

work & TRAINING

Student Guide

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Introduction

What is the role of a student in this training program?

This training program's main focus is on-the-job training or preparation for the workplace. This means that new skills and knowledge are being learned as part of everyday work or in preparation for work placement. This method of learning is very much a partnership between you, your employer (if applicable) and your Training Consultant (trainer).

It is the responsibility of the student to be an active learner and use every opportunity to listen, read, and practise, observe, ask questions and keep up-to-date records of what is achieved (this becomes your evidence).

Your trainer and employer are there to provide all the support and encouragement required, but it is important that you take responsibility for your own learning.

Before commencing it is important that:

- The requirements of the qualification are understood
- Existing skills and knowledge are identified
- A training plan is developed in consultation with your trainer.

You will have already been provided with a course information sheet for your chosen qualification. It details (amongst other things):

- The name and code of the qualification you are undertaking
- Estimated duration
- Delivery location/s
- Deliver mode
- Work placement arrangements (if applicable).

Throughout the process it is important that:

- Documented evidence is provided to demonstrate the required skills and knowledge
- Physical evidence of work is collected to keep (e.g. work samples of day-to-day activities)
- Regular feedback on progress is sought from the workplace representative and trainer.
- For pre-employment students, it is expected that you attend all scheduled training sessions and complete all assessments within the agreed time-frames.

General Information

Please note the following:

Work & Training applies comprehensive selection processes to ensure that:

- The qualification is the most appropriate pathway for you
- Where required, police checks are confirmed
- Language, Literacy and Numeracy (LLN) skills are appropriate for the qualification – or that appropriate support is available
- Where applicable, the workplace is appropriate for the undertaking of the qualification and that employer support requirements are met.

Language, Literacy and Numeracy (LLN) Assessment

In order to ensure that we can maximise the training and assessment outcomes of students, it is our responsibility to ensure that we are able to meet the needs of individuals.

This includes the facilitation of a Language, Literacy and Numeracy Assessment (LLN) at the time of (or prior to) enrolment. This is used to confirm the respective skills of students in these areas and – importantly – to identify any support requirements.

Should support needs be identified, the trainer will speak to you to discuss the nature of the need and – where requested – facilitate contact with the external support service: LINC Tasmania. Alternative training pathways may also be recommended where appropriate.

Alternatively, should a student wish to make contact with the support service themselves, they may do so using the listings provided on page 8 & 9.

Recognition of Prior Learning (RPL)

This allows for existing knowledge and skills to be assessed in the achievement of part – or all – of the units of competency within the qualification.

This usually involves participating in an assessment task/s that allows the trainer to make an objective decision on the existing skills and knowledge demonstrated, and the degree to which they satisfy the required outcomes.

If competency is demonstrated, Recognition of Prior Learning is awarded. If skills gaps are identified, further learning is undertaken to address these gaps until competency is achieved.

Credit Transfer

Work & Training will accept nationally-recognised VET credentials issued by another Registered Training Organisation (RTO) based in any state/territory of Australia. The credential may be a statement of attainment for specific units of competency or it may be a complete qualification such as a certificate or diploma. Please discuss this with your trainer if you feel this applies to you.

In Case of Difficulty

If the information set out in this guide is followed and all parties are clear about the roles of those involved, it will support the ability to work steadily through the learning program.

For workplace employed students: It is important to remember not to wait for one of our regular visits. Call straight away, and if they can't help over the phone, the trainer will schedule a visit. The trainer is there to do everything possible to ensure support for the achievement of the qualification.

For pre-employment students: Your trainer will be in a position to monitor your progress as you progress through your course. However, if you experience any difficulties that may impact on your ability to progress or anything else you need support with, please let your trainer know immediately.

Assessment

As a Registered Training Organisation (RTO) in Australia, we are regulated by the Australian Skills Quality Authority (ASQA). We are required to comply with the Standards for Registered Training Organisations 2015.

