

WorkWise Training Australia



STUDENT HANDBOOK

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SECTION ONE — WHAT YOU NEED TO KNOW.

HISTORY

WorkWise Training takes pride in the quality of courses and services delivered. WorkWise Training works within the Australian Qualification Training Framework (AQTF) which has brought about major changes in the vocational pathways we are able to offer to our clients.

We are registered by the New South Wales Government Vocational Education and Training Accreditation Board to deliver the following courses to students:

- 5.1.1 From Workcover NSW
 - 90502 NSW OHS Consultation
- 5.1.2 From the Resources and Industry Infrastructure Training Package
 - RIIHAN301A - Operate elevating work platform
 - RIIHAN307A - Operate a loading crane
 - RIIHAN305A - Operate gantry or overhead crane
 - RIIMPO318A - Conduct skid steer loader operations
 - RIIMPO319A - Conduct backhoe/loader operations
 - RIIMPO320A - Conduct civil construction excavator operations
 - RIIMPO321A - Conduct civil construction wheel loader operations
 - RIIOHS204A - Work safely at heights
- 5.1.3 From the Transport and Logistics Training Package
 - TLILIC108A Licence to operate a forklift truck
 - TLILIC308A Licence to operate a bridge and gantry crane
 - TLILIC508A Licence to operate a boom type elevating work platform (boom length 11mtrs or more)
 - TLILIC608A Licence to operate a non slewing mobile crane (greater than 3 tonne capacity)
 - TLILIC808A Licence to operate a slewing mobile crane (up to 20 tonnes)
 - TLILIC908A Licence to operate a slewing mobile crane (up to 60 tonnes)
 - TLILIC1008A Licence to operate a slewing mobile crane (up to 100 tonnes)
 - TLILIC1108A Licence to operate a slewing mobile crane (over 100 tonnes)
 - TLILIC1208A Licence to operate a vehicle loading crane (capacity 10metre tonnes and above)
 - TLILIC2001A Licence to operate a forklift truck.
 - TLILIC2005A Licence to operate a boom-type elevating work platform (boom length 11metres or more)
 - TLILIC3003A Licence to operate a bridge and gantry crane
 - TLILIC3006A Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)
 - TLILIC3008A Licence to operate a slewing mobile crane (up to 20 tonnes)
 - TLILIC4009A Licence to operate a slewing mobile crane (up to 60 tonnes)
 - TLILIC4010A Licence to operate a slewing mobile crane (up to 100 tonnes)
 - TLILIC4011A Licence to operate a slewing mobile crane (over 100 tonnes)
- 5.1.4 From the Construction, Plumbing and Services Integrated Framework Training Package

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- CPCCOHS1001A Work Safely in the Construction Industry
- CPCCLDG3001A Licence to Perform Dogging
- CPCCLRG3001A Licence to Perform Rigging Basic Level
- CPCCLRG3002A Licence to Perform Rigging Intermediate Level
- CPCCLRG4001A Licence to Perform Rigging Advanced Level
- CPCCLSF2001A Licence to Erect, Alter and Dismantle Scaffolding Basic Level
- CPCCLSF3001A Licence to Erect, Alter and Dismantle Scaffolding Intermediate Level
- CPCCLSF4001A Licence to Erect, Alter and Dismantle Scaffolding Advanced Level
- 5.1.5 From the Metal and Engineering Training Package
- MEM11011B — Undertake manual handling.

ABBREVIATIONS USED IN THIS HANDBOOK

DET- Department of Education (NSW Government)

VETAB - Vocational Education Training Accreditation Board

SOME OF THE ESSENTIAL PERSONNEL WORKING WITH YOU

- Instructing **staff**

The trainers at WorkWise Training perform all training and assessments. In addition, trainers are responsible for day to day course administration. All have at least a Certificate IV in Assessment and Workplace Training (with others having Certificate IV in Training and Assessment) and all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge.

Trainers and assessors must, by law, maintain accurate records of attendance and participation.

- Administration Staff

The Administration staff is responsible for the control of the office and receives all payments from you and coordinates your training activities.

