



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

For more information please visit:
<https://tae.stjohn.org.au>

CAREER OPPORTUNITIES:

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



Entry requirements

Training package entry requirements

To enrol in TAE40122 Certificate IV in Training and Assessment, you must be able to demonstrate vocational competence in their proposed training and assessing area.

Vocational competence is defined as broad industry knowledge and experience, and may include, but is not limited to, holding a relevant unit of competency or qualification. 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 & Ergonomic Requirements

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

- **Device & Internet Access:** A computer (PC, laptop, or tablet) with a working camera, microphone, and reliable internet connection to access course resources.
- **Dual Monitors (Desirable):** While not mandatory, using two screens can improve efficiency and ease of learning.
- **Software:** Zoom webinar software downloaded and installed on your device.
- **Computer Skills:** Ability to produce professional business documents.
- **Video Recording Capability:** You should be able to record video of your own sessions for assessment purposes. All participants required in the assessment tasks must be visible in the submitted recording.
- **Ergonomic Setup:**
 - Choose a comfortable chair and set up your workstation to support good posture.
 - Position your screen at eye level to prevent neck strain.
 - Keep your keyboard and mouse within easy reach to avoid wrist discomfort.
 - Work in a well-lit area to reduce eye strain.
 - Take regular breaks to stretch and maintain focus.
 - All the participants required in the assessment tasks must be visible in the recording submitted.

A well-structured workspace will enhance your comfort, productivity, and engagement throughout the course.

Other Requirements

- **Access to Participants for Recorded Assessments:** Participants may need access to colleagues, family, or friends to complete recorded or observed assessment tasks during the course.
- **Photographic Identification:** Participants must present a valid photo ID at their first class to confirm enrolment accuracy.
- **Special Needs & Adjustments:** Participants with special needs should inform their trainer in advance to allow for reasonable adjustments in training and assessment.

Delivery mode and Duration

The TAE40122 Certificate IV in Training and Assessment is delivered entirely online, providing the flexibility to complete your learning at your own pace within a 6-month duration.

Throughout the course, you will engage with the materials and complete assessments remotely, allowing you to balance your studies with other commitments.

There will be **20 online face-to-face days** for both delivery and assessment, scheduled in **once a week over 26 weeks**. These sessions are designed to offer practical, hands-on experience, ensuring you meet the required competencies.

This fully online format gives you the opportunity to gain the necessary skills and knowledge while enjoying a flexible learning experience.

The duration between the sessions will be allocated for self-paced guided learning, offering you the chance to lead your own learning journey. The trainer will support this process by providing additional details on learning activities and offering guidance on initiating assessments.

Enrolment Process



Complete your booking and make payment to confirm enrolment.



Complete the enrolment form along with USI number.



Complete the LLND 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:

- 1.TAEASS412 Assess competence
- 2.TAEASS413 Participate in assessment validation
- 3.TAEDEL411 Facilitate vocational training
- 4.TAEDES411 Use nationally recognised training products to meet vocational training needs
- 5.TAEDES412 Design and develop plans for vocational training
- 6.TAEPDD401 Work effectively in the VET sector

Elective Units:

- 1.TAEDEL311 Provide work skill instruction
- 2.TAEDEL412 Facilitate workplace-based learning
- 3.TAELLN422 Use foundation skills resources, strategies, and advice
- 4.BSBCMM411 Make presentations
- 5.BSBHRM413 Support the learning and development of teams and individuals
- 6.TAEDEL414 Mentor in the workplace



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"> • TAEELN422 Use foundation skills resources, strategies, and advice
6. Mentor and Support (MAS)	<ul style="list-style-type: none"> • BSBHRM413 Support the learning and development of teams and individuals • TAEDEL414 Mentor in the workplace



Assessment requirement

As part of the DEL module, you will plan, prepare, and facilitate vocational training for both individual learners and groups through face-to-face, in-person delivery. This is your opportunity to apply your knowledge and demonstrate your training skills in a real setting.

To meet assessment requirements, you must:

- Have access to five (5) adult learners (friends, colleagues, or fellow students).
- Deliver three sequential group training sessions (minimum 30 minutes each) to a group of at least four (4) learners.
- Deliver three separate individual training sessions (minimum 30 minutes each) to a different (1) learner.
- Conduct all sessions in person (physically in the same room)—online platforms like Zoom are **not** permitted.
- Video record all sessions, ensuring all participants are visible in the footage.
- Obtain video consent forms from all participants before recording.

These requirements ensure you gain hands-on experience in facilitating effective face-to-face training. If you need assistance arranging learners, please discuss this with your trainer or assessor.

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 are 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. Our assessors will review your submission and determine if you meet the competency requirements. If gaps are identified, you may need to complete additional assessments or training.

For more information on the RPL process and how to apply, please contact us at tae@stjohn.org.au

Training options and pricing



Classic Virtual Course Price	\$3250
Non-Refundable fee	\$250
Instalment 1 Invoice on Week 1	\$1000
Instalment 2 Invoice on Week 7	\$1000
Instalment 3 Invoice on Week 15	\$1000



RPL Course Price	\$2250
Non-Refundable fee	\$250



Fees and Refunds

Enrolment Fee and Deposits:

- The course fees will be paid upfront and the participant is not considered enrolled in a course until the required fee is paid.
- 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 cancelled 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 providing fair and equitable service to all participants. If you have any concerns about training, assessment, or services, you are encouraged to raise them with your trainer or assessor. If you prefer not to discuss your concerns with them directly, you can 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 must be lodged with St John within 14 days of being notified, unless extenuating circumstances prevent this. The TAE Coordinator will initially review the decision and evidence, and both the assessor and participant will be interviewed separately to gather any additional relevant information.

All participants have the right to seek redress if they feel they've been treated unfairly or are unsatisfied with training or assessment methods. St John views complaints and appeals as opportunities for improvement, with periodic reviews conducted by the National Training Team to enhance policies 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 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
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 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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