

# INDUSTRY TRAINING QLD



## Student Handbook

# Table of Contents

<b>WELCOME TO INDUSTRY TRAINING QLD .....</b>	<b>4</b>
<b>ROLES AND RESPONSIBILITIES.....</b>	<b>5</b>
Introduction.....	5
Participant.....	5
Registered Training Organisation (RTO) .....	5
Disciplinary Action .....	5
<b>POLICIES &amp; PROCEDURES .....</b>	<b>7</b>
<b>National Vocational Education and Training Regulator Act 2011 and Standards for NVR Registered Training Organisations.....</b>	<b>7</b>
Legislative Requirements.....	7
General Legislation.....	7
Industry Specific Legislation.....	8
Access and Equity.....	9
Disability Discrimination and Anti-Discrimination .....	9
Reasonable Adjustment.....	10
Privacy .....	10
Access of Records.....	11
Quality Management Focus .....	11
Client Services.....	11
Language, Literacy and Numeracy.....	11
Welfare and Guidance Services.....	12
External Review.....	12
Management and Administration.....	12
Marketing and Advertising.....	12
Training and Assessment Standards.....	12
<b>STUDENT ENROLMENT INFORMATION .....</b>	<b>12</b>
<b>Fees .....</b>	<b>12</b>
<b>Refund.....</b>	<b>12</b>
<b>Competency Based Training and Assessment .....</b>	<b>13</b>
Competency Based Training.....	13
<b>National Training Packages.....</b>	<b>13</b>
<b>Student Enrolment.....</b>	<b>15</b>
<b>Recognition of Prior Learning (RPL).....</b>	<b>15</b>
Why use RPL?.....	15
RPL Procedure .....	15
Responsibilities.....	17
Principles Of Assessment In RPL.....	17
Risk Management & Quality Assurance .....	17
<b>Training Delivery.....</b>	<b>17</b>
Enrolment.....	17
Training Delivery.....	17
Records Processing and Maintenance .....	18
<b>Complaints/Appeal .....</b>	<b>19</b>
Complaints .....	19
Appeal.....	19
<b>Customer Complaints.....</b>	<b>19</b>
<b>Harassment .....</b>	<b>20</b>
<b>Work Health &amp; Safety.....</b>	<b>20</b>
Emergency Evacuation Procedure .....	20

Alcoholic Beverages .....	21
Prescribed Drugs .....	21
Illegal Drugs .....	21
Fire Regulations .....	21
<b>INFORMATION SOURCES AND WEBSITES .....</b>	<b>22</b>



### WELCOME TO INDUSTRY TRAINING QLD

Thank you for selecting Industry Training Qld to complete your training program! As a client you can expect to receive a high level of supportive service, quality training and learning resources.

"Industry Training Qld" is a locally owned company specialising in the delivery of quality driver training. Our aim is to provide quality training for all clients in the North and Western Queensland region.

Industry Training Qld is one of the leading providers in the delivery of driver training courses, which have been designed to meet the needs of all clients. The company was established in response to a demand for quality driver training in the North and Western Queensland region.

Industry Training Qld saw the need for a user friendly, supportive and managed approach to training, which met the needs of all participants.

## ROLES AND RESPONSIBILITIES

### INTRODUCTION

Successful achievement of your training program will be based on mutual respect between yourself and your trainer. A positive working and learning environment is achieved in the following manner...

- Respect for the rights and opinions of others;
- A safe working environment;
- Equal opportunity for all;
- A fair and just complaints procedure;
- Access to relevant learning materials;
- Access to support staff.

All personnel working with Industry Training Qld aim to ensure that any anti-discriminative and/or sexual harassment acts are dealt with immediately and are not tolerated.

### PARTICIPANT

You must ensure that you...

- Attend the required training sessions on time;
- Take an active part in both on and off-the-job training activities;
- Assist in the development of your training plan;
- Keep your training record book (if applicable) and other documents in a safe place;
- Complete all set assessment tasks;
- Make sure that your competencies are signed off, once achieved;
- Follow safe working practices at all times;
- Use and look after your learning resources.
- You are assessed and signed off.

### REGISTERED TRAINING ORGANISATION (RTO)

The Registered Training Organisation must ensure that...