STAFF RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES

WorkWise Training has a Chief Executive Officer and it is to that person that you should direct all problems and information requests: they will refer issue to the best person. The Chief Executive Officer is the access and equity officer for WorkWise Training so if you are experiencing any harassment or discrimination, refer the matter to the Chief Executive Officer in writing.

WorkWise Training:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.

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- Staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Ensures facilities used for training will provide reasonable access to students of all levels of mobility, and physical and intellectual capacity.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Staff and students are required to comply with access and equity requirements at all times.

WorkWise Training provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities through this Student Handbook.

LICENSING/REGULATORY REQUIREMENTS.

Students are not required to hold any licence to enrol in our courses. However there maybe a compulsory statutory licensing requirement depending on the type of plant being used or any state regulations i.e. (WorkCover NSW license)

STUDENT SELECTION

We encourage applications from males and females of all cultures and groups provided that they meet the specified guidelines for selection. Training inquiries are directed to Administration and co-ordinated by the Chief Executive Officer.

ENROLMENT

The best way to enrol in any of the courses is to contact the office between 9am and 4pm, we can either email or post the following:

- This Student Handbook;
- Information on recognition of prior learning;
- Fees and other costs associated with your course;
- Refund information;
- Complaints and appeals; and

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- Course information and outcomes.

When you've been accepted into the course you must pay a course deposit to secure your position. Full tuition fee is due and payable before you start. No certificate or qualification will be issued until course tuition fees have been paid.

COURSE DELIVERY AND OUTCOMES.

Each of the units of the courses is practical and is listed in the website www.ntis.gov.au/national_training_packages/your_course. Courses are all based upon you being able to demonstrate skills in the units of your course. They involve attendance at classroom sessions and/ or demonstration of practical skills in a work environment.

At various times through your course, you must undergo an assessment or test to show that you have learned skills or that you have enough knowledge on the subjects being taught. If you do not perform well enough in these assessments, then you may sit them again or elect to show how the knowledge is applied. Assessments are both written assessments and demonstration by you in front of an assessor.

Course outcomes are described on each of the course advertising brochures. At the successful completion of the course, you will be issued a Certificate or Statement of Attainment to show that you have successfully completed the whole course or elements of the course. This document is important and should be stored safely as it may be used as evidence to gain entry into further courses within Australia.

COMPULSORY FEES

Owing the wide ranging circumstances in which our courses are offered (e.g. on-site with equipment, off site and hiring equipment etc) the cost of our courses vary from person to person and company to company. As such, tuition fees for each our courses, reassessment fees, fees for Recognition of Prior Learning and costs associated with the reissue of Certificates or Statements of Attainment can be obtained by contacting the office and providing your individual/ company requirements.

Non payment of fees may result in cancellation of registration and non awarding of a qualification or statement.

REFUND POLICY

- Applications for Refund must be made in writing to WorkWise Training using a Refund Application Form (Form 28). All refunds are assessed on a case by case basis to cater to extenuating circumstances however in general the following applies.
- The Chief Executive Officer approves all fee refunds. Once approved the fees are recorded and refunded appropriately.
- Owing the wide ranging circumstances in which our courses are offered (e.g. on-site with equipment, off site and hiring equipment etc) the cost of our courses vary from person to person and company to

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company. As such, tuition fees for each our courses, reassessment fees, fees for Recognition of Prior Learning and costs associated with the reissue of Certificates or Statements of Attainment can be obtained by contacting the office and providing your individual/ company requirements.

Refunds For Companies:

- WorkWise Training Australia provides the majority (approx 95%) of its services to companies who send employees for training and assessment. For such clients, fees in advance are not collected. Tuition is due and payable upon invoice.
- In the event that WorkWise Training Australia incurs costs upwards of \$500.00 prior to the provision of training and assessment services (for example for hire of equipment, accommodation or travel related to the provision of training and assessment) these costs may be invoiced and payable by the client prior to course commencement. NOTE: these costs do not incorporate tuition fees.
- Refund of these payments will be provided in the event that WorkWise Training Australia cancels the program and an alternative cannot be provided.
- Companies may apply for a refund of tuition fees for individuals or groups of students. Such refunds must be made in writing to WorkWise Training Australia using a Refund Application Form (Form 25). All refunds are assessed on a case by case basis to cater to extenuating circumstances. However in general, as tuition is due and payable upon issuance of Statements of Attainment to course participants, refunds to companies for tuition fees are not available.

