



Learner Handbook

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WELCOME

Congratulations on enrolling in a training program with TCA Partners Training (TCA Partners). Our training programs are based on Nationally Recognised Industry Competency Standards. Whether you are unemployed, a new employee or have worked in the industry previously, these programs are designed to enhance your existing skill sets.

WHY DO THIS TRAINING?

There are many benefits to completing Nationally Recognised Training:

1. The knowledge and skills apply directly to the industry/workplace
2. It will improve your industry skills and knowledge and/or assess the skills and knowledge you have acquired in the past
3. Nationally recognised certification that is transferrable anywhere in Australia
4. Gain a qualification whilst applying skills on the job or in simulated work environments.

ABOUT THIS HANDBOOK

This handbook is designed to provide a resource to you as a learner whilst undertaking training with TCA Partners Training. All our policies are available by request.

KEY CONTACTS

- Chief Executive Office: Mike Runge
- Compliance Director: Chris Shay **03 5278 7219**
- Administration Coordinator Irene Bird

VOCATIONAL EDUCATION AND TRAINING (VET) QUALITY FRAMEWORK

TCA Partners Training is a Registered Training Organisation (RTO) (Provider No. 22056). All RTOs are audited for compliance against the VET Quality Training Framework. Since becoming an RTO in 2008, TCA Partners has utilised the VET Quality Framework to demonstrate compliance and to display a strong commitment to the continuous improvement of delivery and assessment strategies.

QUALITY AT TCA PARTNERS TRAINING

- Friendly and knowledgeable service
- Comprehensive, skills and knowledge outcome focused training courses
- High level of vocational competence amongst trainers and assessors
- Facilitated learning environment
- Realistic scenarios (designed with industry input)
- Innovative training solutions to meet customer needs
- Management systems that ensure continuity of service to customers
- Realistic pricing and flexibility of bookings

ENROLMENT

To ensure that a training session booking is confirmed, a signed booking form and payment or a company purchase order must be supplied. The documents are to be returned to our office by email a minimum of 48 hours before the date of the training session. Statements of attainment will not be issued until payment is received.

CANCELLATIONS

All registrations may be cancelled up to 5 business days prior to the date of the course without incurring any penalties. Cancellations received less than 5 business days prior to the course shall incur a 25% administration fee. Cancellations received less than 24 hours prior to the scheduled course shall incur a 50% fee.

If a learner arrives at a training session without a confirmed booking, they will only be permitted to attend the training if payment has been accepted and a position is available.

REFUNDS

Should a complaint be found to be valid, the client will be offered another session at no extra cost or a refund offered.

RECOGNITION OF OTHER RTO STATEMENTS OF ATTAINMENT

As a Registered Training Organisation (RTO), TCA Partners Training shall accept and recognise Certificates/Statements of Attainment issued by all Nationally Recognised Training Organisations without exception.

Contact the office to discuss RPL requirements.

RECOGNITION OF PRIOR LEARNING

Learners may seek to have TCA Partners Training apply Recognition of Prior Learning (RPL). RPL allows for recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the VET Quality Framework, competencies may be attained in several ways including formal or informal training, education, work experience and/or general life experience.

Due to the nature of training offered by TCA Partners Training, i.e. single units of competency of 1 to 3 days' duration, RPL is not offered for the units currently on our Scope of Registration with ASQA.

COMPETENCY ASSESSMENT

Competency Assessment is the collection of evidence by the RTO, demonstrating that a learner can perform to the standard expected in the workplace as expressed in the relevant, endorsed industry competency standard. As a learner on a competency based training session, you will be required to complete some, or all the following methods of evidence collection:

Workbook: One or more of these methods may be used to assess the learner's understanding of the theoretical aspects of unit material.

Practical demonstration: Used to record the correct demonstration of skills described in the learning outcomes within units of competency. The assessment takes place either during formative or holistic skill demonstrations based on likely workplace scenarios.

PARTICIPATION IN TRAINING ACTIVITIES AND PRACTICAL EXERCISES

Some training activities and practical exercises conducted by TCA Partners Training are potentially hazardous. You should ensure that you understand each hazard and the level of risk relating to, associated with, or arising from, your participation in such activities or practical exercises.

You may choose, for any reason, not to participate in an activity. However, it must be understood that in making such a decision, you may not satisfy mandatory unit competency requirements for certification and not be issued with a Statement of Attainment.

In these instances, other arrangements for assessment of the missed competency requirements may be made upon consultation with the Compliance & Training Director.

APPEALS

Learners who find themselves deemed to be Not Yet Competent (NYC) by their trainer, have the right to appeal that decision. All appeals shall be directed in writing to the Compliance Director. The appeal must meet one, or both criteria listed below:

- The judgement as to whether competence has been achieved and demonstrated was made incorrectly
- The judgement was not made in accordance with the Assessment Plan

Where no satisfactory solution can be found, provision will be made for reassessment with another Trainer.