- You are given all the support and encouragement that is necessary to ensure that you successfully achieve the competencies stated in your training program and if necessary given extra time to complete your competencies at no extra cost to you.
- You are actively involved in the development of the Training Plan.
- You are provided with the necessary training/learning materials/resources.
- Your Training Record Book (if applicable) and any other documents are signed and up-to-date.
- All assessment records are kept up-to-date and meet with the Australian Quality Training Framework
- You receive the original copy of your Statement of Attainment.
- Quality control procedures are in place and adhered to at all times.

### Disciplinary Action

**Industry Training Qld** expects that all students will conduct themselves in a manner that is considerate and reasonable at all times. The participant must ensure that he/she abides by the roles and responsibilities listed on the previous page.

Students who breach this code of conduct will be subject to disciplinary action.

## Student Handbook

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The following disciplinary actions can and will be taken.

- Verbal warning;
- Written warning;
- Suspension of training contract;
- Termination of training contract.

Students will be given three warnings before more serious disciplinary action is taken, unless the incident is deemed life threatening or dangerous to members of the public, in which case instant action will be taken.

At each step, the student will be warned of the consequences should s/he continue or repeat the offence. If no further problems occur, further disciplinary action will be ceased.

Some of the main factors examined when determining appropriate disciplinary action are:

- Seriousness of offence;
- Repetition or duration of offence;
- Prior offences and disciplinary actions;
- Previous responses to disciplinary actions and any current disciplinary action.

A written record of all disciplinary actions taken will be kept with the Student's File. These reports remain a part of the student's record for one year after the offence. Any additional offences will also remain on record.

If the student does not commit any other offences during that time, the report will be taken off of the student's record. The report will, however, still remain a part of the student's file.

## POLICIES & PROCEDURES

### NATIONAL VOCATIONAL EDUCATION AND TRAINING REGULATOR ACT 2011 AND STANDARDS FOR NVR REGISTERED TRAINING ORGANISATIONS.

As a Registered Training Organisation, **Industry Training Qld** has agreed to operate within the Principles and Standards of the National Vocational Education and Training Regulator Act 2011 and Standards for NVR Registered Training Organisations.

#### Legislative Requirements

**Industry Training Qld** will meet all legislative requirements of State and Federal Government. In particular, Work Health and Safety Act 2011, and Work Health and Safety Regulations 2011 Workplace Relations and Industry Standards will be met at all times. All students are to familiarise themselves with legislation that is relevant to their training. This includes legislation relating to the following:

- occupational health and safety
- workplace harassment, victimisation and bullying
- anti-discrimination including equal opportunity, racial vilification, disability discrimination
- vocational education and training
- apprenticeships and traineeships

Following is a list of legislation that may be applicable to you:

#### General Legislation

##### **Anti-Discrimination Act 1991**

An Act to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct.

##### **Equal Employment Opportunity (Commonwealth Authorities) Act 1987**

An Act to require certain Commonwealth authorities to promote equal opportunity in employment for women and persons in designated groups and for related purposes.

##### **Right to information Act 2009**

An Act to give to members of the public rights of access to official documents of the Government of the Commonwealth and of its agencies

##### **Industrial Relations Act 1999 (State)**

An Act relating to industrial relations in Queensland, and for other purposes. The principal object of this Act is to provide a framework for industrial relations that supports economic prosperity and social justice.

##### **Privacy Act 1988**

An Act to make provision to protect the privacy of individuals, and for related purposes in accordance with the National Privacy Principles.

##### **National Vocational Education and Training Regulator Act 2011**

An Act to provide for vocational education, training and employment. The objectives of this Act are--

## Student Handbook

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- (a) To establish a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community; and
- (b) To provide mechanisms for employees, employers, associations of employees or employers and the community to advise government on vocational education and training needs and priorities to meet those needs; and
- (c) To support the continued development of high quality training by and within industry; and
- (d) To facilitate the provision of vocational education and training that is relevant to employment and encourages the generation of employment opportunities; and
- (e) To regulate the registration of training organisations within the State; and
- (f) To further the commitment by the States, the Territories and the Commonwealth, in partnership with industry, to work together to increase the participation of Australians in an integrated national vocational education and training system that allows for local diversity; and
- (g) To promote a community commitment towards supporting young people in the compulsory participation phase; and
- (h) To implement initiatives that are consistent with the ministerial declaration; 'Stepping forward: improving pathways for all young people'.

