



Worksite Training

STUDENT HANDBOOK



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This information handbook is designed to provide you with information about the services offered by Worksite Training (RTO 45226) and our approach to providing you a safe, fair and supported environment to participate in training and assessment. Our priority is the safety and wellbeing of all our staff and students. It is important that you read this handbook prior to commencing training. If you are unsure about any of the information contained within this handbook, please contact our office to discuss your concerns. This handbook does not provide you with specific information about any particular course, it is general in nature. For more specific course information, you should consult the relevant Course Brochure which can be supplied upon request or it can be found on our website at www.worksitetraining.com.au

Mission Statement

Worksite Training's Vision is to build confidence in industry by delivering quality services to a high standard and more completely than our competition. This Vision is supported by two fundamental principles that provide the foundation for all of our activities: Organizational Excellence and Core Values.

Organizational Excellence requires superior and continually improving performance in every area and at every level of the organization.

Core Values will be guided by a clear and concise statement of business and personal values which will be the corner stone of our business relationships.

- ◆ Teamwork – we are all on the same side
- ◆ Trust – you are more capable than you think
- ◆ Honesty – know who you are and what you stand for
- ◆ Fairness – be flexible when necessary
- ◆ Loyalty – be true to yourself and your relationships

This quest for excellence requires hiring, developing and retaining a diverse workforce of the highest caliber. Supporting them with the most up to date training, and allowing their individual attributes to shine through.

Objectives

In recognition of this mission, our objectives are:

- ◆ **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- ◆ **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- ◆ **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- ◆ **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- ◆ **Student centred.** We thrive on providing training and assessment that is student centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- ◆ **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

SECTION 1 – MANAGEMENT POLICIES AND PROCEDURES

Legislative Requirements

Worksite Training is subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to students, and relates to the industry in which we conduct training. This legislation is continually being updated and all Worksite Training representatives are made aware of these changes as they occur. The legislation that particularly affects the delivery of our services includes:

Commonwealth legislation:

National Vocational Education and Training Regulator Act 2011

Student Identifiers Act 2014

Work Health and Safety Act. 2011

Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010

Competition and Consumer Act 2010

Age Discrimination Act 2004 (Cwth)

Disability Discrimination Act 1992
Disability Standards for Education 2005
Racial Discrimination Act 1975
Sex Discrimination Act 1984
Privacy Act 1988 and Australian Privacy Principles (2014)
Fair Work Act 2009
Copyright Act 1968

NSW legislation:

Work Health and Safety Act 2011
Anti-Discrimination Act 1977
Workplace Injury Management and Workers Compensation Act 1998
Children and Young Persons (Care and Protection) Act 1998
Disability Services Act 1993 & Disability Services Regulation 2003
Privacy and Personal Information Protection Act 1998
Fair Trading Act 1987

Protection Under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#).

Work Health & Safety

Worksite Training is committed to the proper management of work health and safety. We will provide a safe and healthy workplace for our staff, students, contractors and visitors by having a planned and systematic approach to the management of work health and safety. We will provide the necessary resources for the successful implementation of this policy and its supportive procedures. Work health and safety will be managed through Worksite Training management and in close consultation with staff, students, contractors and visitors. The policy is not intended to cover the entire scope of situations which may arise in a workplace that relate to safety or hazards. Worksite Training recognises this and we are committed to applying a continuous improvement approach to robust policy development.

The objectives of this policy are to ensure that:

- ◆ Hazards and risks to health and safety are systematically identified, assessed and, where they cannot be eliminated, are effectively controlled;
- ◆ Measures to control hazards and risks to health and safety are monitored and evaluated regularly;
- ◆ Staff are engaged and sought to contribute to occupational health and safety matters affecting their health and safety at work;
- ◆ Staff, students, contractors and visitors receive appropriate information, training and supervision to understand and carry out their responsibilities safely.

Worksite Training Responsibilities

- ◆ Providing a healthy and safe workplace for staff, students, contractors and visitors;
- ◆ Ensuring that adequate resources are provided to meet the health and safety objectives and procedures of Worksite Training;
- ◆ Ensuring that Worksite Training complies with all relevant occupational health, safety legislation and standards;
- ◆ Providing appropriate health and safety policies and procedures to enable the effective management of health and safety and control of risks to health and safety;
- ◆ Providing mechanisms which enable staff to be consulted on work practices, policies or procedures which may affect the occupational health and safety of staff;
- ◆ Providing mechanisms to monitor and report regularly on the organisation's health and safety performance.

Student Responsibilities

- ◆ Complying with relevant Worksite Training health and safety policies and procedures;
- ◆ Obeying any reasonable instruction aimed at protecting their health and safety in the workplace;
- ◆ Using any equipment provided to protect their health and safety in the workplace;
- ◆ Assisting in the identification and assessment of hazards and implementation of hazard control measures;
- ◆ Reporting any incident or hazard in the workplace to their manager;
- ◆ Considering and providing feedback on any matters which may affect their health and safety;
- ◆ Not being affected by alcohol or non-prescribed (illicit) drugs whilst at work or study.

Safety guidelines

The following guidelines are provided as a basis for safe practice in the training and assessment environment. The guidelines are particularly relevant to students, trainers and assessors.

- ◆ Know and observe details of emergency response and evacuation plans;
- ◆ Do not undertake activities which may cause injury to self or others;
- ◆ Be responsible for your own actions;
- ◆ No smoking in the training and assessment facilities or offices;
- ◆ Report all potential hazards, accidents and near misses to Worksite Training staff;
- ◆ No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- ◆ Keep training and assessment areas neat and tidy at all times;
- ◆ Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- ◆ Observe hygiene standards particularly in eating and bathroom areas.