A key focus of the standards is to ensure that assessment is conducted in accordance with the principles of assessment and the rules of evidence. This means that if you are enrolled in a unit of competency or qualification, we are required to assure that your assessment meets the following criteria in order to demonstrate effective assessment practice:

Clause 1.8

The Registered Training Organisation implements an assessment system that ensures that assessment (including recognition of prior learning):

- complies with the assessment requirements of the relevant training package or vocational education and training accredited course; and
- is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Table 1.8-1: Principles of Assessment

Fairness

The individual learner's needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by the Registered Training Organisation to take into account the individual learner's needs.

The Registered Training Organisation informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility

Assessment is flexible to the individual learner by:

- reflecting the learner's needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Validity

Any assessment decision of the Registered Training Organisation is justified, based on the evidence of performance of the individual learner.

Validity requires:

- assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

Reliability

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Table 1.8-2: Rules of Evidence

Validity

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficiency

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work.

Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Some other important things to note:

- You are entitled to have your existing skills and knowledge assessed prior to commencing training through a Recognition of Prior Learning process. This will typically occur through an up-front assessment process by which you are able to demonstrate the extent of current skills and knowledge.
- Group activities may occur for some practical learning or research activities. However, all students are to be assessed individually against their own performance or submitted work.

AQF Certification and Issuance

As a Registered Training Organisation registered in Australia as part of the Australian Qualifications Framework, we are required to ensure that Statements Of Attainment (for single or multiple units as part of a qualification) or Certificates/Diplomas (for full qualifications) are only issued to students who have been assessed as meeting training package requirements according to the information above.

In addition, all students are required to hold a Unique Student Identifier in order for certification to be issued. If you don't already have one, you will be asked to apply for (with appropriate support if needed) one as part of the enrolment process. If you do already hold a Unique Student Identifier, we will ask you to provide it to us so that it can be verified against the national register and recorded with your enrolment and results details.

Important Information

Rights of all Students

- To be provided with accurate and sufficient information to assist you in making informed decisions – e.g. your enrolment and learning experience
- Be treated fairly and with respect
- Learn in an environment free of discrimination and harassment
- Have referral to various services such as counselling and language support if required; and
- Be informed of assessment procedures; and
- Be informed of complaints and grievance procedures.

Additional Rights of Students under User Choice

Students have a right to negotiate about:

- Selection, content and sequencing of units of competency and/or modules
- Timing, location and mode of delivery
- Training Consultant
- Who conducts the assessment
- How the training is evaluated.

Confidentiality

Students must respect the confidentiality of all students, members of the public, colleagues and staff of the workplace.

Be aware not to discuss the following:

- anything read at work in official documents;
- any information entered into the computer;
- any information which has been discussed within hearing; and
- any information discussed on the telephone.

Government subsidies

Funding may be available through Federal and State funding bodies. Please refer to your Training Consultant for eligibility of funding options

Support Services

Work & Training is committed to ensuring that students enrolled in training have opportunities to access support relating to their specific needs, including issues relating to training and assessment and those of a personal nature. Work & Training facilitates access to a range of external support services, including (but not limited to):

- Literacy and Numeracy - Please refer to below LINC Tasmania sites
- Counselling, Mental Health, Financial Advice. – Please refer list below

The trainer will facilitate contact on behalf of the student if requested. In all cases, the trainer will monitor the effectiveness of the support provided in relation to their training and assessment activities. Should future needs be identified, it is the responsibility of the trainer to ensure that access to appropriate support mechanisms is provided.

Please refer to LINC Tasmania information below.

There are no costs to the student in the identification of support needs and the accessing of appropriate support services.

