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Introduction

Welcome to Workspace Training. We are a registered training organisation (RTO) specialising in on-site training in industrial workplaces and forest environments. We also develop training resources for workplace trainers, using formats such as interactive CDs, websites, print-based learner guides and instruction manuals.

Workspace Training is the trading name of McElvenny Ware Pty Ltd, ABN: 38 119 120 955. The qualifications and competencies we offer come from a range of Training Packages, including:

- *Forest and Forest Products (FPI11)*
- *Manufacturing (MSA07)*
- *Furnishing (MSF)*
- *Agriculture, Horticulture and Conservation and Land Management (AHC10)*
- *Training and Assessment (TAE10)*
- *Transmission, Distribution and Rail Sector (UET12).*

Once you have finished your training with us in a qualification or competency taken from the above Training Packages, you'll receive a certificate indicating that you have completed a nationally recognised course.

This handbook explains your rights and responsibilities as a student, and the processes involved in being trained and assessed in the competencies that make up your training program. Please ask your trainer if you have any questions about these matters.

Training programs

The training programs delivered by Workspace Training include:

- qualifications delivered through government-funded traineeships
- non-traineeship qualifications
- specialist short courses developed to meet particular client needs.

Competency based training

Apart from various specialist short courses, all of the training we provide is ‘competency’ based. This allows us to align our training to the competency standards specified by industry and ensure that the qualifications you receive are nationally recognised.

What are competency standards?

Competency standards are specifications for how to do particular tasks correctly. When you are assessed as ‘competent’ at doing a specific task, you are being recognised as having the knowledge and skills needed to do it properly.

What are assessment instruments?

Assessment instruments are checklists used by assessors to make sure that they have asked you to demonstrate all of the elements of a competency standard while you’re being assessed. This is designed to ensure that you are capable of doing the task under a range of conditions. Each element is divided into a set of *Performance criteria*, which you’ll need to satisfy in order to be assessed as ‘competent’.

Before you are assessed in any particular competency, you will be given a copy of the assessment instrument so you can see what the assessor will be looking for during the actual demonstration.

Assessment events

When your trainer believes you are ready to be assessed, you will be asked to undertake a range of assessment activities to demonstrate that you are competent in that unit.

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

1. The assessor will organise an appropriate time for the assessment, ensuring that both you and all relevant equipment will be available.
2. You will be told in advance what you will need to bring, what the process will be, and what the assessor will be looking for.
3. The assessor will meet you at the agreed time and tell you what you need to do in order to demonstrate your competence. Once you have completed the task, the assessor will advise you of the outcome. If you are assessed as ‘not yet competent’, you will be advised that:
 - you have the right to three attempts at demonstrating competence
 - another time will be arranged for your next attempt
 - you may lodge an appeal to the CEO of Workspace Training if you believe that the assessment outcome you have been given is unfair.
4. Both you and the assessor will sign the relevant competency assessment instrument, which will be handed to the Administration Manager of Workspace Training.

Recognition of prior learning

It is quite likely that you are already competent in some of the skills included in your training program. These skills may have been acquired through a variety of ways, such as previous work experience or previous studies. *Recognition of prior learning* refers to the accreditation process where these skills are formally recognised by your assessor without you having to undergo an assessment activity.

If you believe you will qualify for Recognition of Prior Learning, you should inform your assessor and bring in any documentary evidence you have for that competency. The assessor will then decide whether the evidence is sufficient to allow you to be assessed as competent.

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

Work health and safety

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

This means that you must:

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

The Work Health and Safety Act

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

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

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

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

Behaviour and complaints

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

Harassment and discriminatory behaviour

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

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

Disciplinary procedures

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

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

Unacceptable behaviour includes:

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

Complaints

If you wish to make a formal complaint about a trainer or assessor, or an activity you have been asked to carry out, you should take the issue up with the CEO of Workspace Training. The process for dealing with a formal complaint is as follows:

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

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

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

Fees and refunds policy

Most of the full qualifications delivered by Workspace Training are subsidised by government funding bodies, such as the NSW Department of Education and Communities. In these instances, the payment of fees by students or their employers is limited to the scheduled amounts specified by the funding body for that training program.

Fees will be due on commencement of the course, unless other arrangements have been made with Workspace Training. All fees include course notes and other training resources. Once fees have been paid, no refund will be provided.

Full fee-paying courses

Some courses require the payment of full fees by the student or their employer. Fees will be due on commencement of the course, unless other arrangements have been made with Workspace Training. All fees include course notes and other training resources. Once fees have been paid, no refund will be provided.

Workspace Training reserves the right to postpone or re-schedule courses due to adverse weather conditions or unforeseen circumstances. In these instances, the new training dates will be negotiated between the participants and trainer.

Chainsaw courses

Chainsaw courses are delivered by Chainsaw Accreditation and Safety Training (CAST), an independent business run by Ray Stone. CAST has an auspicing arrangement with Workspace Training. However, the fees for all courses are payable directly to CAST, and arrangements must be negotiated with Ray Stone regarding the payment schedule.

Please call Ray on 0429 300 323 for more information.

Privacy

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

For full details of our Privacy Policy, including the ways we comply with each of the 13 Australian Privacy Principles, please see the Workspace Training website at: www.workspacetraining.com.au.

Below is a summary of the main points of our Privacy Policy.

Privacy Policy summary

As an RTO, we need to collect certain types of personal information and hold it on record. We are also required to disclose some of this information to particular government departments and agencies.

The types of information we collect and hold are specified by the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER). These requirements apply to all RTOs, and are audited from time to time by ASQA.

We are also required to ask certain questions in our student enrolment forms and forward the details to the Department of Industry. This information is used by the Department for statistical purposes.