Privacy

Worksite Training, is a Registered Training Organisation with responsibility for delivering vocational education and training. Worksite Training collects and stores personal information on our students and industry clients. Worksite Training complies with the Privacy Act 1988 (Commonwealth). This policy describes how Worksite Training collects, manages, uses, discloses, protects, and disposes of personal information in accordance with the thirteen Australian Privacy Principles (APPs) outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Definitions

Under the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012 (s6(1)), personal and sensitive information is defined as follows:

- ◆ *Personal information*: “information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.”
- ◆ *Sensitive information*: “(a) information or an opinion about an individual’s: (i) racial or ethnic origin, or (ii) political opinions, or (iii) membership of a political association, or (iv) religious beliefs or affiliations, or (v) philosophical beliefs, or (vi) membership of a professional or trade association, or (vii) membership of a trade union, or (viii) sexual preferences or practices, or (ix) criminal record, that is also personal information; or (b) health information about an individual; or (c) genetic information about an individual that is not otherwise health information; or (d) biometric information that is to be used for the purposes of automated biometric verification or biometric identification; or (e) biometric templates”.

Authority to collect and store information

Worksite Training is an approved Registered Training Organisation by the Australian Skills Quality Authority. This registration is issued under the authority of the *National Vocational Education and Training Regulator Act 2011*. This legislation requires Worksite Training to collect personal and sensitive information from its students. This requirement is specified in the *Data Provision Requirements 2012* which is one of five legislative instruments that Worksite Training must comply with as a condition of its registration.

The data provision requirements require Worksite Training to collect data from students in accordance with the Australian Vocational Education and Educational Training Information Statistical Standard (AVETMISS). This is a complex information standard that defines information about who the student is, where the training is delivered and what they are studying. The Standards for Registered Training Organisations require Worksite Training to retain and store this information for up to 30 years and to report training activity to government agencies in accordance with mandatory reporting requirements. Together these requirements form a statutory obligation to collect, store and report information of any student participating in nationally accredited training. The publications referred to in this section can be accessed from the ASQA website.

Collection and use

Worksite Training collects personal information, either directly or indirectly, that is reasonably necessary for, or directly related to its delivery of the services it offers. Some of the information collected may be regarded as 'sensitive' as defined by the Privacy Act. In broad terms the kinds of personal information and purposes for which it is collected are:

- ◆ Contact information such as name, organisation, position, address, telephone, and email are collected for marketing, support services, mandatory reporting and for communicating with stakeholders as part of our day to day operation.
- ◆ In addition to information collected training activity, Worksite Training will also collect, store and report information relating to satisfaction surveys, complaint handling and on our client employers.
- ◆ Names, addresses, phone numbers, emergency contact details, bank account details and other employment related information is collected from employees for the purpose of managing human resources. The management of staff personal information complies with this policy.

Disclosure of personal information

Worksite Training does not disclose personal information other than for the purpose for which it was collected, or an individual has consented to a secondary purpose, or an individual would reasonably expect this (such as receiving communications about upcoming events), or if required by law.

Worksite Training may share personal information with the Commonwealth government in accordance with Commonwealth contractual obligations. In these circumstances, Worksite Training will take reasonable steps to inform and seek consent from the individuals concerned and take all reasonable steps to ensure that the recipient handles the personal information according to the APPs. Worksite Training does not sell its mailing lists to third-parties for marketing purposes.

Complaints and Concerns

Complaints or concerns about Worksite Training's management of personal information should be directed in writing (or via email) to Worksite Training's Managing Director at admin@worksitetraining.com.au. Worksite Training will respond in writing or via email within 14 business days. For more information regarding our complaints policy please see that specific section of this handbook.

Code of Conduct

All Worksite Training staff members and students are bound by our Code of Conduct which insists that all persons employed by, or under our guidance are respected and treated fairly and equally. We maintain a zero tolerance for any form of discrimination or harassment and pride ourselves on maintaining a safe and productive training environment. All students are expected to behave in a respectful manner at all times whilst under the guidance of any Worksite Training staff member, or whilst in the presence of any other Worksite Training students. If at any time our staff feel that your actions breach our code of conduct you may be asked to leave the training facility. Worksite Training seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for everyone. This policy seeks to encourage acceptable behaviour and to inform all staff and students about Worksite Training standards of behaviour.

What is behaviour misconduct?

Behaviour misconduct is defined as actions that breach the Code of Conduct policy. This includes but is not limited to:

- ◆ Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in training activities
- ◆ Refusing or failing to identify themselves truthfully
- ◆ Any act or failure to act that endangers the safety or health of any other person
- ◆ Actions that impair any person's participation in a legitimate training activity or, by act or omission disrupts the peace and good harmony of the training facility
- ◆ Acting in a way that causes students or staff or other persons within the training facility to fear for their personal safety
- ◆ Acting in a way that causes damage to training facility property

- ◆ Wilfully obstructing or disrupting any official training facility meeting, ceremony, activity, class or examination/assessment
- ◆ Any form of harassment, discrimination or bullying
- ◆ Wilfully damaging or wrongfully dealing with any training facility property, or the property within the training facility of any person, including theft
- ◆ Being under the influence of prohibited drugs and/or substances including alcohol
- ◆ Trespassing or knowingly entering any place within the premises of the training facility that is out of bounds to students
- ◆ Making a false representation as to a matter affecting student status
- ◆ Possession of dangerous articles or banned substances
- ◆ Abusive Behaviour

All students must, at all times, maintain a high standard of behaviour while engaged in training facility activities either within the premises of the Worksite Training or at another location.