Location	Phone
Bridgewater LINC	6165 5446
Burnie LINC	6477 7402
Devonport LINC	6478 4236
George Town Hub	0400 787 506
Glenorchy LINC	6165 5501
Hobart LINC	6165 5606
Huon LINC	6121 7014
Kingston LINC	6165 6210
Launceston LINC	6777 2460
Rosny LINC	6165 6446
Scottsdale LINC	6778 8586
West Coast Hub	6495 1530

Counselling, Mental Health, Financial Advice

Hobart City Mission – 62 154200

Catholic Care – Hobart 62 781660, Launceston 62 320600, Devonport 64 236100

Or visit <https://www.findhelptas.com.au/>

Fees and Refunds

CLASSROOM-BASED TRAINING

Should a student need to cancel an enrolment, a full refund will be given if advice is received in writing at least 10 working days prior to commencement of the course. If the student cancels within 10 working days prior to the commencement of the course, fifty per cent (50%) of the total course cost fee will be refunded.

The full fee will apply to any subsequent cancellation or non-attendance on the course. The substitution of another student up to the start date is permitted. If the proposed student does not attend the course and they have not advised in writing before the commencement of the course start date, full payment for non-attendance still applies.

Work & Training reserves the right to cancel a course if circumstances necessitate. If the course is cancelled, we will advise all students and a full refund of paid fees will be made.

EMPLOYMENT BASED TRAINING

Should a student need to cancel an enrolment, a full refund will be given if advice is received in writing at least 10 working days prior to commencement of the qualification.

If the student cancels after having commenced the qualification, full payment of the service fee applies.

Work & Training reserves the right to transfer a course to another RTO if circumstances necessitate, in this instance fees paid in advance will be refunded, minus the cost of delivery of the number of competencies that have been achieved.

If we accept a transfer of qualification from another RTO, a service fee will be charged.

Refunds must be requested in writing to the Training Services Manager.

RE-ISSUE OF A CERTIFICATE/STATEMENT OF ATTAINMENT

A request for re-issue of a Certificate/Statement of Attainment is to be directed to administration and each re-issue will be charged \$35.

COURSE FEE STRUCTURE

Please refer to relevant course information sheet.

Access and Equity

Work & Training is an equal opportunity organisation. All employees and students are to be treated based on merit without regard to race, age, sex, marital status, nationality, descent, ethnic or ethno-religious background.

Management will not tolerate any form of discrimination. We believe all employees and students have the right to work in an environment free of discrimination and harassment.

Under Federal and State Anti-Discrimination laws, discrimination on the following grounds is prohibited:

- Sex
- Pregnancy
- Impairment
- Parental Status
- Age
- Religion
- Social Origin
- Sexual Preference
- HIV/ AIDS Vilification
- Sexual Harassment
- Political Belief
- Trade Union Activity
- Lawful Sexual Activity
- Marital Status
- Race
- Colour
- Criminal Record
- Disability

Managers, supervisors and trainers must ensure that all employees and students are treated equitably and are not subject to discrimination. They must also ensure that people, who make complaints, or witnesses, are not victimised in any way.

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially. All incidents are to be reported to the immediate supervisor or to the applicable officer in your area.

Disciplinary action will be taken against anyone who discriminates against a person. Disciplinary action relating to students may result in suspension or cancellation of enrolments.

What is Discrimination?

Discrimination occurs when someone is treated unfavourably because of one of his/her personal characteristics. This may involve:

- Offensive jokes or comments about other student's racial or ethnic background, sex, sexual preference, age, disability, or physical appearance.
- Display of pictures or posters that are offensive or derogatory.
- Expressing negative stereotypes of particular groups, e.g. Married women shouldn't be working.
- Judging someone on their political or religious beliefs rather than work performance.

Work & Training is committed to providing an environment that is safe for its employees and students. See grievance procedure on page 13 of this document.

See: www.thelaw.tas.gov.au
www.comlaw.gov.au
www.wst.tas.gov.au

Access to Training Records

As learners with Work & Training, students are entitled to have access to their current training records. If you require a copy of your completed assessment papers, please notify your Training Consultant who will make a copy for you. Please note, all completed assessment papers will be shredded at the end of the financial year following completion or cancellation.

Copies of previously issued qualifications and/or statements of attainment may also be obtained by contacting the Moonah office on 6214 5177. Please note that a cost of \$35 may be incurred and that appropriate identification will be required.