### **Vocational Education, Training and Employment Amendment Regulation (No1) 2013**

Regulations to support the Vocational Education, Training and Employment Act 2000

#### **Whistleblowers Protection Act 1994**

This Act's principal object is to promote the public interest by protecting persons who disclose--

- Unlawful, negligent or improper conduct affecting the public sector
- Danger to public health or safety
- Danger to the environment.

#### **Work Health and Safety Act 2011**

The objective of this Act is to prevent a person's death, injury or illness being caused by a workplace, by work activities or by specified high risk plant.

#### **Workplace Relations Act 1996 and relevant updates**

The principal object of this Act is to provide a framework for cooperative workplace relations which promotes the economic prosperity and welfare of the people of Australia.

#### **Industry Specific Legislation**

There will also be legislation applicable to your chosen field of study, particularly related to driver



## Student Handbook

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training. These will include:

- Queensland Road Rules
- National Road Rules
- Load Restraint Guidelines
- Australian Dangerous Goods Act
- Relevant Queensland Transport legislation

All relevant legislation is available on the following websites

[www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

### **Access and Equity**

All clients will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that client selection decisions comply with equal opportunity legislation.

This policy supports the principles of the Queensland Department of Employment and Training's Access and Equity Policy for the Vocational Education and Training System that envisage a vocational education and training system responding to the needs of all people with respect to:

- Resource allocation
- Involvement in decision making processes
- The provision of quality programs and services
- Access to programs and services; and
- Participation in programs.

To this end the organisation adheres to the following policy statements:

1. To provide training programs and services that are accessible to all people.
2. The requirements of individual learners are taken into account for strategic and operational plans.
3. Learners are encouraged to be involved in the planning and decision making processes on matters that affect them.
4. To provide a broad, relevant and balanced range of high quality training programs and support services that account for the diversity of clients and the needs of people under-represented in vocational education and training.
5. Training and support service delivery strives to enable members of equity groups to successfully participate in vocational education and training.
6. To provide opportunities for all people to achieve outcomes that meets their personal goals.
7. To provide training and support services in an environment free from harassment.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on his/her qualifications and experience.

### **Disability Discrimination and Anti-Discrimination**

Every consideration and assistance will be given to those persons with disabilities wishing to participate in driver training.

Persons will only be disqualified on the basis of failing to meet the specifications stated in Occupational Health and Safety guidelines, Health or other regulatory body rulings.

Anti Discrimination legislation has been passed by Commonwealth and State governments to reflect support for the principles of equality, dignity and fairness in the community. The Anti-Discrimination Act promotes equality of opportunity for everyone by protecting them from unfair discrimination, sexual harassment and other forms of objectionable behaviour.

The Anti-Discrimination Act (Qld) 1991 prohibits discrimination because of your:

- sex

## Student Handbook

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- relationship status
- pregnancy
- parental status
- breastfeeding
- age
- race
- impairment
- religious belief or religious activity
- political belief or activity
- trade union activity
- lawful sexual activity
- gender identity
- sexuality
- family responsibilities
- association with, or relation to, a person identified on the basis of any of the above attributes

Industry Training Qld has zero tolerance of discriminatory behaviours. You can make a complaint.

### **Reasonable Adjustment**

**Industry Training Qld** has a responsibility to make reasonable adjustments to training and/or assessment in certain circumstances. Reasonable adjustment means ensuring our training and assessment is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Reasonable adjustment/s can be made in all the following circumstances:

1. A student discloses a need which may impact their training and/or assessment. This may be disclosed at any time prior to or during training or assessment. Any disclosure will be handled confidentially and for the purpose of determining and offering appropriate support and/or reasonable adjustment/s. Reasonable adjustment/s are made in consultation with the student and their parent/guardian if applicable. Students may speak with any Industry Training Qld staff regarding reasonable adjustment and their inquiry will be referred to the appropriate person. Note: students may choose disclosure, they are not obligated to do so
2. Any reasonable adjustment/s would not cause unjustifiable hardship on Industry Training Qld
3. The student can still meet the inherent requirements of the qualification, unit of competency, Skill Set or other benchmark. For example, a Queensland High Risk Work Licence to operate a forklift requires the licence holder to communicate in the English. Therefore an interpreter could not be used by non-English speaking students.

