry requirements indicate that enrolment in TAE40122 requires participants to demonstrate a solid working history and practical experience in the industry where they intend to establish their careers as trainers.

Admission requirements

Competency in TAE40122 requires above-average ACSF core skills (level 4) in Learning, Reading, Writing, and Oral Communication, with level 2 numeracy deemed sufficient, though a higher level may be necessary in the participant's vocational area of expertise.

Participants will undergo a language, literacy, numeracy, and digital (LLND) assessment during enrollment to determine their core skills level and any required support. For those with LLND needs, additional support or information on alternative courses may be provided.

Upon booking, participants will receive a link for the LLN robot to complete the assessment before attending the session.

USI Requirements

Participants are required to comply with enrolment requirements by providing appropriate forms of identification to confirm their eligibility. Participants must provide a validated USI or apply for a USI for their study in Australia. (<https://www.usi.gov.au/>)

IT Requirements

To facilitate your active participation in your TAE Class, please ensure you have:

- Computer (PC or Laptop or tablet) with comfortable seating, a working camera, connected to the internet to access the full range of course resources.
- Dual Monitors (Desirable): While not mandatory, two screens give you more space to work with, making things easier.
- Zoom Webinar Software downloaded on your device.
- Computer skills to produce professional business documents.

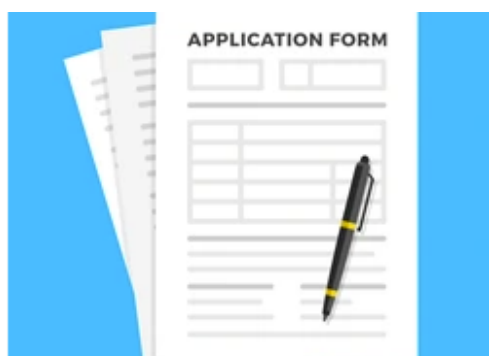
Other Requirements

- Participants not employed in an RTO or relevant workplace may need access to colleagues, family, or friends for recorded or observed assessment tasks during the course.
- Photographic identification at your first class to ensure enrollment accuracy
- Participants with special needs are advised to inform their trainer so that reasonable adjustments to training and assessment can be contemplated.

Enrolment Process



Complete your booking and make payment to confirm enrolment.



Complete the enrolment form along with USI number.



Complete the LLN assessment for St John to evaluate your existing language, literacy, and numeracy proficiency.



Login to My Learning Portal-Moodle with the login credentials sent via email.



Units of Competency

There are 12 units in the TAE40122 Certificate IV in Training and Assessment. These are divided into 6 core units and 6 elective units. These are listed below:

Core Units:

TAEASS412 Assess competence

TAEASS413 Participate in assessment validation

TAEDEL411 Facilitate vocational training

TAEDES411 Use nationally recognised training products to meet vocational training needs

TAEDES412 Design and develop plans for vocational training

TAEPDD401 Work effectively in the VET sector

Elective Units:

TAEDEL311 Provide work skill instruction

TAEDEL412 Facilitate workplace-based learning

TAELLN422 Use foundation skills resources, strategies, and advice

BSBCMM411 Make presentations

TAEDEL405 Plan, organise and facilitate online learning

TAEASS404 Assess competence in an online environment



Course Structure

Module	Units of Competency
1. Introduction to training (TTT)	<ul style="list-style-type: none"> • TAEDEL311 Provide work skill instruction • BSBCMM411 Make presentations
2. Delivery and Facilitation (DEL)	<ul style="list-style-type: none"> • TAEDES412 Design and develop plans for vocational training • TAEDEL411 Facilitate vocational training • TAEDEL412 Facilitate workplace-based learning
3. Assessment (ASS)	<ul style="list-style-type: none"> • TAEDES411 Use nationally recognised training products to meet vocational training needs • TAEASS412 Assess competence • TAEASS413 Participate in assessment validation
4. Introduction to VET (PDD)	<ul style="list-style-type: none"> • TAEPPDD401 Work effectively in the VET sector
5. Introduction to foundation skills (LLN)	<ul style="list-style-type: none"> • TAE LLN422 Use foundation skills resources, strategies, and advice
6. Online Environment (eLA)	<ul style="list-style-type: none"> • TAEDEL405 Plan, organise and facilitate online learning • TAEASS404 Assess competence in an online environment

Credit Transfer (CT)

Participants holding any of the units of competency within the TAE40122, or recognised equivalent superseded units, are eligible to apply for Credit Transfer (CT).