Staff responsibilities:

- ◆ Inform all students of expectations related to behaviour;
- ◆ Explain to students what constitutes behaviour misconduct;
- ◆ Model exemplary behaviour to act as a benchmark for students and other staff;
- ◆ Supervise student behaviour and the behaviour of other staff;
- ◆ Promote a positive environment that supports a student's individual personality whilst setting clear boundaries relating to acceptable behaviour;
- ◆ Respond immediately to observed behaviour misconduct to maintain a safe environment for staff and students and to protect the rights of individuals or groups;
- ◆ If the observed behaviour misconduct is serious in nature, the staff member may suspend the students continued participation in training facility activities (training sessions, assessment, study sessions, lab sessions, field activities, etc);
- ◆ Report (in writing) behaviour misconduct when it is observed and actions taken in the immediate response using the Behaviour Misconduct Report.

Student responsibilities

- ◆ Behave in a way that supports the freedom of other persons to pursue their studies and participate in the activities of the training facility
- ◆ Identify themselves truthfully
- ◆ Behave in a way that supports the safety or health of any other person
- ◆ Maintain the peace or good harmony of the training facility
- ◆ Treat training facility property with respect and prevent damage or destruction of property
- ◆ Behave in a way that supports the conduct of official training facility meeting, ceremony,

activity, class or examination/assessment

- ◆ Treat others with respect and not harass, discriminate against or bully any other persons
- ◆ Be free from prohibited drugs and/or substances including alcohol during attendance at the training facility
- ◆ Not trespass or knowingly entering any place within the premises of the training facility that is out of bounds to students
- ◆ Give truthful information relating to student status
- ◆ Communicate in a way that demonstrates respect for others and is free from verbal abuse

Discrimination, Harassment and Bullying

At Worksite Training we are committed to ensuring that the training and assessment environment and our workplace is free from discrimination and harassment. All employees, students, contractors and clients are made aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against any employee or contractor who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. By implementing this policy, we strive to achieve the following objectives:

- ◆ Create a working environment which is free from discrimination and harassment and where all employees, students, contractors and clients are treated with dignity, courtesy and respect;
- ◆ Implement training and awareness raising strategies to ensure that all parties know their rights and responsibilities;
- ◆ Provide an effective procedure for complaints based on the principles of natural justice;
- ◆ Treat all complaints in a sensitive, fair, timely and confidential manner;
- ◆ Guarantee protection from any victimisation or reprisals;
- ◆ Promote a productive and cohesive workplace;
- ◆ Encourage the reporting of behaviour which breaches this Discrimination and Harassment Policy; and
- ◆ Promote appropriate standards of conduct at all times.

What is discrimination and harassment?

Under federal and state legislation, unlawful discrimination occurs when someone, or a group of people, are treated less favourably than another person or group because of their race, colour, national or ethnic origin; sex, pregnancy or marital status; age; disability; religion; sexual preference; trade union activity; or some other characteristic specified under anti-discrimination or human rights legislation.

Harassment occurs when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex; disability; sexual preference; or some other characteristic specified under anti-discrimination or human rights legislation. It can also happen if someone is working in a 'hostile' or intimidating – environment.

Harassment can include behaviour such as:

- ◆ Telling insulting jokes about particular racial groups;
- ◆ Sending explicit or sexually suggestive emails;
- ◆ Displaying offensive or pornographic posters or screen savers;
- ◆ Making derogatory comments or taunts about someone's race or religion; or
- ◆ Asking intrusive questions about someone's personal life, including their sex life.

Discrimination and harassment occur when a person is discriminated against or harassed in the workplace because of:

- ◆ their race, colour, descent or national or ethnic origin, as defined under the *Racial Discrimination Act 1975*;
- ◆ their sex, marital status or pregnancy as defined under the *Sex Discrimination Act 1984*;
- ◆ a disability as defined under the *Disability Discrimination Act 1992*;
- ◆ age as defined under the *Age Discrimination Act 2004*; or
- ◆ some grounds under the *Human Rights and Equal Opportunity Act 1986*.

SECTION 2 – ADMINISTRATION POLICIES & PROCEDURES

Student Enrolment

At Worksite Training our approach to enrolment is to provide a pathway for students to make informed decisions about their training and assessment and enter a training pathway that is the right fit for the student and their current or future employer. We strive to identify a student's needs during the enrolment process to ensure that our services to each individual student are appropriately adjusted to allow for their unique requirements.

It is recommended that all student read the following documents before enrolling in a course:

- ◆ Student Handbook
- ◆ USI Fact Sheet (there is a link in the Student Handbook under USI Requirements or on our website)

- ◆ Schedule of Fees
- ◆ Course Brochure

Enrolment Process

Step 1 – Any students requiring information before enrolling should contact our office via the contact details on the website. Students should ensure they are enrolling in the correct course and that they have all the requirements needed for the course, before enrolling. Please refer to the Course Brochure for specific details including Language, Literacy and Numeracy requirements.

Step 2 - Students enrol and pay tuition fees via the website or by contacting our offices

Step 3 – Students will receive an email with a formal Student Enrolment Form. This form is a regulatory requirement which provides data to be supplied to the National VET authority. This form must be provided to Worksite Training either before or on your scheduled training day.

Step 4 - Students will be provided with any pre-course documentation or instructions in readiness for their scheduled training day.

The details contained within the enrolment form will also be used to create a student profile. All of the information from the enrolment form will be held in strict confidence. Please note that the spelling and the name that will be printed on any certificates will be as indicated on your enrolment form, so please enrol using your full and correct name. You can indicate an alternate name on the enrolment form if you wish to be addressed differently. Example, if your correct name is Robert but you like to be called Bob. Then please print Robert on the enrolment form with a notational request to be called Bob.

Emergency Contact

You will be required to nominate an emergency contact on your enrolment upon commencing your course with Worksite Training. This detail is required in order to contact your nominated person should any unforeseen accident or issue arise during your training session. By supplying these details, you are agreeing to allow Worksite Training to contact your nominated person should an emergency be presented to our trainers or staff involving your health and wellbeing. Whether or not your emergency person is contacted is a judgement call to be made by your trainer or our office staff at the time of the emergency.