LANGUAGE, LITERACY AND NUMERACY

Should you have any difficulty understanding any assessment method, you should approach your trainer as soon as possible. If you have literacy or numeracy difficulties, then alternative assessment processes can be implemented.

CONFIDENTIALITY

All personal information collected is confidential and will not be disclosed to a third party unless written permission from you is obtained.

Your unit results and the reporting of incidents/injuries may be divulged to your employer if they have sponsored your course.

ACCESS TO TRAINING RECORDS

All training session records are retained by TCA Partners Training as per legislative and licensing requirements. Learners can access records and/or request duplicate certificates at any time. To do this, a learner must provide accurate dates for the unit/s requested and provide photo identification with signature to allow verification against the original training records.

Re-issuance of Statements of attainment attract an administration fee. Contact the office for cost details.

ACCESS AND EQUITY

TCA Partners Training Access and Equity policy has been developed and implemented to ensure that no learner, visitor or employee is disadvantaged whilst attending TCA Partners Training premises or attending a TCA Partners Training Australia training session on site.

To demonstrate that TCA Partners Training provides a fair and equitable workplace and learning environment, TCA Partners Training management will:

- Ensure that learning and assessment procedures are free from cultural, ethnic, religious and age related bias
- Ensure that learning and assessment materials are free from gender bias and that each gender is dealt with equally whilst attending training
- To the best of our ability, provide access to facilities for persons with disabilities. We will provide flexible learning and assessment methods in order to maximise the experience of individuals with intellectual or physical disabilities
- Provide where requested, assistance to learners who have difficulties in language, literacy or numeracy. TCA Partners Training will provide alternate processes for delivery and assessment to ensure that no learner is disadvantaged
- Deal fairly and without bias with any appeal, complaint or grievance. TCA Partners Training has specific procedures to process these situations internally and/or externally through a neutral agency, if a mutually acceptable resolution cannot be achieved

Should any learner experience situations where any of the policies mentioned above are not fulfilled, they should raise the issue with their Trainer or TCA Partners Training management as soon as possible.

PRIVACY

Your privacy is very important to us

We have developed this policy for you to understand how we collect, use, communicate and disclose and make use of personal information. The following outlines our privacy policy:

- Before or at the time of collecting personal information, we will identify the purposes for which information is being collected
- We will collect and use of personal information solely with the objective of fulfilling those purposes specified by us and for other compatible purposes, unless we obtain the consent of the individual concerned or as required by law
- We will only retain personal information as long as necessary for the fulfilment of those purposes
- We will collect personal information by lawful and fair means and, where appropriate, with the knowledge or consent of the individual concerned
- Personal data should be relevant to the purposes for which it is to be used, and, to the extent necessary for those purposes, should be accurate, complete, and up-to-date
- We will protect personal information by reasonable security safeguards against loss or theft, as well as unauthorised access, disclosure, copying, use or modification
- We will make readily available to customer's information about our policies and practices relating to the management of personal information

We are committed to conducting our business in accordance with these principles to ensure that the confidentiality of personal information is protected and maintained.

INDUCTION REQUIREMENTS

Safety induction training relevant to the unit you are attending will be provided at the commencement of your training session. This induction shall include a site-specific safety induction.

When training is conducted at a client or external venue, a safety induction briefing will be delivered relevant to the venue.

HAZARD, NEAR MISS AND INCIDENT REPORTING

As required by Duty of Care legislation, you are required to report any accidents, incidents, hazards and near misses to your Unit Trainer or any TCA Partners Training employee prior to leaving the training facility, or as soon as possible thereafter. As part of the reporting process, you will be required to make a written statement.

INJURY

If you are injured during a practical exercise (no matter how minor), you must inform your Trainer immediately after the injury occurrence. Depending on the severity of the injury, TCA Partners Training staff will either provide first aid treatment or call an ambulance on your behalf. In the case of any injury, TCA Partners Training is obliged to record a written statement from yourself and witnesses. Failure to do so will mean that TCA Partners Training has no record that an injury occurred. Because of injury, you may be removed from further training until appropriate medical clearance is obtained.

SAFETY

TCA Partners Training places the highest possible emphasis on your safety. The trainer of your unit has the responsibility to withdraw any person from practical training if they have any concerns regarding that person's health or safety, including recent injury or illness, or the effects of alcohol/drugs.

ALCOHOL AND OTHER DRUGS

Alcohol cannot be consumed on TCA Partners Training premises without authorisation permission from the Chief Executive or the Training Coordinator. If, in the opinion of management, a learner is under the influence of drugs/alcohol, then management shall remove that person from TCA Partners Training premises. Notification to the person's employer will be made, if the employer paid for the course.

When a learner is taking prescribed drugs or other medication that may affect their safety or other learners safety, that person has a Duty of Care to notify their trainer prior to the commencement of the training session. Management shall ensure that the person affected is not involved in exercises that will increase the risk to themselves or others.