Refunds For Individuals:

- Full payment of tuition fees is due and payable a week prior to course commencement. Students are not permitted to commence a course without payment being made.
- Applications for Refund must be made in writing to WorkWise Training Australia using a Refund Application Form (Form 25). All refunds are assessed on a case by case basis to cater to extenuating circumstances.
- In general, where a student withdraws from a program and an alternative provided by WorkWise Training Australia cannot be found:
- Where withdrawal from the course is more than 8 working days prior to course commencement, 100% of tuition fees paid in advance will be refunded.
- Where withdrawal from the course is between 5 and 8 working days prior to course commencement, 50% of the tuition fee is due and payable, therefore fees paid in advance above 50% will be refunded.
- Where withdrawal from the course is less than 5 working days prior to course commencement, 100% of the tuition fee is due and payable, no amounts paid will be refunded.

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- Once the course has commenced refunds for tuition fees are not available.

For everyone:

- In the event that weather conditions are such that training and assessment would not be in line with safety requirements, training and assessment will be re-scheduled to a suitable time to occur within 8 weeks. No rescheduling fee or penalty will be incurred for this arrangement. The Chief Executive Officer in consultation with the appointed Trainer/ Assessor will determine the appropriateness of weather conditions for training and assessment.
- WorkWise Training reserves the right to cancel or change the course date and will notify of this change between 5 and 7 days prior to course commencement. In such cases participants will either be rescheduled or refunded in full at their choice.

Cancellations and postponements:

- WorkWise Training defaults if the course is not provided fully because the registered provider has had a sanction imposed.
- If WorkWise Training defaults, it must pay a full refund within 14 days after the default day.
- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- The refund policy is subject to review from time to time.
- The Chief Executive Officer approves all fee refunds. Once approved the fees are recorded appropriately and refunded.
- A written statement as to how refunds are calculated will accompany the refund cheque.
- Details of refunds are maintained in the relevant Client or Student File.
- All refunds will be paid within 14 working days of refunds being approved.

CHANGE TO CONDITIONS

WorkWise Training reserves the right to change fees, conditions, course times or course commencement dates at any time without notice.

COURSE CREDIT

WorkWise Training recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation. Students must map those qualifications to the course currently being undertaken.

To apply for course credit, simply bring in your original qualifications or statement of attainment and complete the application for RPL through the Chief Executive Officer.

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RECOGNITION OF EXISTING SKILLS AND RECOGNITION OF PRIOR LEARNING

All students are offered the opportunity to apply for recognition of their existing skills on an individual basis prior to the course commencement. To do this, applicants should get an RPL Kit relevant to the course in which they are enrolling. RPL kits are available from our office or downloaded from the website. The costs associated with Recognition of prior learning can be obtained by contacting the office.

The RPL process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific modules within their course.

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. We also recognise the credentials issued by other registered training organisations operating under the Australian Quality Training Framework.

All assessments of RPL applications are reviewed by the Chief Executive Officer or a delegate who is qualified to conduct the assessment. From time to time or when deemed necessary, we will have an additional person or subject expert be part of the assessment process. The assessment of RPL by the Chief Executive Officer is based upon their assessment of your ability to competently continue the development within the course. We have your interests at heart: we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily. Participants may request a review of the RPL decision through our appeals procedure (contact the office).

USE OF YOUR PERSONAL INFORMATION

Your personal details and student records may be made available to:

- any Commonwealth Government agency and/ or
- any State Government agencies.

WELFARE & GUIDANCE SERVICES

We endeavour to provide welfare and guidance to all students/clients. In the first instance, you should speak with the Trainer who may put you in contact with another organisation such as the local Department of Community Services to resolve any matter that you may be worried about. This includes:

- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs; and

- Any other issue.