Reasonable Adjustments

Reasonable adjustments are any adjustments that need to be made to the classroom, the training facility, the learning materials, the resources, the assessments or the mode of delivery that a student requires due to a disability or specific learning requirement. Any reasonable adjustment requires consultation and negotiation between all parties prior to commencing the course with a focus on the

needs of the individual student. Assessing whether a particular adjustment for a student is reasonable will depend on whether it balances the interests of all parties affected. Please contact our office to discuss any reasonable adjustments that may be required prior to your attendance on your scheduled training day.

We would also ask students who do not require any reasonable adjustments to be respectful of those needing assistance.

Student who are not contactable or not responding

Where a student is not contactable or fails to respond to requests by the Worksite Training during the enrolment process or scheduled training days, the student's enrolment may be terminated in absentia. This action may only be taken where the Worksite Training has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable course.

Changes to terms and conditions

Worksite Training reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

USI Requirements

Any student studying nationally recognised training in Australia from 1 January 2015, will be required to have a Unique Student Identifier (USI). The USI links to an online account that contains all of a person's training records and results (transcript) completed from 1 January 2015 onwards. Results from 2015 will be available in a person's USI account in 2016. When applying for a job or enrolling in further study, you will often need to provide training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. USI accounts can be accessed online from a computer, tablet or smart phone anytime. Fact sheets are available to download from www.usi.gov.au/documents/students-and-usi-factsheet-students. This is a free service.

In order to ensure that all of our students are ready to commence training and fulfil their legal requirements, Worksite Training can assist students to create their USI account by:

- ◆ Accessing our website and clicking on the USI links or

- ◆ Telephoning our office on 4722 2882 to discuss USI creation options or
- ◆ Emailing our office on admin@worksitetraining.com.au and indicating that you require assistance with a USI creation. Please ensure you provide details on how you wish to be contacted (email or telephone).

In assisting with a USI creation it may be necessary to request some additional identification information such as a driver's licence number. It is noted that students will need to provide their USI prior to commencing any training.

International student's will also need to register for a USI account. An Australian Work Visa will be required to use as proof of identification when creating an account. Students can only register for an account once they are in Australia and have your passport registered with the Australian Department of Immigration.

Student Responsibilities

It is essential that all students are aware of their responsibilities prior to, during and after their attendance with Worksite Training. All students must follow the guidelines set out below in order to ensure the training environment is safe, respectful and productive at all times. This ensures a harmonious training environment without delay or distraction, and where every student can engage in the learning activities. In order for this to be achieved, students are responsible for the following:

Enrolling and Attending Courses

When choosing a course or workshop, you must:

- ◆ Read the Student Handbook so you are aware of the company's policies and procedures prior to enrolling in a course or workshop
- ◆ Ensure you meet any pre-requisite requirements of the course
- ◆ Ensure the course you are enrolling in meets your requirements
- ◆ Download and read the course brochure so that you are informed with regard to the course details and requirements
- ◆ Consult with Worksite Training staff, if necessary, to discuss any specific requirements to assist with their learning abilities before attending the scheduled training day
- ◆ Enrol in a course date that will be convenient

Before attending training, you are required to:

- ◆ Register for a Unique Student Identifier (access to the USI registry can be done through our website or by contacting our office staff for assistance)
- ◆ Complete the Enrolment Form

- ◆ Pay all outstanding fees
- ◆ Read enrolment confirmation emails which will provide further details with regard to the course and course requirements (including what to bring, what to wear etc.)
- ◆ Complete any Language, Literacy & Numeracy (LLN) requirements, if necessary
- ◆ Attend to any pre-course work and/or assessments that need to be completed and submit them in accordance with the instructions provided

When attending your training day, you are required to:

- ◆ Arrive at least 15 minutes prior to your scheduled start time.
- ◆ Bring proof of identification in any one of the following forms:
 - Australian Birth Certificate
 - Current Passport
 - Current Drivers Licence
 - Other photographic identification
- ◆ Bring the completed Student Enrolment Form
- ◆ Bring the completed LLN requirements, if necessary
- ◆ Sign the Class Attendance Sheet

NOTE: If students do not bring and/or complete the required documentation (including any pre-course work) as noted above, they may not be able to attend the training session and their training will need to be rescheduled

During the training day, you must:

- ◆ Follow the instructions of the trainer/assessor or other Worksite Training staff members
- ◆ Follow the Worksite Training Code of Conduct policy
- ◆ Actively participate in any group activities and assessments
- ◆ Discuss any issues regarding learning materials, content or activities with the trainer/assessor as soon as they arise

At the end of the training, you need to:

- ◆ Ensure you have fully completed all of the required assessment tasks
- ◆ Ensure you are aware of any additional practical or theoretical assessments to be completed following the training, including the criteria, procedures and time frames
- ◆ Ask the trainer/assessor any questions regarding post training requirements

Dress Code

In order to uphold a professional and safe training environment, students must wear appropriate clothing and shoes. The following is a guideline for appropriate clothing:

- Thongs are not allowed. All persons must wear covered in shoes.
- No singlets are to be worn.
- No offensive language or images on clothing.
- No clothing that could be considered offensive or inappropriate in a professional environment.
- Appropriate Personal Protective Equipment (PPE) may be required, refer to the specific course brochure for details before attendance to ensure appropriate clothing for your course is worn on the training day.

Attendance and Late Arrivals

All students must attend our training rooms 15 minutes prior to commencement time to complete any necessary paperwork. Worksite Training has a closed-door policy which means that anyone who arrives after the scheduled commencement time will not be allowed to enter the training room as they will have missed vital information during the student induction time. It is very disruptive to other students and the trainers schedule and considered unprofessional and unacceptable to allow students into the training room after the training has commenced. If students are late and have a legitimate reason, they must inform our office staff and wait until the first break to speak to the trainer about training options. Students will have the option to transfer to the next available identical course. Individual circumstances will be taken into consideration, however the discretion of the trainer will determine the most appropriate outcome.