The disclosure of medical or confidential information regarding the learner's condition or reasons for taking the medication is not required.

TCA Partners Training reserves the right to test learners for drug, alcohol or chemical substance use if necessary. Only an authorised body in a controlled environment will conduct the drug test. Alcohol breath-testing may occur at random for all persons on TCA Partners Training premises.

SIGN IN/OUT

Although a booking may be confirmed, your attendance on each day of the course cannot be assumed even if you have attended previous training days. Therefore, for your safety, you are required to report to reception and sign in each day prior to proceeding to your classroom, even if you are late for your class.

Before leaving the premises at the end of each day, you are required to sign out at reception.

EMERGENCY EVACUATION PROCEDURE

You will be advised by your trainer during an emergency. Trainers for units act as the Muster Warden for their specific unit. You must listen for instructions from your trainer during an emergency and from the Chief Warden at the muster point.

TCA Partners Training muster point is located on nature strip in front of main car park next to Station Street.

PERSONAL PROTECTIVE EQUIPMENT AND CLOTHING

All personnel that enter a TCA Partners Training contracted site must wear attire suitable for a safety controlled worksite. It is recommended that this attire include enclosed shoes (preferably steel capped), long sleeve shirt and long trousers. TCA Partners Training can supply overalls if necessary. TCA Partners Training will supply all necessary PPE for practical activities (eg, gloves, helmets, safety glasses).

High heels, open shoes, soft flat shoes and singlets are not permitted on site.

CATERING

Morning and afternoon tea, where relevant, are provided, several lunch options are available. Contact the office to discuss.

SMOKING ON TCA PREMISES

TCA Partners Training has provided one area that can be used by smokers. All cigarette butts in this area must be disposed of properly. Smoking and the disposal of cigarette butts anywhere but the designated smoking area is not permitted.

BULLYING, HARASSMENT & DISCRIMINATION

TCA Partners Training considers workplace bullying unacceptable and will not tolerate it under any circumstances. Workplace bullying is behaviour that harms, intimidates, offends, degrades or humiliates an employee, customer or learner, either privately or in front of other employees, customers or learners.

TCA Partners Training has a complaints and dispute resolution procedure to deal with workplace bullying. Any reports of workplace bullying will be treated seriously and investigated promptly, confidentially and impartially.

CODE OF PRACTICE

Educational Standards

TCA Partners Training adopts policies and management practices that maintain high professional standards when marketing and delivering vocational education and training services. These policies safeguard the interests and welfare of all learners. TCA Partners Training maintains a learning environment that is conducive to the success of learners.

Recruitment

TCA Partners Training will recruit customers in an ethical and responsible manner, consistent with the requirements of the specific course curriculum. TCA Partners Training will also ensure that selection complies with the equal opportunity legislation. Appropriately qualified employees will assess the extent to which a customer is likely to achieve competency standards and outcomes of the specific course. This will be based on the customer's qualifications and proficiencies, for competency to be achieved.

Customer Grievances

Customers who have a grievance against TCA Partners Training will be assisted to ensure a fair and equitable outcome. Where this outcome is deemed impossible, TCA Partners Training will advise the customers of the appropriate legal body to contact to seek further assistance.

Marketing

TCA Partners Training will market its vocational education and training services with integrity, accuracy and professionalism, always avoiding vague and ambiguous statements. In providing customers with information, no false or misleading comparisons will be drawn with any other training provider.

Guarantee

TCA Partners Training will honour all guarantees in the Code of Practice.

GOVERNING LEGISLATION AND STANDARDS

The following legislation has been identified as being applicable to the operation of our Registered Training Organisation.

Company

- Corporations Act 2001
- Companies Act 1981
- Privacy Act 1988
- Trade Practices Act 1974
- Workers Compensation & Rehabilitation Act 2006
- Workplace Relations Act 1996
- Income Tax (Companies & Superannuation Funds) Act 1980
- Income Tax Act 1986
- Trusts Act 1991
- Copyright Act 1968
- Electronic Transactions Act 1999
- Superannuation Act 2005
- Disability Discrimination Act 1992
- Equal Opportunity for Women in the Workplace Act 1999
- Fair Work Act 2009
- Racial Discrimination Act 1975

National OHS

- Model Work Health and Safety Act 2016
- Model Work Health and Safety Legislation 2016

Victorian OHS

- *Occupational Health and Safety Act 2004*
- *Occupational Health and Safety Regulations 2017*

Western Australian OHS

- *Occupational Health and Safety Act 1984*
- *Occupational Health and Safety Regulations 1996*

VET Sector Legislation

- National Vocational Education and Training Regulator Act 2011
- Standards for NVR Registered Training Organisation's 2012
- Fit and Proper Person Requirements 2011
- Financial Viability Risk Assessment Requirements 2011
- Data Provision Requirements 2011
- Australian Qualifications Framework