Reasonable adjustments might be made to:

- the course enrolment process
- the physical environment and other facilities and services available at the training venue
- course/program activities
- the way training is delivered
- the way skills are assessed

Any reasonable adjustment/s will be documented in a student's file.

### **Privacy**

## Student Handbook

**Industry Training Qld** will not publish or make available any student information to any third party unless required to by law and/or the written request of the student. All student information is kept in locked filing and/or password protected electronic files. Information is only accessed by approved staff members and for the sole use of training, retention and issue of qualifications. This may include access by the Department of Employment and Training staff for Audit purposes. Students will be informed of this requirement at induction. At all times Industry Training Qld will abide by the Privacy Act

If any enquiry is made with regards to any client file other than from the client, the permission must be obtained from the client first and approved by the Manager.

**Industry Training Qld** is committed to ensuring the privacy of all of its clients, supervisors and employers. Information about clients and/or their employers will not be released to any person without the express permission of the client and/or their employer.

### Access of Records

**Industry Training Qld** clients have access to their personal records whenever required. Before accessing the personal information a client must first provide **Industry Training Qld** with proof of identity, whether it be by name, address and Date of Birth, for example; a drivers license or birth certificate.

### Quality Management Focus

**Industry Training Qld** has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from clients, staff and employers for incorporation into future programs.

In order to monitor the company's performance in relation to customer satisfaction and quality training outcomes it is essential that all participants complete an Evaluation Form.

It is the trainer's responsibility to ensure that the Evaluation Form is given to each participant upon completion of every training program.

The evaluation forms will be collated and discussed at the next staff meeting, where client feedback will be the focal point. Appropriate actions will be determined and recorded on a Corrective Action Register (CAR) and the process begun.

### Client Services

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of client assessment results and qualifications. These will be appropriate to the competence achieved and issued in accordance with national guidelines.

Our quality focus includes Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Complaints and Appeal Policy, an Access and Equity Policy. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our client information will ensure that all fees and charges are known to clients before enrolment, that any external support arranged for the client by Industry Training Qld (e.g. work placement) is known before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

We have an Open Door Policy for all clients requiring academic and other support. In most cases, the administration staff will be able to answer your queries, however if you need to speak to your Trainer/Assessor, they will be available during office hours by telephoning 4774 4144. Phone messages will be acted upon within 24 hours of receipt, unless the relevant trainer/assessor is out of town, in which case another trainer/assessor will contact you within 24 hours of receipt of message.

### Language, Literacy and Numeracy

## Student Handbook

**Industry Training Qld** has guidelines for all trainers and assessors regarding Language, Literacy and Numeracy issues for students.

### Step 1

During the enrolment phase, all students will be required to complete a Language, Literacy and Numeracy indicator. This tool will be used to identify if the student requires LLN support to be able to complete their chosen course.

### Step 2

An Individual Learning Plan will then be developed to provide the necessary skills and ongoing support required for the student to achieve competence in their chosen course.

### Welfare and Guidance Services

Students requiring welfare or guidance services will be given access to a list of services available to them. This list will include the Training Ombudsman at the Queensland Department of Employment and Training, LLN services and Disability services.

This list will be reviewed and maintained by the Administration Manager.

### External Review

**Industry Training Qld** has agreed to participate in external monitoring and audit processes required by the state training agency. This covers random quality audits, audit following complaint and audit for the purpose of re-registration or extension of scope.

### Management and Administration

**Industry Training Qld** has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards client fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Client records are managed securely and confidentially and are available for client perusal on request. **Industry Training Qld** has adequate insurance policies.

### Marketing and Advertising

**Industry Training Qld** markets vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

### Training and Assessment Standards

**Industry Training Qld** has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of clients.

## STUDENT ENROLMENT INFORMATION

### FEES

The scheduled fee will be paid in full upon enrolment and prior to the commencement of the training program.

### REFUND

## Student Handbook

The CEO shall refund from the company account trading account in the following circumstances...