If a student is aware in advance that they will not be able to attend a course, they are to contact Worksite Training to discuss options of transfer to an identical course without any additional fees. However, students are advised to read the Fees, Refunds and Transfer policy for further options and requirements.

Any student that is absent on the date of the course without prior notification will forfeited their tuition fees. If they wish to still attend the training, they will be required to re-enrol and pay the tuition fees again.

Mobile Phones

All mobile phones and electronic equipment must be turned off prior to entering the training room or venue unless it is explicitly used for training purposes. There may be student support which is accessed during the training session and requires an electronic device and this will be fully

supported by our training staff. However, general personal or business use of mobile phones, internet, text messaging or utilization of electronic equipment is prohibited. Having your mobile phone on silent is accepted for visual purposes only (seeing an incoming call or text message). Picking up and answering the incoming call, email or text message is prohibited in the training room. There are numerous breaks and opportunities throughout the day for students to use mobile phones and electronic equipment if needed.

Any student who leaves the training room during a training session to respond to an incoming call, email or text message may be required to forfeit their training day and recommence with the next available identical course. This will be at the discretion of the trainer.

Worksite Training understands that there are sometimes emergency situations whereby a student urgently needs to use their mobile phone or electronic equipment and arrangements can be made with the trainer prior to the commencement of the training session. Should an emergency situation arise during the session that was not expected, students are requested to quietly leave the training room and advise our office staff of their emergency. Alternate training arrangements will be made available during the next identical course for the student to continue with their training.

These procedures have been implemented because any distractions caused by students is an unacceptable behaviour and unfair to other students.

Attitude and Alertness

All students are requested to bring a positive attitude to the training session. Persons who do not really wish to attend any training session should not attend. Worksite Training provides an upbeat and enthusiastic environment which makes the training fun and positive for all students and trainers. Negativity is unwelcome in our home.

For the safety of all students it is imperative that they stay alert during the entire training session. We would therefore recommend a good night's sleep in readiness for the training day. If students appear incoherent, tired or unable to concentrate the trainer will discuss these issues before students can continue with the course.

Shift Workers

If students are shift workers, they are not allowed to work a night shift and come straight to a training session. This causes fatigue management issues and jeopardises the safety of all students during the training and practical sessions. Should Worksite Training staff encounter a student who

falls asleep or is clearly fatigue impaired, their emergency contact will be contacted in order to ensure the safety of the student and their safe travel after leaving Worksite Training's premises.

At Worksite Training we have several options available for shift workers to complete their training outside of shift work hours. Any student who is a shift worker is encouraged to contact our office to discuss training options.

Plagiarism

Worksite Training is committed to ensuring a great learning experience for its students. It aims to provide a learning environment that fosters the qualities of independent learning and academic integrity. This policy seeks to encourage ethical conduct and to inform staff and students about Worksite Training standards of academic behaviour. Students have a responsibility to maintain the highest standards of academic integrity in their work. Students must not cheat in assessment and must ensure that they do not plagiarise.

What is plagiarism?

Plagiarism is the act of misrepresenting the ideas, interpretations, words or creative works of another person as one's own original work. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media

Staff responsibilities

- ◆ Inform all students of expectations related to assessment;
- ◆ Inform all students of referencing techniques and provide clear examples of what is acceptable;
- ◆ Explain to students what constitutes plagiarism;
- ◆ Set realistic assessment activities and vary assignments and questions;
- ◆ Assist students to understand and apply correct referencing techniques;
- ◆ Set appropriate conditions for group activities and make clear the distinction between group work and individual work; and
- ◆ Cultivate a climate of mutual respect for original work.

Student responsibilities

- ◆ Submit only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others;
- ◆ Avoid lending original work to others for any reason;
- ◆ Be clear about assessment conditions and seek clarification if in doubt;

- ◆ Discourage others from plagiarising by observing the practices above.

Dealing with plagiarism

In the case of suspected plagiarism, the staff member will report the incident to the Managing Director. The Managing Director, in consultation with the staff member will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with the student.

If, after consideration of the above factors it is determined that the plagiarism was intentional, the student's work will not be accepted and the student will be issued with an alternative assessment assignment to complete. The student is to be given a formal warning (in writing) by the Managing Director explaining the seriousness of the incident and the consequences if the student is found to plagiarise again. Students who commit plagiarism after being formally warned will be withdrawn from the program they are enrolled in and issued with a refund of their tuition fees less all expenses incurred by Worksite Training up to the point of their withdrawal.

Fees, Refunds and Transfers

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 5 days of receiving an invoice from Worksite Training. Worksite Training may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for Worksite Training are published within the current schedule of fees and charges.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Worksite Training will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to Worksite Training schedule of fees and charges which is available upon request.

Giving notice of enrolment withdrawal

A student who wishes to withdraw their enrolment must give notice in writing. This may be via email, in writing or by telephone. Worksite Training staff who are approached with initial notice of withdrawal are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as transferring or suspending the

enrolment and re-commencing in another scheduled training program within one calendar month of the original date of training.

Students who give written notice to withdraw their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students' who may not be eligible but are requesting a refund should also be provided with the Refund Request Form so the request can be considered by the Managing Director.

Refunds policy

The following refund policy will apply:

- ◆ Students, who give notice in writing to withdraw their enrolment **5 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid.
- ◆ Students who give notice in writing to withdraw their enrolment with **less than 5 business days** prior to the commencement of a program will not be entitled to a refund of fees paid. Worksite Training is required to cover the costs of administration, training staff and resources which are committed upon a student's enrolment and in preparation of the training to be undertaken. A student may however, transfer to an identical course within one calendar month with no penalties or additional fees.
- ◆ Students who withdraw their enrolment after a training program has commenced will not be entitled to a refund of fees or any fees paid in advance.
- ◆ An exception to this policy is where Worksite Training fails to fulfil its service agreement and the total amount paid will be refunded under our guarantee to clients.

