



WORKPLACE TRAINING CENTRE

Student Handbook

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Arndell Park NSW
2148**

02 9622 6060

RTO: 91390

ABN 24 127 418 106

www.wptc.com.au

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1. INTRODUCTION

HISTORY

Welcome to Workplace Training Centre!

Workplace Training Centre takes pride in the quality of courses and services it delivers.

We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations.

Whether you are seeking to update your skills or embarking on a new career, our team of friendly and dedicated staff is available to help your learning experience be the best it can be.

Workplace Training Centre works within the Standards for NVR Registered Training Organisations 2012 which has brought about major changes in the vocational pathways we are able to offer to our clients.

Workplace Training Centre is a Registered Training Organisation (91390) approved by ASQA to provide training and assessment services for the listed units:

1. CPCCLDG3001A-Licence to perform dogging
2. CPCCOHS1001A-Work safely in the construction industry
3. CPCCOHS2001A-Apply OHS requirements, policies and procedures in the construction industry
4. MSAPMOHS216A-Operate breathing apparatus
5. MSAPMOHS217A-Gas test atmospheres
6. MSAPMPER200C- Work in accordance with an issued permit
7. MSAPMPER205C-Enter confined space
8. RIIHAN301B Operate elevating work platform
9. RIIOHS202A-enter and work in confined spaces
10. RIIHOHS204A-Work safely at heights
11. RIIS201B-Conduct local risk control
12. TLILIC2001A-Licence to operate a forklift truck
13. TLILIC2005A-Licence to operate a boom-type elevating work platform (boom length 11 meters or more)
14. TLILIC3008A-Licence to operate a slewing mobile crane (up to 20 tonnes)
15. TLILIC4009A- Licence to operate a slewing mobile crane (up to 60 tonnes)

CONTACTS:

Office – 1300 668 141 or 02 9622 6060

After hours: Miriam 0418 695 304

Email: admin@wptc.com.au

Website: www.workplacetrainingcentre.com.au

2. STAFF

CEO

The CEO is responsible for the standard of training and safety within Workplace Training Centre and for the assessments conducted whilst students are attending Workplace Training Centre.

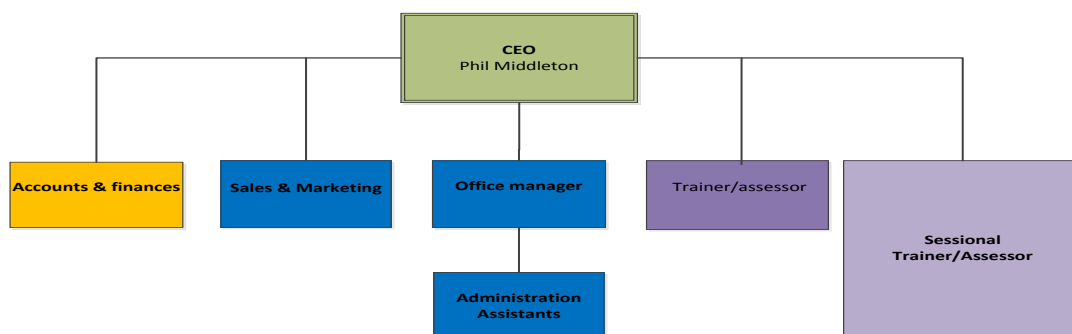
INSTRUCTING STAFF

The Trainers at Workplace Training Centre supervise all training and assessments. In addition, trainers are responsible for day to day course administration. All have at least a 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.

ORGANISATIONAL CHART

Workplace Training Centre
ORGANISATIONAL CHART
as of August 2013



3. INFORMATION

OUR LEGISLATIVE REQUIREMENTS

Workplace Training Centre Pty Ltd is a NVR Registered Training Organisation. Our operations and services must comply with Standards for National VET Regulated Registered Training Organisations 2011. National Vocational Education and Training Regulator “Australian Skills Quality Authority” (ASQA) conducts periodic audits of our operations, services and records management for accuracy and quality.

In addition we are also subjected to a variety of other legislations related to training and assessment as well as general business practice. Legislations and regulations are continually being updated and our staff is made aware of any changes to ensure that your program materials and learning practices are always up to date with the latest industry requirements.

For your information the current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>.

Legislations that particularly effects your participation in this program are:

Commonwealth Legislation:

- Work Health and Safety Law 2011
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill2005.

State Based Legislation

- National Vocational Education and Training Regulator Act 2011
- WHS legislation 2011
- NSW Anti-discrimination Act (1991)
- NSW Commission for Children and Young People Act 1998

ATTENDANCE AND STUDENT RESPONSIBILITIES

Sick Leave

Students who feel they are unable to undertake any aspect of the training as a result of their feeling ill are required to submit a sick certificate from a registered medical provider to Workplace Training Centre. Whilst missed assessments and deadlines will be entered onto the class rolls, these must be made up for before a certificate or qualification will be issued.

Expulsion

Workplace Training Centre reserves the right to expel students for serious breaches of discipline following appropriate Workplace Training Centre disciplinary procedures. Fees paid are not refunded for expelled students.