- Where a participant cancels his/her position in the training program fees will be refunded on a pro rata basis. An administration fee of \$50.00 will be taken.
- Where a participant seeks a refund on the proven basis of an incorrect charge being accepted by the company.
- Where a participant seeks a refund following cancellation of the enrolment prior to the commencement of the course, a full refund (less a \$50.00 administration fee) shall be made.
- Where a participant seeks a refund following cancellation of enrolment in favour of enrolment at an alternative vocational education institution, a partial refund shall be made provided that...
  - ⇒ such refund shall be conditional upon the presentation of satisfactory evidence of the subsequent enrolment having been made, and
  - ⇒ the application is received before 20% of the course time has elapsed.
- Where the organisation cancels a course at any time after the first training session has been held, a full refund of all charges will be made.
- Refunds to be made by cheque in favour of the participant.

### COMPETENCY BASED TRAINING AND ASSESSMENT

#### Competency Based Training

Under the Competency Based Training system, individuals are assessed as Competent or Not Yet Competent. This is not a graded system as in schools or Higher Education but is based on the achievement of competence in the skills, knowledge and attitudes required to be demonstrated in the workplace. Below are some definitions which may help you to understand the achievement of competence.

**Competency** (also competence) is the ability to perform tasks and duties to the standard expected in employment.

**Competency-based assessment** (or CBA) is the gathering and judging of evidence in order to decide whether a person has achieved a standard of competence.

**Competency-based training** (or CBT) is training which develops the skills, knowledge and attitudes required to achieve competency standards.

**Competency standard** is an industry-determined specification of performance which sets out the skills, knowledge and attitudes required to operate effectively in employment. Competency standards are made up of units of competency, which are themselves made up of elements of competency, together with performance criteria, a range of variables, and an evidence guide. Competency standards are an endorsed component of a training package.

Under the Competency Based Training system, experienced and skilled individuals can have their existing skills assessed and a qualification issued without necessarily undergoing any additional training. Recognised qualifications recognize the competency of an individual rather than the completion of a course. This is discussed further under Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC).

#### NATIONAL TRAINING PACKAGES

A Training Package is a consistent and reliable set of nationally endorsed standards and qualifications for recognising and assessing people's skills. A Training Package describes what skills and knowledge a person needs to perform effectively in the workplace without prescribing how they should be trained. Training Package qualifications are recognised throughout Australia regardless of where or how the qualification was gained.

As a student it is advisable that you familiarise yourself with the training packages relevant to your area of training. Training Packages include the following information:

- Training guide including applicable legislation

## Student Handbook

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- Assessment guidelines, instruments and process
- Competency-Based Training and Assessment
- Qualifications Framework
- Customisation Guidelines
- Packaging Rules
- Employability skills

All information regarding National Training Packages can be accessed through the website [www.training.gov.au](http://www.training.gov.au)



# Student Handbook

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## **STUDENT ENROLMENT**

Students are required to undergo a recruitment, selection and induction procedure prior to enrolment. This is as follows.

### Recruitment

All clients will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package.

### Selection

Our Access and Equity Policy ensures that client selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on his/her qualifications and experience.

### Induction

Upon selection for an appropriate course, students will undergo an induction with administration staff who will disseminate the following information to the student:

- Client selection, enrolment and induction/orientation procedures
- Course information, including content and vocational outcomes
- Fees and charges, including refund policy and exemptions
- Provision for language, literacy and numeracy assessment
- Client support, including any external support the company has arranged for clients
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals, complaints and complaints procedures
- Disciplinary procedures
- Staff responsibilities for access and equity and
- Recognition of Prior Learning (RPL) arrangements.

Upon completion of the Student Induction, students will complete an Enrolment Form and sign and date an induction checklist. This documentation will be stored in the individual's Student File, and relevant information recorded on the Student Database by Administration staff.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

Recognition of Prior Learning (RPL) is the acknowledgment of skills, knowledge and attitudes held by an individual as a result of...

- formal training,
- work experience, and/or
- life experience.

### **Why use RPL?**

If you believe that you already possess some or all of the learning outcomes contained in your chosen course and you can demonstrate your competency, then you can apply for RPL. In other words an assessment can be carried out up-front, which will allow the successful applicant to fast track through his/her chosen course.