STUDENTS WITH SPECIAL NEEDS

In line with our access and equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessments programs will take special needs into consideration from the planning stage onwards and adopt flexible learning and assessment methods as appropriate.

As special needs extend to more than identified physical or learning difficulties, Trainers and assessors will need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or a non English speaking background.

This is especially so in relation to assessment because one fundamental principle of an assessment system that each candidate must have fair access to a fair and open assessment. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor will call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

If you feel you need special consideration, then simply let your trainer know and he will organise a private time for discussion.

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SECTION TWO — NOW THAT YOU ARE HERE

DAY ONE

Orientation is conducted on the first day of course commencement. Its purpose is to fully inform new students of the course they are about to commence and an opportunity to ask questions will be given.

Your site induction will include the following subjects with a record for your personal file:

- Site Safety induction (if applicable)
- Site security briefing (if applicable)
- Orientation to the area (if applicable)
- Academic progress
- Further study options that are available during and after the course of study

WHAT YOU CAN AND CANNOT DO

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. Basically, you must be of good behaviour and recognise the rights of others.

Working with others within the course is not a function of the Law but rather as existing in a free and amiable study environment. This requires maturity and at times, understanding. If you have any concerns about how you should act, speak with the Senior Instructor or Chief Executive Officer.

Unacceptable behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content.
- Smoking in non-smoking areas.
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places you or others at risk.
- Refusing to participate when required in group activities.
- Continued absence at required times.
- Being under the influence of alcohol or illegal drugs.
- Lack of personal hygiene.
- Other objectionable behaviour.

You have the following rights once you have enrolled.....

- To be treated with respect by others, to be treated fairly and without discrimination.
- To be free from all forms of intimidation.
- To study in a safe, clean, orderly and cooperative environment.

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- To have personal property and your property protected from damage or misuse.
- To have any disputes settled in a fair and rational manner.
- To work and learn in a supportive environment without interference.
- To express and share ideas and to ask questions.

For non-compliance with our rules, the following applies:

- The Chief Executive Officer will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Chief Executive Officer to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that their enrolment has been terminated.
- While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

PRIVACY & CONFIDENTIALITY

WorkWise Training is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provide you organise it with the Chief Executive Officer with 1 -2 days notice.

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

WorkWise Training will exercise strict control over confidential information. If a third party requires client information we will obtain your prior written consent prior to the release of any information.

On your enrolment form there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is required by the Government.

DISCRIMINATION AND HARASSMENT

The Equal Opportunity legislation and federal anti-discrimination laws protect your rights.

It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) because of your actual or assumed:

- | | | |
|-------------------------|--------------------------------|--------------------------------|
| • Age | • Lawful sexual activity | • Pregnancy |
| • Carer status | • Marital status | • Race |
| • Disability/impairment | • Physical features | • Religious belief of activity |
| • Gender | • Political belief of activity | • Sexual orientation |

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It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to hassle or victimise you because you have done so. It is also against the law to authorize or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student's application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law says it will be sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go and see the Senior Instructor immediately and tell them about it. If you don't want to speak with the Senior Instructor, then go and see the Chief Executive Officer to get some assistance.

SAFETY

The NSW Occupational Health and Safety Act 2000 and the NSW Occupational Health and Safety Regulation 2001 are strongly enforced by WorkWise Training. Your trainers and assessors are highly experienced in Occupational Health & Safety.

We will identify all site procedures, including the first aid location, fire extinguishers, evacuation muster areas, and inform all students upon induction.

Should you be asked to do anything you feel is hazardous:

- Stop.
- Advise the trainer of your worries and do not proceed.
- Stop anyone else with you from doing anything unsafe.

It is the Chief Executive Officer's responsibility to keep you in a safe learning and working environment and he must not allow any training to proceed if a risk has been identified. Every effort will be made in the areas of hazard control measures, accident prevention, injury protection, health preservation and promotion to achieve a safe environment.

We are an alcohol and drugs of abuse free centre: arriving intoxicated or affected by drugs of abuse may result in suspension or termination from the course.