Discretion may be exercised by the Managing Director in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in lieu of a refund. The Managing Director may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to withdraw their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Statutory cooling off period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian

Consumer Law which was introduced in 2011 and is a period of 10 days. A consumer is allowed to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. Refer to the [Australian Consumer Law, Sales Practices Guide](#) for further details about a statutory cooling off period and general obligations for consumer protection during the enrolment process.

Transfer of training

Where a student has enrolled in a course or training session and due to any circumstances cannot attend this session they may be eligible for a transfer of training dates. If notice is provided in writing to Worksite Training more than 5 business days before the scheduled training, the student may choose to receive a full refund of the tuition fees or transfer to an identical course type within one calendar month of the original training date.

If notice of the inability to attend a training session is provided in writing less than 5 business days before the scheduled training date, the student can choose to forfeit the tuition fees or transfer to an identical course type within one calendar month of the original training date.

It is noted, that a student can only transfer to an identical course on one occasion. If the student is unable to attend the transferred training date, no further rescheduling will be available and the tuition fees will be forfeited.

Our Guarantee

If for any reason, Worksite Training is unable to fulfil its service agreement with a student, Worksite Training must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

Payment of GST

Payment of GST is exempt to any course, where a student is enrolled in units of competency or a whole qualification, that is

- ◆ a pre-requisite to a profession or trade
- ◆ a requirement to commence a profession or trade or
- ◆ a requirement to maintain a profession or trade

GST does apply on the payment of informational training or courses and some miscellaneous charges (e.g. re-issuing a certificate or replacement of learning materials) where these charges are in addition to and outside the normal services offered in a course. Please refer to Worksite Training schedule of fees and charges for details of what GST is and is not applied to.

Student complaints about fees or refunds

Students who are unhappy with Worksite Training arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint by completing a Complaints Form which is available via our website or by request from our office staff.

SECTION 4 - ACCESS & EQUITY POLICIES & PROCEDURES

Complaints and Appeals

Worksite Training is committed to providing a fair and transparent complaint handling process.

What is a complaint?

A complaint is generally negative feedback about services or people which has not been resolved locally. The person making the complaint is referred to as the Complainant.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during their training. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. It is important to note that a student may appeal any decision made by Worksite Training or a third party providing services on Worksite Training's behalf. Contrary to the popular belief that appeals relate only to assessment decisions, appeals can relate to administrative decisions that Worksite Training may make. Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling an assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy and we refer you to the diagrams at the end of this section. The person making the appeal is referred to as the Appellant.

Who does this policy apply to?

This policy applies to and may involve issues concerning the conduct of:

- ◆ Worksite Training as an organisation, its trainers, assessors or other staff;

- ◆ Third party's services provided on the behalf of Worksite Training, its trainers, assessors or other staff; or
- ◆ a student of Worksite Training.

This is an important point to note in understanding that this policy has a broad application and is not simply relevant to complaints that may be made by students. A complaint may be made by an employer about Worksite Training or by the trainer about the conduct of the student. Throughout this policy, we refer to the person making a complaint as simply the complainant.

Early resolution of complaints

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

Making a complaint or appeal

A complaint or appeal may be received by Worksite Training in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person. To make a complaint or appeal, the person is recommended to complete the Worksite Training - Complaints or Appeals Form. These forms are available via our website or can be obtained from the Worksite Training office. The completed form is to be submitted to the Office Manager either in hard copy or electronically via the following contact details located on our website. If a person has any difficulty accessing the required form or submitting it to Worksite Training, they are advised to contact our office immediately via the enquiry form or the telephone number listed on our website.

Complaint and Appeals handling procedure

Worksite Training will apply the following procedure for handling complaints and appeals. The complainant/appellant must:

- ◆ Complaints or Appeals should be provided to Worksite Training with full details in writing, electronically or verbally. It is recommended that you complete a Complaints or Appeals Form which is available on the website.
- ◆ You will receive a written acknowledgement no later than 24 hours from the time the details are received.
- ◆ You will not be charged any fees for the making the complaint/appeal.
- ◆ You will receive a written response to the allegation within fourteen days from the date the details are received.

- ◆ Worksite Training will keep the details of the complaint/appeal in confidence and will not share these details with any persons without the consent of the person making the complaint/appeal.

Informing Persons and Responding to Allegations

Where a complaint or appeal involves one person making allegations about another person, it is a requirement for Worksite Training to hear both sides of the matter before making any judgements about how the matter should be settled. A person who will be affected by a decision made by Worksite Training has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond to the allegation. The person has the right to:

- ◆ put forward arguments in their favour,
- ◆ show cause why a proposed action should not be taken,
- ◆ deny allegations,
- ◆ call for evidence to disprove allegations and claims,
- ◆ explain allegations or present an innocent explanation, and
- ◆ provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Worksite Training also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the relevant persons who are the subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Worksite Training.

Third Party Review

If you are not satisfied with the handling of the matter by Worksite Training, you have the opportunity for a body or person that is independent of Worksite Training to review your matter following the internal completion of the process. Before a person seeks a review by an independent person, you are requested to first allow Worksite Training to fully consider the nature of the matter to fully respond in writing. If after this has occurred, you are not satisfied with the outcome, you can then seek a review by an independent person. To request a review by an independent person, you should inform the Office Manager of your request and they will initiate the process with the Managing Director.