In the case of training funded by state governments, information is collected to determine eligibility for funding and forwarded to the relevant department for their own statistical and internal management purposes.

Disclosure of information

Workspace Training only makes the above information available to authorised people within the company in which the training is being conducted, and the relevant government departments or agencies that require it.

We do not disclose any personal information to overseas recipients, marketing firms, or anyone else who is not authorised to receive it.

Privacy Complaints

If you have a complaint about a privacy matter, you should follow the procedure set out below.

1. Raise the matter with the CEO either verbally or in writing, stating the exact nature of the complaint, with as many details as possible.

2. Allow time for the CEO to investigate the complaint, which may require several days if other parties need to be contacted.
3. Discuss solution options with the CEO once the details have been investigated.
4. Receive a written report from the CEO on the outcome.

If you still feel that the outcome is unsatisfactory, you should refer the matter to the Office of the Australian Information Commissioner.

Access and equity

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

Access and Equity Policy

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

The company adheres to the following legislative requirements:

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

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

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

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

Language, literacy and numeracy

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

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

Code of practice

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

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

- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulation 2011*
- *Anti Discrimination Act 1977*
- *Disability Discrimination Act 1992*
- *Equal Opportunity Act 1984*
- *Privacy Act 1988*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *National VET Regulator Act 2011*
- *Standards for Continuing Registration (a component of the VET Quality Framework).*

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

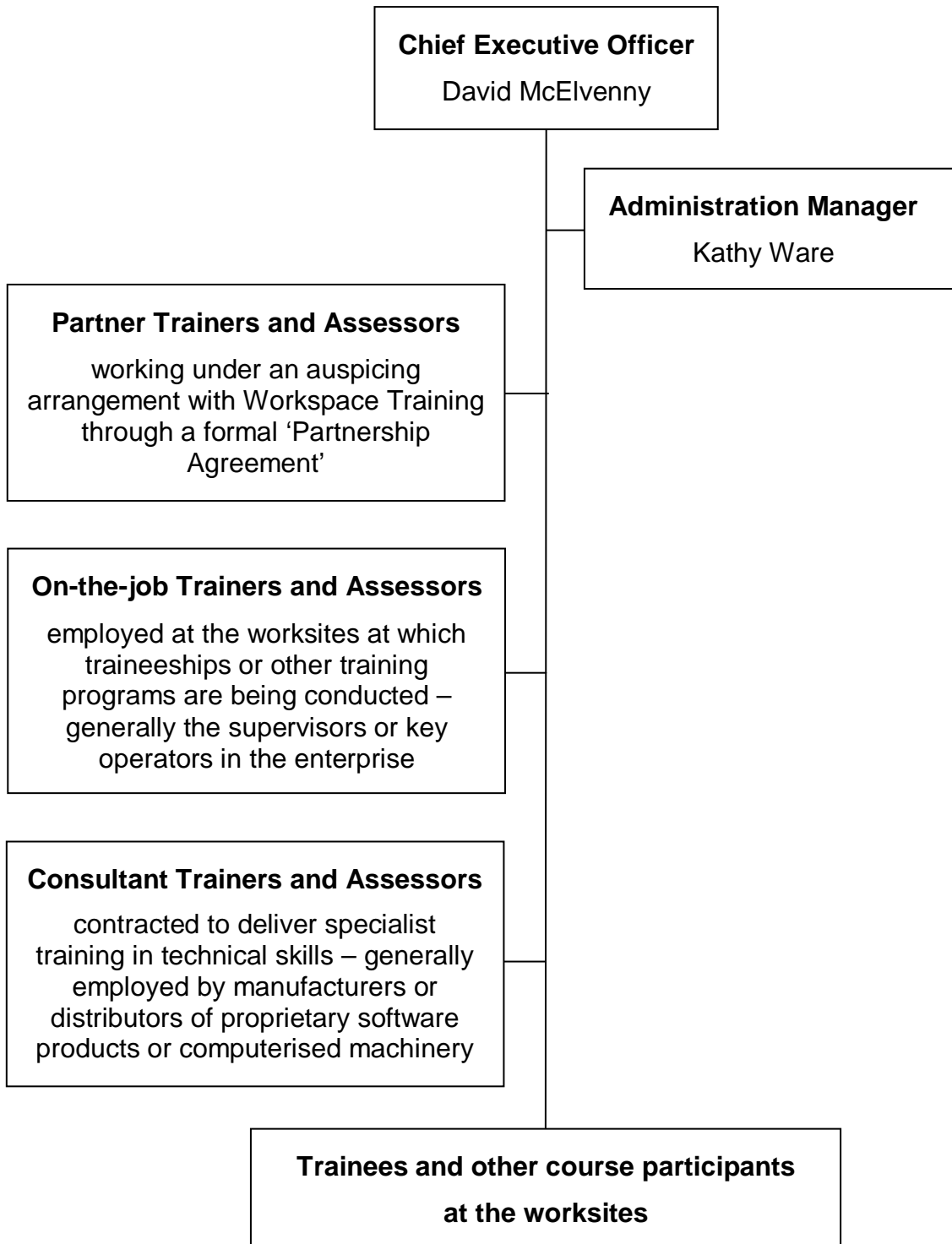
Mission statement

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

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

Organisational structure

Workspace Training





Acknowledgement Form

Name		Company	
Home address			
Home ph.		Mob.	
		Email	

This is to confirm that I have read and understood the provisions contained in the Student Handbook, and have received a copy for my own reference.

I agree to abide by all of the terms and conditions set out in the Handbook, and to clarify any queries I may have with my trainer.

I authorise Workspace Training to keep my personal details and training and assessment records on file for 30 years.

Student's signature		Date	
Trainer's signature		Date	