

**Training Handbook – Work Based Training**

**Support & Assistance**

<b>Administration Assistance and Enquiries:</b>	
Administration	1800 000 677 option 4
<b>Training and Assessment Support:</b>	
<b>Learning and Development Support:</b>	

For further details about traineeships and resources available please visit the following websites:

<b>WA</b>	
Department of Training & Workforce Development	<a href="http://www.dtwd.wa.gov.au/">http://www.dtwd.wa.gov.au/</a>
ApprentiCentre	<a href="http://www.dtwd.wa.gov.au/apprenticeship-office">http://www.dtwd.wa.gov.au/apprenticeship-office</a>

<b>NSW</b>	
Training Services NSW	<a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a>

<b>VIC</b>	
<a href="http://www.education.vic.gov.au/">Department of Education and Early Childhood Development</a>	<a href="http://www.education.vic.gov.au/">www.education.vic.gov.au/</a>

<b>TAS</b>	
Skills Tasmania	<a href="http://www.skills.tas.gov.au">www.skills.tas.gov.au</a>

<b>Australian Apprenticeship Centres</b>	
MEGT	<a href="http://www.megt.com.au/MEGT%20ACC/Pages/WelcomePage.aspx">http://www.megt.com.au/MEGT%20ACC/Pages/WelcomePage.aspx</a>

### For the Learner

This Training Journal is a place for you to keep important information, such as:

- Training Plan
- Assessments and any relevant evidence gathered
- Any learning resources given to you by the trainer/assessor or sourced by you
- Contact details for support and further information
- Traineeship Contract and other important administrative forms.
- Policies and information pages relevant to your training
- AQTF Surveys

When using the Training Journal correctly, you may be able to use the contents of the Training Journal to:

- Show your employer what training you have completed and help you keep track of your progress
- Possible credits or exemptions in other training programs
- Determine your competency level, supporting eligibility for wage progression
- Confirm completion of your program and your eligibility for issue of qualification, and
- Assess your skill levels, should competency be the subject of dispute between you and your employer.

This Training Journal must be kept by you throughout your program and given to the employer and ORS Training Solutions (RTO), when requested for inspection and updating.

When you are deemed competent in a unit, this verifies that you can perform in your role to the required standard, consistently over a period of time. As a Learner, your responsibility for maintaining the Training Journal includes:

- Familiarising yourself with the units you need to complete as listed on your Program Structure and Training Plan
- Having regular discussions with your assessor, employer/supervisor about what tasks you need to undertake to enable you to achieve competency in the relevant units
- Completing the learner self evaluation form for each unit of competency

**Remember, it is your responsibility to keep the Training Journal in a safe place.**

**Do not use liquid paper. Any errors must be crossed out neatly and initialed.**

**All pages of evidence provided must be initialed on each page by the learner.**

## **For the Employer**

As the employer or supervisor of a Learner you will be involved in the program process.

Completing accredited training is based on workplace application of knowledge and skills gained by the Learner and you will be required to evaluate your Learner's performance during the program's duration. Your feedback will be used as part of the process to determine the Learner's competence.

As the Learner progresses through the program, you should meet on a regular basis with the Learner (at least every three months) to discuss their progress and to update this Training Journal as required. During these meetings you should discuss the learner's progress and provide feedback to them on how they are progressing.

During the program, the assessor may ask you to complete a Third Party Validation. This tool allows you to evaluate the Learner's performance and indicate whether they are meeting the performance requirements to an acceptable level and on a consistent basis. This validation should then be signed, comments added, dated and forwarded to the assessor.

When the Learner feels they have met the requirements for a unit of competency, they will sign and date the Pre Assessment Checklist. If you believe the Learner is demonstrating the knowledge and skills, at the appropriate level for their role and on a consistent basis for a given unit of competency, you should sign, date and provide feedback to the Learner.

After this, if the assessor agrees that all requirements for the unit of competency have been met and all assessments have been completed successfully, they will sign the Training plan, indicating that the Learner has completed the relevant unit.

### Learner

As a Learner undertaking training, you must make every effort to acquire the skills and knowledge needed to successfully complete your program by:

- Accepting instruction and training in the vocation given by the employer or by a workplace supervisor
- Attending scheduled training delivered by the trainer of ORS Training Solutions (RTO)
- Completing assignments and other assessment tasks set by the Trainer of ORS Training Solutions (RTO)
- Maintaining the Training Journal
- Always notifying your supervisor if you are running late or unable to come to work or training
- Notifying State Training Services (NSW), ApprentiCentre (WA), Skills Tasmania (TAS) [Department of Education and Early Childhood Development](#) (VIC) if there are changes to your personal details such as name, home address, postal address or if you have any concerns about completing your program

### Employer

As an employer you must provide each Learner with:

- Every opportunity to learn the skills and acquire the knowledge of the program the learner is undertaking
- A suitably qualified or appropriately experienced person to facilitate on the job training and supervise the Learner in the workplace
- Access to structured on and/or off-the-job training
- Time off work with pay to undertake training and assessment delivered by the supervising RTO - (NSW New Entrants are required to receive 3 hours per week to complete on-the- job training/ learning/ assessment activities, averaging over a 4 week cycle).
- A safe working environment
- A work environment free from any form of harassment and discrimination.
- Other benefits specified in the training agreement or industrial arrangement (e.g. a tool allowance).