Upon enrolment, you will have to provide us a certified copy of pertinent certificates and transcripts reflecting the outcomes of your formal studies, along with the duly completed Credit Transfer (CT) form.

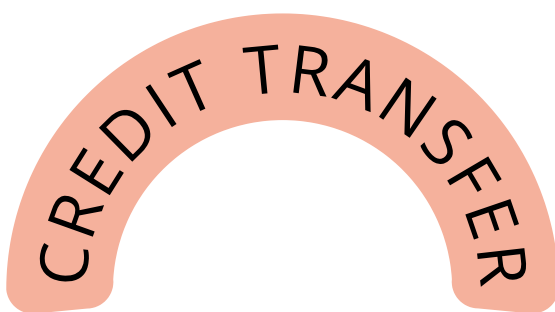
For additional information on CT please contact us at tae@stjohn.org.au

Recognition of Prior Learning(RPL)

Recognition of prior learning (RPL) is a process that assesses your competency—acquired through formal and informal learning—to determine if you meet the requirements for a unit of study.

If you're confident in your experience, knowledge, and skills, we recommend the Recognition of Prior Learning (RPL) pathway, given its numerous advantages, such as cost and time savings, and its participant-centric nature.

For additional information on RPL please contact us at tae@stjohn.org.au



Training options and pricing



Classic Virtual Course Price	\$4750
Non-Refundable fee	\$250
Instalment 1 Invoice on Week 1	\$1500
Instalment 2 Invoice on Week 8	\$1500
Instalment 3 Invoice on Week 15	\$1500



Blended Virtual Course Price	\$4000
Non-Refundable fee	\$250
Instalment 1 Invoice on Week 1	\$1250
Instalment 2 Invoice on Week 8	\$1250
Instalment 3 Invoice on Week 15	\$1250



RPL Course Price	\$3600
Non-Refundable fee	\$250
Per unit \$280	\$3350

Fees and Refunds



Enrolment Fee and Deposits:

- Payments are made in instalments by debit/credit cards.
- A participant is not considered enrolled in a course until the required fee is paid.
- Enrolment fee of \$250 is non-refundable.
- When you pay more than \$1500 in course fees before course commencement, SJAA will ensure a bank guarantee is held for an amount no less than the total amount of prepaid fees over \$1500 per participant.
- SJAA will not issue you your final certificate until the final balance payment has been made.

Course Cancellation/Withdrawal:

- The full course fee (excluding non-refundable fees) will be refunded if withdrawal is requested 7 days before course commencement.
- Where withdrawal from the course is due to illness or hardship, St. John may, at its discretion, provide a refund of the course fees. The following conditions apply:
 - Satisfactory evidence, such as a medical certificate, is required to support your withdrawal.
 - Refunds will be calculated on a pro-rata basis, taking into account the classes attended and assessments submitted.
- There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services are provided to participants.
- No refunds after class commencement unless the course is canceled by St John.
- If St John cancels a course after it has begun, you'll receive a refund of fees paid minus the cost of units already undertaken. If you've completed units assessed as "Competent," you'll receive a statement of attainment for those units.

Rescheduling:

Participants may transfer to another class. The first transfer is free; however, subsequent transfers will incur a \$50 fee per transfer.

Late submissions:

Assessments submitted after the scheduled course completion will incur a \$100 fee per unit for marking/assessment.