At all times when students are undertaking the training, they are required to comply with all site procedures, OH&S policies and procedures and regulatory requirements.

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- **Coal Mine Health and Safety Act 2002**

The Coal Mine Health and Safety Act 2002 is about the health, safety and welfare of people who work at coal operations, that is, people who work at colliery holdings (including coal mines, oil shale mines and kerosene shale mines), at coal exploration sites and in the exploration for or recovery of offshore coal. The Occupational Health and Safety Act 2000 is the main Act that deals with the health, safety and welfare of people at work. It covers people at work at coal operations. This specific Act puts in place special additional obligations, protections and procedures necessary for the control of particular risks arising from coal operations. The obligations, protections and procedures in the Occupational Health and Safety Act 2000 also apply to coal operations.

- **Coal Mine Health and Safety Regulation 2006**

The object of this Regulation is to prescribe certain matters for the purposes of the Coal Mine Health and Safety Act 2002. In particular, this Regulation contains provisions places of work to which the Act does not apply, duties relating to health, welfare and safety at coal operations, including (i) the nomination of the operator of a coal operation and the provision of health and safety information for incoming operators (ii) the contents of health and safety management systems for coal operations (iii) major hazards and the contents of major hazard management plans for coal operations (which form part of the health and safety management system), (iv) duties relating to contractors, (v) the contents of management structures and emergency management systems for coal operations (which form part of the health and safety management system), escape and rescue plans and fire fighting plans and high risk activities; notifications and aspects of safety at coal operations.

- **Standard AS2550 – 2002 Cranes, hoists and winches – Safe Use General Requirements**

This standard outlines the work procedures to be implemented when using a workbox to suspend persons from a crane. This Standard has been called up under the Act as an industry code of practice that has been developed to accompany the new legislation. Failure to apply the Standard may be used in any action undertaken by WorkCover as evidence to show that a person or company has contravened or failed to comply with provisions of the legislation.

- **National Standard for Licensing Persons Performing High Risk Work**

In September 2009 a National Standard for Licencing Persons Performing High Risk Work was introduced. The objectives of the new National Standard are:

- ✓ to ensure that persons have the skills and knowledge to perform high risk work in a safe manner; and
- ✓ to facilitate the operation of a nationally uniform and efficient licensing system for persons engaged in high risk work.

Licences issued in accordance with the new National Standard will be recognised in all Australian States and Territories to promote the portability of skills and the free movement of labour across State and Territory borders. In NSW, issuing of licences is overseen by Workcover. The new National Standard provides a national policy approach for authorising the performance of high risk work and promoting safety standards relating to high risk work.

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Note: applicant must be 18 years or older to apply for a WorkCover license

Our Industry experienced facilitators will assist in the understanding of all requirements to obtain High Risk Licencing for these classes.

ATTENDANCE PROCEDURES

You must sign in on the attendance register each day. If you do not sign the attendance record you will be marked as absent.

If you are sick or have a personal problem which cannot immediately be resolved, phone the Compliance Officer and let us know.

You must not:

- Sign for another student
- Have another student sign for you

COMPLAINTS AND APPEALS PROCEDURES

WorkWise Training maintains a supportive and fair environment, which allows training participants to lodge complaints or appeal their assessments and recognition decisions. Complaints and appeals are ideally resolved as amicably as possible using this formal appeal process.

We will adhere to the National Complaints Code to respond to complaints and appeals of assessment about vocational education and the organisation itself. This means that our complaints and appeals process is:

- well publicised and explained;
- accessible so you can lodge complaints and appeals by phone, electronically or in writing;
- fair and protect your rights;
- free so you can lodge a complaint or appeal without charge;
- handled in a manner that protects your privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc;
- implemented effectively and efficiently to ensure complaints and appeals are resolved within an acceptable timeframe;
- monitored, recorded and reported to the appropriate people; and
- an input or trigger point to our continuous improvement process.

Complaints Process

WorkWise Training will commence the complaints process with 10 working days of a formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

Where verbal complaints regarding vocational education are received, they can be discussed with the trainer and preferably resolved. Complaints about the organisation can be directed to the Chief Executive Officer.