## **RPL Procedure**

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## Student Handbook

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Preliminary Briefing - the procedure, roles and responsibilities of those involved and the cost of the process are discussed, together with the initial assessment to ensure that you are able to receive RPL for your specified learning outcomes/units. You may decide to withdraw from the procedure at this point, or apply for RPL. The RPL Application Form is filled in at this time.

Evidence Gathering - over an agreed period of time, you must put together a file of original evidence, you will be given a checklist from the assessor. A date is then set for the RPL procedure. During this period the assessor is available by telephone for advice on selection of evidence and presentation. If desired, a face to face meeting can be arranged to provide more detailed guidance relating to the collection of and presentation of evidence. The assessor's role is to assess prior learning, not to teach.

Alternatively the applicant may make the necessary arrangements for the assessor to visit the workplace for a practical demonstration of competencies.

RPL Interview – if chosen, you present your assembled evidence at an interview with the assessor. You will be given feedback regarding the quality and quantity of your evidence. A report is then compiled containing those learning outcomes/units that have been demonstrated and those that were not adequately demonstrated.

### Loadshifting, Rigging, Scaffolding and Crane Courses

For students wishing to apply for RPL in RII Competencies and high risk Crane Equipment, please note that there will be a **Mandatory Challenge Test**.

Due to the high risk nature of this activity, learners, who through prior learning or experience believe they have gained competence in the operation of the specific load shifting and other specified equipment, may be granted RPL upon substantiation of that claim. A mandatory **challenge test\*** is required in accordance with the licensing/regulatory authority assessment requirements.

- To meet OHS regulatory requirements a **challenge test** is defined as successfully completing the written knowledge test or written assignment as required followed by a practical test to demonstrate competence against the WHSQ assessment instrument.



## Student Handbook

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### **Responsibilities**

#### Applicant:

- Completion of Application for RPL.
- Collection and collation of supporting evidence.
- Arranging and preparing for interview to present Register and evidence folio.

#### Assessor:

- Briefing applicant about the RPL process & requirements.
- Providing the applicant with support and counselling throughout the RPL process.
- Conducting the RPL interview and assessing the adequacy of the evidence presented by the applicant.
- Providing feedback on the applicant's success in demonstrating the nominated learning outcomes.
- Submission of RPL records to allow the appropriate reports and credentials to be issued to the Applicant.
- Advising applicant on available follow up options.
- Issuing the applicant with their certification.

### **Principles Of Assessment In RPL**

Industry Training Qld aims to ensure that its RPL process is valid, reliable, flexible and fair. This is to ensure that when the RPL takes place with the applicant the level of service provided is of a high standard and meets the four principles above.

### **Risk Management & Quality Assurance**

The applicant may wish to seek recognition for up to 100% of his/her training, therefore, increasing the risk associated with the recognition. In this case it is important to remember that as the level of risk increases there should be a corresponding increase in the rigour of the RPL processes. This increased rigour can be achieved through requiring more evidence of higher quality and the involvement of more assessors to review the evidence and make the final assessment decision.

### **TRAINING DELIVERY**

#### **Enrolment**

The completed enrolment and training plan forms are returned to the office for processing.

A file will be set up for each client into which the enrolment form and training plan will be placed. This information is stored in both hard copy and on the database.

#### **Training Delivery**

The assigned trainer will be responsible for the preparation and delivery of all training sessions. The following documents and/or issues will be addressed during the first training session.

- Client Handbook
- Training Record Book (if appropriate)
- Training Plan
- Relevant training resources
- Recognition of Prior Learning (RPL)

During the course of the training program the trainer will prepare, train, monitor, encourage and assist the client to successfully achieve competency. The trainer will arrange for assessments in consultation with the client.

## Student Handbook

### Records Processing and Maintenance

The trainer or nominated person will be required to maintain all training records in accordance with government regulations and training package requirements.

RTO's will maintain all records of WHS licensed equipment assessments including; knowledge (written or Oral) papers, Practical performance checklist, assessment summaries and copy of applicants log book for a period of not less than 5 years from the date of assessment. After that period records of student results will be retained in accordance with Industry Training Qld Administrative and Records Management Policy and Procedures.