Responsibilities

Students are required to arrive 15 minutes early to ensure that training or assessments start on time.

Students will be advised to arrive on time from breaks.

Student must adhere to WHS and site induction as per trainers and assessors instructions.

Students have a responsibility to advise the trainer and assessor if they identify hazards or feel that the training and assessment may contribute to a risk to self or others in the training and assessment area.

Student must not be disruptive and not disturb other students or the trainers and assessors during the training and assessment process except when asking questions when they require clarification about the training and assessment content and program.

STAFF RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY

Workplace Training Centre has a CEO and it is to that person that you should direct all problems and information requests: they will refer issue to the best person.

The CEO acts as the access and equity officer for Workplace Training Centre so if you are experiencing any harassment or discrimination, refer the matter to him in writing.

Workplace Training Centre:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivers training services in a non-discriminatory, open and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Provides facilities updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and offers assistance where possible.
- 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.
- Requires staff and students to comply with access and equity requirements at all times.

Workplace Training Centre 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.

ENROLMENT

The best way to enrol in any of the courses is to book online, email or call us.

You will be given:

- Student Information pack
- Training Confirmation

When you've been accepted into the course you must pay a course deposit or make full payment prior to training to secure your position. No certificate or qualification will be issued until course fees have been organised with the CEO.

The CEO will be making a decision about your enrolment based on the information you provide so it is important that you provide us with everything we require.

COURSE DELIVERY AND OUTCOME

Courses outcomes will be described on each of the course advertising brochures. Certificates or Statement of Attainments are issued on successful completion of courses. The Statement of Attainment is important and should be stored safely as it may be used as evidence to gain entry into further courses within Australia.

Reissuing Certificates

To have a certificate reissued you should attend Workplace Training Centre to confirm that it is you that is asking for the copy of the certificate. A fee may be charged.

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.

FEES

Course costs are as advertised on Workplace Training Centre's information guides, our website and marketing materials or negotiated with employer/participants.

Payment can be made either by cheque, credit card, direct deposit or cash.

Please note: we will not take more than \$1,000 from a candidate for the program prior to the program start. Candidates that commit to a training program with a cost greater than \$1000 will be required to make a deposit of \$500 upon booking and complete the full payment for the course prior to gaining the qualification. Candidates are able to discuss payment plans with our staff so we can accommodate their financial needs.

All course fees include are inclusive of administration fees, materials, workbooks and in the case of WorkCover assessments for high risk work licencing fees.

Payment terms can be individualised to each candidate as long as the full or last payment is made prior to gaining the qualification. Enquiries about payment terms can be directed to Workplace Training Centre's administration staff. Approval will be required by the CEO.

REFUND POLICY

Where Workplace training Centre receives sufficient notice of cancellation of a course (more than 48 hours prior to course start), a refund of fees may be made available.

If cancellation notice is given less than 48 hours then a fee of 20% of course fee will be charged.

No refund will be given for nonattendance or cancellations on day.

This refund will typically be paid in the same method that the fees were received, unless otherwise agreed to by Workplace Training Centre staff and the participant.

In some special circumstances, refunds may also be granted at the discretion of the CEO.

CHANGE TO CONDITIONS

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

4. RECOGNITION AND PRIOR LEARNING

NATIONAL RECOGNITION

Workplace Training Centre 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 National Recognition, simply email original qualifications or statement of attainment and complete the application for RPL through the CEO.

RECOGNITION OF PRIOR LEARNING

All students are offered the opportunity to apply for recognition of their existing skills prior to the course commencement. To do this, applicants should ask for a RPL Kit relevant to the course in which they are enrolling. RPL kits are available from the CEO. The costs associated with Recognition of prior learning are summarised on the Fee Schedule.

The RPL process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific units of competence 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 Standards for NVR Registered Training Organisations.

All assessments of RPL applications are reviewed by the CEO 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 CEO 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 outlined in this student handbook.

No recognition will be given to theoretical training other than that covered in examinations and Workplace Training Centre reserves the right to conduct an English language test.

CREDIT TRANSFER

When you have completed a unit of study at another Registered Training Organisation, that is identical to one in which you are currently enrolled you may be eligible for Credit Transfer. This means that you won't need to complete that unit of study again.

To apply for Credit Transfer, fill out the Credit Transfer form (get one from the CEO) and attach copies of the evidence you have (e.g. Statement of Attainment or Certificate) before emailing it back to the CEO to show you have completed that unit.

5. YOUR RIGHTS AND OBLIGATIONS

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 a trainer who may put you in contact with appropriate persons or organisation 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;
- Any other issues.

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. You must be of good behaviour and respect the rights of others.

Working with others within Workplace Training Centre is not a requirement by Law, but rather is seen by Workplace Training Centre as necessary to maintaining a free and amiable study environment for all students, and as such will be strictly enforced. Being involved in the Workplace Training Centre community may require maturity and, at times, understanding. If you have any concerns about how you should act, speak with your Trainer or the CEO.

UNACCEPTABLE BEHAVIOUR INCLUDES

- Interruptions of the trainer whilst delivering training.
- 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.
- 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 an ordered and cooperative environment.
- 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.

