

Student Handbook



Contents

Introduction	1
Training and assessment	2
Work health and safety	3
Behaviour and complaints	4
Privacy	6
Access and equity	8
Code of practice	9
Mission statement	10
Organisational structure	11

Introduction

Welcome to Workspace Training. We are a registered training organisation (RTO Number 91247) specialising in chainsaw training and other forestry-related courses.

We also develop a wide range of training resources for other training providers, including TAFE institutes and private RTOs, using formats such as interactive e-learning, websites, print-based learner guides and instruction manuals.

Workspace Training is the trading name of McElvenny Ware Pty Ltd, ABN: 38 119 120 955. The company is owned and operated by David McElvenny and Kath Ware. We have partnership arrangements with two specialist chainsaw trainers, who deliver training in the following locations around Australia:

- NSW – Ray Stone, principal of CAST (Chainsaw Accreditation and Safety Training)
- Northern Territory, north Queensland and other areas – Colin Mears, principal of STS (Safety Training Services).

If you are undertaking ‘accredited’ training with us, you will receive a nationally recognised statement of attainment when you successfully complete the course requirements, listing the competencies you have attained.

This handbook explains your rights and responsibilities as a student, and the processes involved in being trained and assessed in the competencies that make up your training program.

Please ask your trainer if you have any further questions about these matters.

Training and assessment

The accredited training we deliver is ‘competency-based’, meaning that it is aligned to national units of competency. When you are assessed as ‘competent’ at doing a specific task, you are being recognised as having the knowledge and skills needed to do the job in accordance with approved industry standards.

The procedure for carrying out an on-the-job assessment is as follows:

1. The assessor will organise an appropriate time for the assessment, ensuring that both you and all relevant equipment will be available.
2. You will be told in advance what you will need to do, what the process will be, and what the assessor will be looking for.
3. The assessor will meet you at the agreed time and tell you what you need to do in order to demonstrate your competence. Once you have completed the assessment events, the assessor will advise you of the outcome.
4. Both you and the assessor will sign the competency assessment tool, which will be sent to the Administration Manager of Workspace Training.

If you are assessed as ‘not yet competent’, the assessor will talk to you and your employer, and discuss the possibility for more training or practice time before organising another assessment event. If you believe that the assessment outcome you have been given is unfair, you may lodge an appeal to the CEO of Workspace Training.

Recognition of prior learning

If you have undertaken previous training in some of the skills covered in your training program, you may be eligible to receive ‘recognition of prior learning’ (RPL) in those area. In these cases, you should inform your trainer and bring in any documentary evidence you have for that competency.

Workspace Training has a policy of recognising the Australian Quality Framework (AQF) qualifications and statements of attainment issued by other RTOs.

Work health and safety

Work health and safety (WHS) is a serious issue for all workers in a manufacturing or forest environment. One of our responsibilities as an RTO is to ensure that everyone on site is fulfilling their WHS obligations while they are being trained or assessed.

This means that you must:

- wear personal protective equipment appropriate to the task you are doing at the time; such as safety boots, glasses, ear muffs, hard hat and high visibility vests
- observe all safe operating procedures and work practices for that activity.

The Work Health and Safety Act

Under the Work Health and Safety Act 2011, you are required to:

- take reasonable care of the health and safety of yourself and others in the workplace
- cooperate with the company in its efforts to comply with health and safety requirements
- not interfere with or misuse things provided for health, safety or welfare of persons at work
- not obstruct attempts to give aid to injured persons, or refuse a reasonable request to assist in giving aid
- not disrupt the workplace by creating health or safety fears.

If an unsafe situation arises while you are engaged in training or assessing activities, you must immediately act to make the environment safe, including shutting down the equipment and obeying any instructions you are given by your trainer / assessor, supervisor or the Site Manager.

You must not operate any plant or equipment without explicit permission from your trainer or assessor.

Behaviour and complaints

Workspace Training is committed to ensuring that all trainers, assessors and students enjoy good working relationships with each other. An important factor in achieving a harmonious working environment is keeping the workplace free from harassment and discriminatory behaviour, and ensuring that everyone works together towards common goals.

Harassment and discriminatory behaviour

Harassment is any behaviour which offends, humiliates or scares another person. Discriminatory behaviour is any behaviour which results in unfavourable treatment being given to someone purely because of a prejudice against something about them, such as their age, gender, ethnicity, or religion.

In some cases, the perpetrator may not be aware that their behaviour is upsetting or discriminatory. If you experience harassment or discriminatory behaviour, your first response should be to discuss the matter with that person and point out the effect their actions are having. If this informal approach is not sufficient, or if the offending action warrants a stronger response, you should report the behaviour to the CEO of Workspace Training, where the matter will be considered at a formal level.