Unresolved Complaints and Appeals

At the full conclusion of the process and after receiving the results from Worksite Training and a Third-Party Review, and you still remain unsatisfied with the outcome, you should contact one of the following external agencies:

- ◆ In relation to consumer related issue, the person may refer their complaint to the **Office of Fair Trading**.
- ◆ In relation to the delivery of training and assessment services, the person may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73.

Student Access to Records

At Worksite Training we acknowledge that students need access to their records in order to monitor their progress and participation. Worksite Training will facilitate access to records to a student on request.

Requesting access to records

Students who require access to their records are required to complete a Records Request Form. This form can be obtained from any Worksite Training staff member. It should be noted that access will only be provided to the student in person and only after identification has been confirmed. Photo ID is required. Worksite Training also requires the payment of an administrative fee if the student requires a copy of their records. This is a one-off admin fee that is only payable where copies are requested to take away by the student. Please refer to our Schedule of Fees. If the student is simply requesting access to view records, then this incurs no cost. The student does however need to complete the Records Request Form on all occasions where access is requested. The completed Records Request Form can be submitted to any staff member who will pass the request to the Office Manager. The Office Manager will respond to the request within two business days.

What records can be accessed?

The Records Request Form seeks to identify what specific records are requested to access. These may include:

- ◆ hard copy records from your student file which will include enrolment administrative records and assessment evidence.
- ◆ activity data which is contained within the Worksite Training student management system including your electronic training plan and details of awarded units of competency.

How are records accessed?

Once a student has requested access to records, a staff member will organise for the student to attend the Worksite Training office where controlled access will be provided. Controlled access means, hardcopy records may be viewed by the student in the presence of a Worksite Training staff member. Students who request activity data from the Worksite Training student management system can be provided this in a printed report format which details all activity recorded within the student's training

plan for any specific enrolment which includes achievement of units of competency. Students who request to access their records are to be provided with this access at the earliest opportunity. Worksite Training is committed to maintaining a transparent and equitable training environment.

Access by external authorities

The Australian Skills Quality Authority is entitled to collect activity data about a student's enrolment and achievements. This information includes all information submitted by the student during the enrolment process. This information is collected for the purpose of auditing participation and the monitoring and reporting of training outcomes. The information provide by students may be accessed by Commonwealth officers and by the National Centre for Vocational Education and Research (NCVER) for statistical research purposes.

Student Support Services

During the enrolment and training process Worksite Training staff are happy to your individual needs and how we can best provide services in order to maximise your chances of successfully completing the selected training program.

If you need support in relation to your learning needs we can provide:

- ◆ A qualified NSW teacher to support individual learning requirements upon request or where the trainer has identified a student would benefit from additional support.
- ◆ If you are having trouble with language, literacy and numeracy skills, we would recommend you contact our office to discuss your needs, or you may wish to undertake an entry level course at TAFE which will assist you in this area. The following is a link to the NSW TAFE courses available.
<https://www.tafensw.edu.au/course/FSK20113-01/Certificate-II-in-Skills-for-Work-and-Vocational-Pathways>
- ◆ Courses being offered outside of normal working hours to assist with shift workers schedules
- ◆ Non-consecutive days for training over more than one day. For example, if you wish to enrol in a three (3) day course but cannot attend training on three (3) consecutive days, there is an opportunity for students to enrol in the course and complete the three days by combining several training dates.
- ◆ One day training sessions split into two half day sessions.
- ◆ Fee arrangements for tuition fees or purchase of Personal Protective Equipment
- ◆ Relaxed training modes without time pressures
- ◆ Reasonable adjustments to learning materials, training facilities and resources

If you need any form of counselling support or advice with regards to personal situations we would recommend you contact one of the following organisations:

- Lifeline 13 11 14
<https://www.lifeline.org.au>
- Beyond Blue 1300 22 4636
<https://www.beyondblue.org.au/get-support/get-immediate-support>
- Salvation Army Family Welfare Centres
<https://salvos.org.au/need-help>

If you require student support that is not listed above, please contact our office to discuss your individual needs before enrolling in, or commencing your scheduled training.

Language Literacy & Numeracy Skills

Core language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy (LLN) skills influence the performance of workplace tasks such as comprehending written work instructions and producing written documents. Worksite Training has an obligation to ensure that all students have the required LLN skills before commencing any training course.

The Australian Core Skills Framework (ACSF) provides the key components to each level of LLN skills which exist to support and improve adult learning. These levels range from Level 1 (Low Level Skills) to a Level 5 (High Level Skills) in language, literacy and numeracy.

The core skills required for each course are listed in the Course Brochure. It is essential that all students read these skill requirements to ensure they are enrolling in a course at an appropriate LLN skill level for their abilities. The student enrolment form will ask a question on whether you have the appropriate LLN skills for the course you are enrolling in. If your response to this questions is, “No” or “Not Sure”, please contact our office to discuss these issues before enrolling in the desired course.

You may be requested to complete the LLN assessment associated with your course and send it to Worksite Training with your Enrolment form. This is so we can ensure you have the required skills prior to attending a course. It is also a way for students to be ensure they will be comfortable with the language, literacy and numeracy skills of the course and assessments.

As part of our Student Support Services we offer two options if you are having difficulty with your language, literacy and numeracy skills. We offer:

- ◆ A qualified NSW teacher to support individual learning requirements upon request or where

the trainer has identified a student would benefit from additional support.

- ◆ An entry level course at TAFE which will assist you in this area. The following is a link to the NSW TAFE courses available.

<https://www.tafensw.edu.au/course/FSK20113-01/Certificate-II-in-Skills-for-Work-and-Vocational-Pathways>

If you have any further questions with regard to LLN skills, please do not hesitate to contact our office.

SECTION 5 - TRAINING & ASSESSMENT POLICIES & PROCEDURES

Assessments

Assessing the Unit of Competency

Worksite Training uses units of competency drawn from nationally endorsed Training Packages as the primary benchmark for assessment. Supporting these sometimes are industry standards or codes of practice. These and other industry specific publications inform the context and standard of performance during assessment.