National Recognition for Direct Credit and Credit Transfer **Industry Training Qld** has an obligation, under the National Vocational Education and Training Regulator Act 2011 and Standards for NVR Registered Training Organisations, to recognise all AQF qualifications or Statements of Attainment awarded by another RTO. Credit Transfer will be granted for the following:

Direct Credit for all AQF Qualifications with the same qualification code and name as that being applied for

Direct Credit for all National Training Package Units of Competency with the same unit code and name as that being applied for

RPL Credit for all National Training Package Units of Competency that map directly from the Queensland Mapping Guides to those being applied for

Partial RPL Credit for all National Training Package Units of Competency that map with identified gaps from the Queensland Mapping Guides to those being applied for. The identified gaps are to be completed by the applicant either through a training and assessment pathway or an assessment only pathway.

RPL Credit for all Units/Modules from Accredited Courses that map directly from the Queensland Mapping Guides to those being applied for

Partial RPL Credit for all Units/Modules from Accredited Courses that map with identified gaps from the Queensland Mapping Guides to those being applied for. The identified gaps are to be completed by the applicant either through a training and assessment pathway or an assessment only pathway.

Check eligibility of trainee/apprentice to receive Direct Credits by viewing copies of Statement of Attainment/s, Academic Records and/or Certificate/s. Qualification results must be competency based and a direct correlation must be established between competencies being claimed and those achieved.

#### Issuing Assessment Results

Assessments marked C will be filed in the applicant's assessment file and marked off on the Assessment Record Form.

An Assessment Feedback Form will be returned to the applicant indicating Competent or Not Yet Competent.

If not yet competent – your assessor will return the assessment outlining what needs to be done to achieve competency. You may then arrange for further assistance and testing.

# Student Handbook

## COMPLAINTS/APPEAL

### Complaints

A complaints may occur as a result of...

- Academic unfairness
- Discriminatory behaviour
- Verbal abuse
- Unprofessional behaviour.

### Appeal

If a client is not satisfied with his/her assessment result he/she may lodge an Assessment Appeals Form, which is available from the Registered Training Organisation (RTO).

He/she is required to complete each of the relevant sections and return it to the RTO, who will take the necessary actions.

### Stage One

An informal approach should be made by the person feeling dissatisfied to the person responsible for the dissatisfaction. If this is difficult or uncomfortable the aggrieved party should approach the Managing Director or representative to arrange an informal meeting to discuss the issues of concern.

### Stage Two

If mutual satisfaction is not achieved via stage one of the process then the complainant will be required to put the complaints in writing and address it to the Managing Director for immediate action. The letter of complaint should contain the following information...

- ⇒ Complainants name
- ⇒ Date of incident,
- ⇒ Time of the incident,
- ⇒ A brief description of the incident, and
- ⇒ A statement addressing solutions to resolve the situation.

### Stage Three

The complainant will be contacted within 5 working days upon receipt of the letter of complaint. The Managing Director or representative will be responsible for the appraisal of the situation. At this stage the complainant may wish to discuss the matter further with the trainer or assessor. From receipt of the complaint the matter will be resolved and a written response provided within the specified timeframe. In the case of any unforeseen delays the complainant must be contacted immediately.

## CUSTOMER COMPLAINTS

**Industry Training Qld** recognises that sometimes situations may arise in which a customer feels that he / she has not been treated fairly or in accordance with company rules and procedures.

**Industry Training Qld** provides its customers with procedures for resolving complaints.

### **Step 1**

The complaint must be submitted in writing to management and must contain at a minimum:

- A description of the problem;
- A specific policy or procedure, which the customer believes has been violated or misapplied;
- The date of the circumstances leading to the complaint or the date when the customer first became aware of those circumstances;
- The remedy sought by the customer to resolve the complaint.

### **Step 2**

## Student Handbook

After reviewing the written complaint, management will meet with the aggrieved customer in an attempt to further understand the issues. Following that meeting a response in writing will follow within ten working days.

The Managing Director's response shall be final and binding unless the customer feels that the issue is immoral or illegal. In that instance and that instance only, the customer and/or their representative and the Managing Director and/or their representative will meet with a mediator for a resolution of the issue.

### HARASSMENT

It is both illegal and against the policies of the **Industry Training Qld** for any person, male or female, to sexually harass another person by:

- Making repeated and unwanted verbal or sexual advances, sexually explicit derogatory statements or sexually discriminating remarks in the workplace which are offensive to the person involved,
- Causing the person to feel threatened, humiliated, patronised, harassed, or interfering with the person's job performance
- Undermining job security, creating a threatening or intimidating work/training environment.