The Commitment of a Student in Training

We have described in detail *our* commitment as the training provider. We ask that students commit to the following:

- Entering discussion enthusiastically
- Giving freely of experience
- Confining discussion to the topic
- Respecting others opinion
- Avoiding private conversations while others are talking
- Listening alertly to the discussion
- Being patient with others
- Appreciate other points of view
- Being punctual at all times
- Avoiding offensive language and topics
- Dressing appropriately.

Bad or inappropriate behaviour will not be tolerated and the Trainer reserves the right to ask you to leave a class or suspend/cancel a training contract.

Alcohol, Drugs and Illegal Substances

Possessing, consuming or being under the influence of alcohol or illegal drugs or substances during normal working hours is a workplace health and safety issue and will not be tolerated.

Bad or inappropriate behaviour will not be tolerated and the Trainer reserves the right to ask you to leave a class or suspend/cancel a training contract.

Grievance, Complaints and Appeals Policy and Procedure

All employees, apprentices, trainees, students and/or clients of Work & Training should be aware of the procedure to be adopted if they have an assessment appeal, grievance, complaint or dispute. Your grievance, complaints and appeals will result in immediate acknowledgment and a desired course of action will be discussed and agreed with you. This process will be acted upon at the earliest opportunity and will be recorded in writing.

Step	Action	Who
1	<p>Discuss the issue with one of these people as appropriate:</p> <ul style="list-style-type: none"> • Supervisor • Training Consultant – in the first instance of all cases of an assessment appeal • Business Consultant • Manager • IntoWork People & Performance department • General Manager <p>NOTE: You may choose to discuss the matter first with a colleague or other support person and then raise it with the appropriate person above.</p> <p>You may present your complaint/grievance verbally or in writing.</p>	<p>Appellant/Complainant e.g. apprentice/trainee/student/ staff/host business/client</p>
2	<p>Acknowledge receipt of the grievance, complaint or appeal.</p> <p>NOTE: Acknowledgement is to occur within 24 hours.</p> <p>Acknowledgement to the complainant may be verbal, electronic or written.</p> <p>Written acknowledgement is to be recorded on the Complaints Register within three working days.</p>	<p>Person who first receives the grievance, complaint or appeal i.e.</p> <ul style="list-style-type: none"> • Supervisor • Training Consultant • Business Consultant • Manager • People & Performance department • General Manager
3	<p>Meet, negotiate, document and take agreed course of action.</p> <p>NOTE: Agreed action may include but is not limited to:</p> <ul style="list-style-type: none"> • In the case of assessment appeals, this may include re-assessment by another assessor or a review of the initial decision as appropriate; • Discussing possible strategies for use by the complainant; • Raising the complaint with the involved parties and negotiating behavioural management strategies if appropriate; • Convening a meeting with the complainant and involved parties to negotiate a resolution. 	<p>As above in addition to the complainant and the alleged offender as appropriate.</p>
4	<p>If grievance, complaints and appeals is unresolved, refer it to one or both of the following as appropriate:</p> <ul style="list-style-type: none"> • General Manager • Independent Arbitration. <p>NOTE: Grievance, complaints and appeals will be resolved and each party will be advised of the outcome.</p>	<p>Person who first receives the grievance, complaints and appeals and/or the complainant and/or the involved parties.</p>

*The complainant may wish to initially discuss the matter with a colleague or other support person. It is acceptable for such a person to accompany the complainant at any stage of the process if desired.

Academic Misconduct and Plagiarism Policy

Cheating or plagiarism occurs when a student reproduce someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying an essay from the Internet or another student and submitting it as their own work;
- Making up fake quotes or sources.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Yet Competent** for the relevant Unit of Competency on confirmation of the breach. The student will be asked to resubmit in the first instance. All confirmed cases of cheating or plagiarism will be recorded on the student's file.

Students found in breach of this policy will receive a formal written warning from the Training Services Manager that a second breach will result in the student being asked to leave to course.