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If the complaint is not resolved then the complaint is documented by the complainant onto the Complaints Information and Form (Form 15). Student complaints are submitted to the Administration Officer who advocates on behalf of the student in resolving this complaint.

The Administration Officer liaises with the Chief Executive Officer who advocates on behalf of the organisation. Regardless of this, any complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

The Administration Officer records the details of a complaint onto an Improvement Request (Form 25) and advises the Chief Executive Officer of the complaint being resolved as appropriate.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

Where the complainant is not satisfied with the outcome, the matter may be referred to an independent mediator such as the local Community Justice Centre for review. The complaints process will be investigated fairly and objectively and detail the investigation in writing for the complainant. The details will state the outcomes and reasons for the decisions made.

The Chief Executive Officer will close out the improvement request when the complaint has been resolved to the satisfaction of both parties.

A copy of the all documentation, in particular the complaint and the outcome, is placed in the student's file, staff file or Continuous Improvement Register as appropriate.

Where the resolution requires a documented change to policies and procedures, the Administration Officer notifies the Chief Executive Officer of the change to ensure that the procedure for document change as listed in Procedure 1.2: "Document Control" is followed with the appropriate records made.

In the event that a complaint is substantiated, WorkWise Training will take prompt and appropriate action to resolve the circumstances.

Complaints cannot be anonymous because this is considered unfair as ongoing discussion cannot take place to resolve the issue between both parties.

Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity to improve the organisation's practices and Management System. Privacy requirements and student/individual rights are maintained.

If the student chooses to access our complaints and appeals processes, WorkWise Training will maintain the student's enrolment while the complaints and appeals process is ongoing.

Appeals after Complaints

Where a student is not happy with the outcome of a complaint the following appeal of complaint process is followed.

Step One:

If this does not resolve the matter, the appeal is referred to an independent mediator. The appellant may deliver their own version of the problem and request a support person be present.

NOTE: The function of an external independent mediator such as the Community Justice Centre is to review the process of complaint resolution. All expenses attached to such appointment will be incurred by the student.

The matter should then consider the issues raised and attempt to resolve the appeal of complaint to the satisfaction of the appellant. All appeals of complaints that are found to be proven (ie against the organisation) must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this as a problem again.

Step Two:

The submission and the final outcome of the appeal of complaints is recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal of complaint and the reasons for the decisions made. A copy of the communication is placed in the student file.

No further appeal mechanism exists beyond this point in the process.

Please note the following:

- Where the resolution requires a documented change to policies and procedures, such changes will be made in accordance with the procedure for document change including the appropriate records made.
- In the event that a complaint is substantiated, WorkWise Training will take prompt and appropriate action to resolve the circumstances.
- At each step of the complaints and appeals process WorkWise Training will allow you to make representation either orally or in writing prior to reaching a decision. We also allow you to employ an independent person or panel to hear the appeal.
- If you have complaints that do not directly concern WorkWise Training but may affect your ability to achieve competency, we will refer you to appropriate external support groups for assistance.

Reassessment Process

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Students who are dissatisfied with the outcome of an assessment may appeal the assessment outcome using the following process. Note that appeals of assessment outcomes must be submitted within two weeks of the original assessment decision being advised to the student.

Step One:

Discuss assessment outcome with the relevant Trainers/ Assessors.

If this does not resolve the matter, or if the Trainers/ Assessors is an active respondent to the appeal, then the put the appeal in writing using Complaints Information and Form (Form 15) and submitted to the Chief Executive Officer.

Step Two:

The Chief Executive Officer records the Student's dispute on an Improvement Request and in the Register of Continuous Improvement and puts written notification on the student's file.

Step Three:

The Chief Executive Officer appoints a secondary assessor and the Administration Officer assembles the following information or documents:

- Past Student records;
- Attendance registers;
- Assessment tools and assessment data; and
- Any other supporting documents.

Step Four:

The secondary assessor re-assesses the assessment information provided. An appellant may deliver their own version of the appeal to secondary assessor and request a support person be present.