IN THE EVENT OF NON-COMPLIANCE WITH OUR RULES; THE FOLLOWING APPLIES

- A Trainer or the CEO 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 CEO 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 your 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 RECORDS ACCESS

Workplace Training Centre 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 provided you organise it with the CEO with a minimum of 1 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.

Workplace Training Centre will exercise strict control over confidential information. If a third party requires client information we will require 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 discuss your assessment progress and the results with your employer as well as providing them with a copy of your Statement of Attainment.

We will also ask for your permission to provide any information required by Government Departments about your enrolment, attendance and performance. We do this as is required by the Government.

DISCRIMINATION AND HARASSMENT

It doesn't matter how old you are or whether you were born in Australia or overseas - 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 you (hassle or pick on you) because of your actual or assumed:

<ul style="list-style-type: none">• Age• Carer status• Disability/impairment• Gender	<ul style="list-style-type: none">• Lawful sexual activity• Marital status• Physical features• Political belief of activity	<ul style="list-style-type: none">• Pregnancy• Race• Religious 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 harass or victimise you because you have done so. It is also against the law to authorise 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 classifies this as 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 speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the CEO to get some assistance.

SAFETY

The Work Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by Industry Compliant Training. Your trainers and assessors have been specially trained in Industry Compliant Training's safety standards.

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

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

It is the CEO's responsibility to keep you in a safe learning and working environment and he must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free centre: undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

ATTENDANCE PROCEDURES

Your attendance will be recorded each day of class attendance.

If you are sick or have a personal problem which cannot immediately be resolved, phone the office manager Miriam on 0418 695 304.

It is unacceptable to:

- Sign into another students account
- Have another student sign into your account for you
- Give out your password

COMPLAINTS AND APPEALS PROCEDURES

Workplace Training Centre will deal with your complaints and appeal, in an effective and timely manner, typically resolving all complaints and appeals within three weeks.

Complaints

- Each complaint and its outcomes will be recorded in writing.
- We will act upon any substantiated complaint.

Appeals

- Participant appeals against decisions including, assessment decisions, will be recorded in writing.
- Each appeal will be heard by an independent person or panel (i.e. someone or a panel of people that is mutually agreed upon as independent)
- Each appellant has the opportunity to formally present his or her case and given a written statement of the appeals outcomes, including reasons for the decision.

If an appeal for re-assessment is proven, we will make all necessary arrangements to conduct the re-assessment of the participant at a time that is mutually convenient for all parties concerned.

The CEO is responsible for managing the resolution of the appeal and will be able to supply and assist with the appeal form.

Complaints and appeals are reviewed at our management meetings and, if appropriate, result in continuous improvements activity.

- If the Participant is still not satisfied with the resolution of the complaint or the appeal, the “National Complaints Code” directs them to seek further assistance from ASQA, Level 10, 255 Elizabeth Street Sydney NSW - Ph: 1300 701 801
- A copy of the National Complaints Code is available from Workplace Training Centre’s Administration Staff.
- You can also seek further advice and help from:

Anti-Discrimination Board Ph: (02) 9268 5544
Level 17, 201 Elizabeth Street
Sydney NSW 2000

Office of Fair Trading
Level 21, 227 Elizabeth Street
Sydney, NSW 2000

6. SUPPORT & ASSESSMENT

LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to provide information regarding their literacy and numeracy requirements or any other special learning needs. In the event of LLN becoming an issue, the Trainer will contact you to discuss their requirements.

The CEO may ask that you organise for yourself to undergo formal testing and possible English remedial courses to improve your English speaking or writing ability, at your own expense. Numeracy problems will be accommodated through using other forms of assessment.

Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

Student's language, literacy or numeracy capabilities will be assessed with a short self-assessment prior to course commencement. Students that have not completed this assessment sufficiently will be referred for an English language course. The trainer will collect and check the LLN student self-assessment. Trainer will then discuss the findings of the self-assessment document and discuss possible training options with the individual student

SUPPORT SERVICES

The staff of Workplace Training Centre are available to provide general advice and assistance with matters such as studying, homework, accommodation, English language needs. 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

In some cases it is possible to customise our training/ assessments to meet your specific needs. If you are having difficulty achieving competency in any unit of competence please discuss the matter with your Trainer and where possible alternative learning/assessment strategies will be provided to you. This may, for example, conduct a verbal assessment to replace a written one.

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 <http://training.gov.au/>.

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.

ASSESSMENT

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

Assessments are not intended to be a stressful activity - they are conducted in a relaxed and friendly manner. Do not regard your assessment as an examination. Your Trainer simply needs to know which competencies from your course you have mastered, and which competencies require further practice.

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.

TRAINERS AS ASSESSORS

Your Trainer is to objectively assess and judge your performance either practically or written against a set of standards. Your Trainer has been selected based on a sound knowledge of your course and must 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; and
 - simulations, including competency and skills tests, projects, assignments.
- Supplementary evidence, from:
 - oral and written questioning; and
 - personal reports.

FEEDBACK

Workplace Training Centre actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. You can obtain a Student Feedback Form from the Director.

We monitor compliance with NVR 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.