Any agent or employee, who believes they have been subjected to sexual harassment, should complain by making a report, to the Managing Director either verbally or in writing, of the alleged act.

A confidential investigation of all such complaints will commence immediately. The key factors in the investigation would be to establish that the sexual harassment was either unwanted and/or persistent.

Any agent or employee, who is considered, after appropriate investigation by the Company, to have sexually harassed another agent or employee, will be subject to appropriate disciplinary action. Depending on the circumstances, this will range from a warning being placed in the offender's personnel file to and including summary dismissal and/or Police involvement.

Given the nature of this type of complaint, the Company also recognises that false accusations of sexual harassment can have serious effects on innocent people. Accordingly, disciplinary action against the complainant may follow false accusation(s).

We trust that all Company employees and agents will continue to act responsibly to maintain a pleasant working environment free of actions, which can be defined as sexual harassment.

### WORK HEALTH & SAFETY

#### Emergency Evacuation Procedure

In the event of a fire or any other emergency the following procedure should be followed...

- When you have heard the warning signal (bells or siren) close down all machinery (if applicable) and stop all other activities.
- Turn off all power and/or any other dangerous equipment.
- In the case of a fire, windows are **closed**, however in a bomb threat, **open** windows.
- Move to the nominated safety exit leading outside of the building and go to the specified assembly area.
- Your trainer will check to make sure everyone is accounted for and safe.

The following safety procedures should be followed during evacuation...

- Take all personal belongings with you (**do not** delay and go looking for belongings).
- Walk no more than two abreast in passageways or staircases, and keep to the left.
- Keep together.
- Assist any disabled persons to evacuate.

## Student Handbook

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- Emergency personnel will attend to the injured.

### **Alcoholic Beverages**

All employees/training participants are to have a 0% Blood Alcohol Content (BAC) at all times. This is a mandatory requirement and failure to adhere to this policy will result in instant dismissal for staff and removal from the learning environment for students.

### **Prescribed Drugs**

Employees/training participants are able to take prescription drugs during working hours, only if they do not affect the individual's working/training (if applicable) or reasoning capacity. It will be necessary for the student and/or instructor to provide a doctor's certificate, which clearly indicates that the prescription does not have an adverse affect on driving capability.

### **Illegal Drugs**

Any employee/training participant caught using or dealing in illegal drugs of any kind will be dismissed instantly without warning and Police will be informed.

### **Fire Regulations**

Appropriate fire extinguishers must be kept in working order at the work/training site.

- In the event of a fire please advise your local fire department.
- Sound the general alert.
- Ensure everyone in your local area is aware of the fire warning.
- Evacuate the building, assemble in the designated assembly area, and report to management.

## INFORMATION SOURCES AND WEBSITES

Organisation	Website or Contact	Information
Department of Transport	<a href="http://www.tmr.qld.gov.au">www.tmr.qld.gov.au</a>	Information about road rules, and transport legislation
AQF (Australian Qualifications Framework)	<a href="http://www.aqf.edu.au">www.aqf.edu.au</a>	Information on national qualifications for schools, VET sector and Higher Education
Australian Institute of Training and Development	<a href="http://www.aitd.com.au">www.aitd.com.au</a>	National association for professionals involved in training, learning and human resource development in Australia. Membership required.
DESBT (Department of Education, Small Business and Training, Qld)	<a href="http://www.desbt.qld.gov.au">www.desbt.qld.gov.au</a>	Queensland government funded training opportunities
DESE (Department of Education, Skills and Employment)	<a href="http://www.dese.gov.au">www.dese.gov.au</a>	Initiatives to upskills and train you for the jobs of today and tomorrow. Services and support to help overcome barriers and develop the required skills to gain employment.
Legislation Online	<a href="http://www.legislation.qld.gov.au">www.legislation.qld.gov.au</a>	All relevant legislation
Training.gov.au	<a href="http://www.training.gov.au">www.training.gov.au</a>	Training Packages, Qualifications and Courses, Units of Competency, RTO.
Workplace Health and Safety Queensland	<a href="http://www.whs.qld.gov.au">www.whs.qld.gov.au</a>	Information on training for WHS