Course Outcomes

- Upon successful completion of the course and payment of all relevant fees, participants will be provided with the certificate in TAE40122 Certificate IV in Training and Assessment which will include the potential outcomes such as:
 - C - Competent
 - CT - Credit Transfer
 - RPL - Recognition of prior learning
- According to the policy, St John will issue a certificate/statement of attainment within thirty (30) days after being deemed competent by the trainer/assessor.
- If you withdraw from the course before completion, St John will issue you with a statement of attainment for any completed units of competency within 30 days of withdrawal provided that all relevant fees have been paid.
- St John must have a valid USI on file for you before commencement of training, for a qualification or statement of attainment to be issued.
- A statement of attainment or certificate is issued by email.
- There will be a \$30 charge for requesting a printed certificate or statement of attainment.

Complaints and Appeals



St John is committed to ensuring that a fair and equitable service is delivered to all our participants. If at any time during your dealings with St John, you have any concerns about the training, assessment, or service being provided, you are encouraged to raise your concerns with your trainer or assessor. If however, you do not wish to discuss your concerns with your trainer or assessor in the first instance, you may access our formal complaints and appeals process.

POLICY

St John Ambulance Australia is committed to the highest standards of education and professional services and providing an effective, efficient, timely, fair, and confidential process for managing, responding to, and resolving complaints and appeals.

St John will aim to acknowledge receipt of a complaint or appeal within 7 business days of receipt.

All complaints and appeals will be handled professionally, confidentially, and in an effective, efficient, and timely manner.

At any time during a complaint or appeals process, St John reserves the right to refer the matter to expert legal advice.

In all dealings regarding complaints and appeals, St John will observe the principles of natural justice and procedural fairness. Specifically, St John will ensure that all parties that have an interest in the complaint or appeal have the right to:

- be informed of the substance of the allegations (except where doing so may jeopardise any related legal process or investigation, or there is overriding public interest in circumventing the provision of such information)
- be heard and have a reasonable opportunity to present their case, answer, address, or show cause for their actions
- a fair process, without bias or conflict of interest in the making of decisions
- privacy and confidentiality
- an evidence-based process that relies on the facts and matters of the specific complaint or allegation
- have their nominee included to accompany and support them in exercising their rights.

To effectively manage a complaint, St John may contact any person who is the subject of an investigation or allegation, or any person whose interests are likely to be affected adversely by a decision.

St John will ensure that complaints, and appeals against assessment decisions, are finalised within 30 days where possible.

If a complaint or appeal (including any review process) will take more than 60 days to finalise, the complainant will be notified further explaining the cause of the delay.

Appeals against an assessment decision made by St John must be lodged by the St John participant within 14 days of having been notified of the assessment decision unless there are extenuating circumstances that may have prevented lodgement of the appeal. In the case of appeals against assessment decisions, the TAE Coordinator will initially review the decision and the evidence used to make the decision. The assessor and the participant are interviewed separately to find out whether there is any relevant information not contained in the participant's file.

All participants involved in any training or assessment activity conducted by St John or a third party have the right to seek redress if they believe that they have been treated unfairly or if they are not satisfied with any of the training or assessment activities or methods.

All complaints and appeals received by St John will be viewed as an opportunity for improvement to improve the quality of St John's services. All complaints and appeals will be reviewed and analysed periodically by the St John National Training Team to identify opportunities for action or improvements in policies, procedures, and practices.

If the person who complained or appealed remains unsatisfied with the outcome of any decision made regarding their complaint or appeal, they may raise their complaint or appeal with the National RTO Compliance Manager rto@stjohn.org.au.

If the complainant is not satisfied with the outcome, they may request the matter be referred to an external dispute resolution process by a party-appointed for this purpose by St John.

All complaints and appeals are recorded in a register that includes relevant details to allow analysis of matters over time and identify any common factors that may need action.

Process for Participants

Step

1.

Talk to your trainer

You are encouraged to discuss the complaint, appeal, concern, or grievance with your trainer of the course in which you are enrolled.

Step

2.

**Contact the
National RTO
Compliance
Manager**

Failing satisfactory resolution of the issue with your trainer, you can lodge a written complaint or appeal within 14 days with the National RTO Compliance Manager, rto@stjohn.org.au

More information

For more information about completing a course with St John Ambulance Australia, including complaints, appeals and privacy download the participant handbook which is located at www.stjohn.org.au.

Contact us at :

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tae@stjohn.org.au

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