The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals that are found to be proven (ie against the Organisation) must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this as a problem again.

Step Five:

If this does not resolve the matter, the appeal is referred to an independent mediator. The appellant may deliver their own version of the problem and request a support person be present.

NOTE: The Community Justice Centre is the independent mediator. All expenses attached to such appointment will be incurred by the student.

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The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals that are found to be proven (ie against the Organisation) must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this as a problem again.

Step Six:

The submission and the final outcome of the appeal is recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made. A copy of the communication is placed in the student file.

No further appeal mechanism exists beyond this point in the process.

Please note the following:

- Where the resolution requires a documented change to policies and procedures, such changes will be made in accordance with the procedure for document change including the appropriate records made.

At each step of the appeals process WorkWise Training will allow you to make representation either orally or in writing prior to reaching a decision. We also allow you to employ an independent person or panel to hear the appeal.

LANGUAGE, LITERACY AND NUMERACY (LLN)

WorkWise Training Australia caters to a range of student learning needs. Students are encouraged to express their views about learning needs at all stages of their learning experience enrolment through to graduation. Our support services include:

- Assistance when applying for RPL, RCC and credit transfer
- Language, literacy and numeracy

Language, Literacy and Numeracy (LLN) Support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services.

Language, Literacy and Numeracy skills are generally included and identified in all course programs. In identifying literacy and numeracy requirements, students need to count, check and record accurately; read and interpret; and estimate, calculate and measure. Please contact the office if you require assistance with these skills in completing our course.

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration from the planning stage onwards and adopt flexible learning and assessment methods as appropriate.

Please note that some assignments provided to students require demonstration of appropriate mathematical procedures for estimation and measurement of loads, calculations and load chart determinations. Calculations

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and load chart determinations must be in written format as per WorkCover guidelines i.e assessments cannot be completed orally.

SUPPORT SERVICES

The teaching and administrative staff of WorkWise Training are available to provide general advice and assistance with matter such as studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense.

FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES

We customise our training/ assessments to meet your specific needs. If you are having difficulty achieving competency in any module please discuss the matter with your assessor/ trainer and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on-or off-the-job assignments or projects.

COMPETENCY BASED-TRAINING AND ASSESSMENT

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and also the course details listed on www.ntis.gov.au/national training packages.

In competency based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group and you must be aware that at all times you are learning and being assessed even if it is a group activity.

Get involved, do not hang back and hope you are not noticed.

ASSESSMENT

Assessment is carried out by the comparison of your skills and knowledge, against the requirements of the Standards.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way

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ASSESSORS

Your assessor is to objectively assess and judge your performance either practically or written against a set of standards. Your Assessor has been selected because he has a sound knowledge of your course and be skilled in its application to the Australian Workplace.

FORMS OF EVIDENCE

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past period - from:
 - extracted examples within the workplace;
 - practical tasks
 - direct observation in the workplace; and
 - simulations, including competency and skills tests, projects, assignments
- Supplementary evidence, from:
 - oral and written questioning;
 - personal reports; and
 - Witness testimony.

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SECTION THREE: GRADUATION — WHAT'S NEXT??

GRADUATION

Once you have successfully completed all of the units of competency required by your course, you will receive your certificate.

The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

INCOMPLETE QUALIFICATIONS

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

REISSUING QUALIFICATIONS

If you need additional copies of your qualification, then application must be made to the Chief Executive Officer of the College in writing with proof of identity provided.

Ideally you should attend the College to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.

FEEDBACK

WorkWise Training actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement.

We monitor compliance with AQTF standards and our policies and procedures through the use of evaluations at the completion of courses.

Any grievances or deficiencies are documented on a Corrective Action Record to ensure appropriate follow up action is taken.

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RECEIPT

I herewith confirm that I have read this Student Handbook and understand the contents. I agree that I will follow the rules and requirements that are listed here and will at all times work towards achieving a positive result.

I have been given access to the course brochure which outlines the requirements under the National Training Packages and the course requirements including further study options.

Name:

Signature

Induction Date.....