Assessment context

Assessment tools are the media (electronic or hard copy) used to gather evidence about a student's competence. We have developed assessment tools which support the assessment of applicable units of competency in accordance with the requirements of industry Training Packages. The following provides a brief explanation of the primary assessment methods:

- ◆ **Written Knowledge Assessment:** The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.
- ◆ **Practical Assessment:** The student is required to show their skills and knowledge through practical means of a given scenario relating to the required skills for a particular unit of competency.
- ◆ **Group Activities:** The student is required to work as a team member in a group situation whereby the group is given a set task to perform and each individual member of the group will be required to attend to a certain task on behalf of or in conjunction with the group.
- ◆ **Role Play:** The student is required to simulate or role play a scenario in order to show their skills and knowledge of practical skills required for a particular unit of competency.

- ◆ **Observation:** The student may be observed by the trainer during the training session in relation to specific skills or knowledge required for a particular unit of competency.
- ◆ **Work Log Books:** The student may be required to produce valid and authentic work log books so show current and continuing skills in relation to a specific unit of competency.
- ◆ **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the student's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.
- ◆ **Third Party Testimony:** A third party (eg. your employer) is required to provide evidence and/or testimony as to your current work skills, knowledge and performance. This testimony will be assessed by the assessor for validity and authenticity.
- ◆ **Student Placement:** The student will be observed performing specific tasks during their student placement. The assessor will attend the workplace and observe the student performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities and events and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

Re-assessment

Following the relevant assessment, students will be either assessed as “Competent” or “Not Yet Competent”. Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment. It is the policy of Worksite Training to provide three (3) opportunities for additional training and re-assessment at no additional cost to the student or employer. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the Schedule of Fees for further details.

Recognition of Prior Learning

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competency, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through

structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry.

Recognition guidelines

The following guidelines will apply when an application for recognition is received:

- ◆ Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- ◆ Students may not apply for recognition for units of competency or qualification which are not included in Worksite Training's scope of registration.
- ◆ Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- ◆ Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.

Forms of evidence

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Therefore, a variety of documentary evidence will be accepted, including:

The following documents certified by a Justice of the Peace

- ◆ Formal Qualifications
- ◆ Statements of Attainment
- ◆ Academic Records

The following documents verified by a Supervisor/Manager/or person of authority ("This document has been verified by *(name and job title)* and signed)

- ◆ Job sheets or Logs
- ◆ Diary entries or Journals
- ◆ Work samples
- ◆ Resume or Work History
- ◆ References
- ◆ Written work
- ◆ Project work
- ◆ Photos/Videos
- ◆ Emails
- ◆ Third Party Testimony

Many of these forms of evidence would not be sufficient evidence on their own. When combined together with a number of evidence items, the student will start to provide a strong case for competence. Worksite Training reserves the right to require students to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a student's current competence.

How to apply for Recognition of Prior Learning

In order to apply for recognition, the following process needs to be undertaken:

- ◆ Contact our office via email at admin@worksitetraining.com.au or use the Enquiry Form on our website. Please indicate which course you are enrolled in and which unit of competency you wish to apply for recognition of prior learning.
- ◆ One of our trainers will contact you to discuss your individual needs and to ensure that you will have adequate evidence to support your application.
- ◆ You will be sent a Recognition of Prior Learning Pack which will provide all of the details and requirements (including evidence) necessary to support your application.
- ◆ You will then need to forward all of the required documentation for assessment.
- ◆ Once assessed you will be contacted and advised if your application has or has not been approved. You may need to supply further evidence to support your application, however your assessor will discuss these issues with you.

Appealing recognition outcomes

If the student is not satisfied with the outcomes of a recognition application, they may appeal the outcome like other assessment decisions. For further information refer to the Complaints and Appeals Policy.

National Recognition (credit transfers)

Worksite Training acknowledges the requirement as a Registered Training Organisation (RTO) to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competency awarded and accurately identified in statements of attainment and qualifications.

What is national recognition?

National recognition (commonly referred to as Credit Transfer) is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by

all other RTOs. National recognition allows the unit of competency previously achieved by a student to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification. It is important to note that national recognition is not recognition of prior learning (RPL). RPL is assessment and is addressed within the Recognition policy.

Evidence requirements

An applicant will be required to present his or her statement of attainment or qualification for examination by Worksite Training. These documents will provide the detail of what units of competency the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. The applicant is required to submitted copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

National recognition guidelines

The following guidelines will apply when an application for national recognition is received:

- ◆ Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- ◆ Students may not apply for national recognition for units of competency or qualification which are not included in our scope of registration.
- ◆ Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- ◆ The student does not incur any fees for national recognition and we do not receive any funding when national recognition is granted.
- ◆ National recognition will only be issued when the student's enrolment includes at least one other unit of competency for which the student is participating in training or is seeking recognition.

How to apply for National Recognition (credit transfer)

The following procedure is to be applied upon receipt of an application for national recognition:

- ◆ You must complete and submit the following documentation to Worksite Training:
 - National Recognition Application Form;
 - Certified copy of the qualification or statement of attainment; and
 - Enrolment application for the training program applicable to the units of competency for which national recognition is requested.
- ◆ On receipt of the application, we will check the qualification or statement of attainment for authenticity and grant national recognition for the equivalent units of competency that have

been completed at any other Registered Training Organisation.

- ◆ You will be notified in writing of the outcome of the application. This may include issuing statements of attainment or qualifications awarded through national recognition in accordance with our Issuance of Certificates policies and procedure.

Thank you for choosing to train with Worksite Training. If we can assist you in any way please do not hesitate to contact us. Our contact details can be found on our website at

www.worksitetraining.com.au