Disciplinary procedures

Unacceptable behaviour will not be tolerated in training sessions. Not only can it disrupt other participants who want to learn, in some cases it can also be dangerous.

Where a student's behaviour is considered unacceptable, the trainer will report them to their supervisor or line manager and ask that the matter be dealt with at a site level. The student will only be permitted to return to their class or training program after they have apologised and agreed not to engage in the behaviour again. If the unacceptable behaviour continues, they will be reported again to their supervisor or line manager and banned from further participation in the course.

Unacceptable behaviour includes:

- abusive language
- refusing to wear appropriate protective clothing or equipment
- leaving a training session without permission
- being under the influence of alcohol or illicit drugs
- disobeying an instruction from the trainer
- fighting with another employee or course participant, or provoking such behaviour
- playing practical jokes which may jeopardise the safety or well being of others.

Complaints

If you wish to make a formal complaint about a trainer or assessor, or any other aspect of Workspace Training's activities, you should take the issue up with the CEO of Workspace Training, David McElvenny.

The process for dealing with a formal complaint is as follows:

- The complaint should be reported as soon as possible to the CEO, where it will be entered into a Complaints Register.
- Each party involved will be interviewed by the CEO.
- After listening to all parties, a decision will be made by the CEO on the best way to resolve the problem, and all parties will be notified of the outcome and the reasons for the decision in writing.
- The decision and any follow-up action will be recorded in the Complaints Register.

If you are unhappy with the decision, you may appeal to an independent person mutually agreed upon between you and the other parties involved.

Any complaint found to be substantiated will be rectified promptly by Workspace Training.

Privacy

Workspace Training is committed to maintaining the privacy of students in accordance with the *Privacy Act 1988*. This Act was amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which includes 13 Australian Privacy Principles.

We also comply with all privacy requirements specified in the *Standards for Registered Training Organisations 2015* and the directives that are issued by the national RTO regulator, the Australian Skills Quality Authority (ASQA).

Below is the statement that appears in all enrolment forms, which students sign when they enrol in a course with us.

Privacy notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law, under the *National Vocational Education and Training Regulator Act 2011* (Cth) (*NVETR Act*), to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the *NVETR Act*) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the *NVETR Act*. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the *Privacy Act* and the *NVETR Act*, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Workspace Training to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

Access and equity

We are committed to ensuring that all students have equal access to our services, facilities and opportunities for progression. Set out below is our Access and Equity Policy. If you have any questions about this policy, please ask your trainer or the CEO.

Access and Equity Policy

Workspace Training recognises that staff and students come from a wide range of backgrounds and may have special needs when they commence employment or enter a training program. We are committed to identifying these needs when they exist and addressing them in the most appropriate way, to ensure that learners achieve their full potential.

The company adheres to the following legislative requirements:

- *Disability Discrimination Act 1992*
- *Anti-discrimination Act 1977*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*

In its role as a training provider, Workspace Training is particularly attuned to the needs of the following clients:

- people from non-English speaking backgrounds
- people with literacy or numeracy difficulties
- people with limited prior education within the school system
- people with disabilities
- women in jobs traditionally held by men.

Where a special need is identified, Workspace Training aims to provide extra assistance to the student, such as mentoring or individual tuition. This will assist in overcoming barriers that may be holding them back.

Language, literacy and numeracy

Problems with language, reading and writing skills or calculations are commonplace among industry workers. Because most of our training is focussed on practical industry skills, we try to minimise the amount of reading and writing involved in the learning process.

Where a certain level of literacy or numeracy ability is required to achieve the standard set for a particular competency, we will provide extra help to the students who need it.

Code of practice

Workspace Training is committed to ensuring that all staff members and students receive equal treatment. The company also recognises the cultural diversity of students, and provides equal access to all resources. Where ‘special needs’ students are identified, the company endeavours to provide the extra assistance required to encourage them to achieve their full potential.

In particular, the company adheres to the following Acts and Standards:

- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulation 2011*
- *Anti Discrimination Act 1977*
- *Disability Discrimination Act 1992*
- *Equal Opportunity Act 1984*
- *Privacy Act 1988*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *National VET Regulator Act 2011*
- *Standards for Registered Training Organisations 2015*

These documents are freely available on the internet. If you would like to view any of them on the web, please ask us for the relevant hyperlinks.

Mission statement

Workspace Training aims to continuously improve the skills, professionalism and job satisfaction of employees in industrial workplaces, through the delivery of on-site training programs.

The company is committed to using 'best practice' standards in all of its training and assessment activities.

Organisational structure

Workspace Training