### Trainer

A Trainer facilitating training is responsible to compare a participant's evidence of competence against the criteria for assessment, and make a judgment about whether competency has been achieved.

## WHS / Rights and Responsibilities

The ORS Group is committed to taking all reasonable measures to ensure the safety and wellbeing of trainer & assessors, learners, staff and visitors.

### First Aid:

During training, if you require first aid, please report to your trainer.

### Workers compensation and injury management:

The Workers Compensation Act 1987, Work Injury Management and Workers Compensation Act 1998 detail the workers compensation, injury management and return to work responsibilities of employers and workers.

As an employer, you must:

- have a workers compensation policy that covers all your workers
- report incidents or injuries
- fulfil your responsibilities if a worker is injured
- establish a return to work program
- display the If you get injured at work: Poster which outlines what to do if there is an injury.

As a worker you must:

- notify your employer as soon as possible of an injury
- Where weekly benefits are being claimed
  - provide a WorkCover certificate of capacity (completed by a medical practitioner) to the insurer;
  - provide a worker's declaration as to work capacity to the insurer.
- permit your nominated treating doctor to release information to the insurer,
- participate and cooperate with the development and implementation of injury management and return-to-work plans.

Refer to your local state authority for more information on Work Health and Safety

## Access & Equity

The ORS Group is committed to providing training for everyone who chooses to partake in one of our programs. We aim to remove all learning barriers and aim to ensure your learning experience is fair and equitable.

We ensure all learners have equitable access to all of our programs irrespective of their:

- Gender
- Culture
- Age
- Race
- Disability
- Linguistic background
- Socio-economic background
- Marital status
- Pregnancy
- Sexual orientation
- Employment situation
- Reason for doing this training
- Assistance requirements
- Preferred learning methods

## Results

As a Learner, undertaking training, you will receive information regularly about your progress and results in each unit.

A learner may be deemed Competent (*Consistent application of knowledge and skills to the standard of performance required in the workplace. Competence embodies the ability to transfer and apply skills and knowledge to new situations and environments*)

or

Not Yet competent (*the learner is not able to demonstrate consistent application of knowledge and skills to the standard of performance required in the workplace. Competence embodies the ability to transfer and apply skills and knowledge to new situations and environments*).

## Student Access to Records

At The ORS Group we acknowledge that learners need access to their records in order to monitor their progress. We will facilitate student access to records at any time on request.

Students are entitled to have access to their academic record on request. To facilitate this, student who request to access their records are to be provided with this access at the earliest opportunity. They may view their record in the presence of a representative from The ORS Group.

The student file is not to be taken away from The ORS Group office. If the student requires copies of documents from their records, copies are to be provided. The record remains the property of The ORS Group and is to be retained to comply with regulatory requirements.

Requests by students to access records are to be dealt with quickly and in a friendly and professional manner

## Deferring or Suspending Training

A student may request to defer their subsidised training in an Approved Qualification. ORS training Solutions will assist every student with continuing the training where possible.

If a student wishes to proceed with deferral, the maximum period of deferral is 12 months from the receipt of notice from the student. Please speak with your trainer or the RTO Administration team should you wish to defer training.

## **Recognition of Prior Learning (RPL) Information**

The ORS Group recognises that a learner may have previously gained skills and knowledge from a variety of different sources. If you believe you already have skills and knowledge that would be covered in the training programs offered by The ORS Group, you should initially apply at time of enrolment for Recognition of Prior Learning, and where appropriate, have the training program reduced.

Applications for RPL can also be made at any time during the program.

An RPL Kit will be provided by The ORS Group upon request from a learner.

## **Credit Transfer Information**

Credit Transfer is granted by The ORS Group when a learner can demonstrate that previous course of study (within or outside the AQF framework) is equivalent to the required outcomes or standards within a unit of competency or qualification.

Credit transfer assesses the previous course or subject that you are using to claim credit towards the course you have not enrolled in to determine its equivalence to the required learning outcomes, competency outcomes, or standards in a qualification.

This may include credit transfer based on formal learning that is outside the AQF framework.

## **Complaints and Grievances information**

The ORS Group is committed to providing a fair complaints and appeals process.

### What is a complaint?

A complaint is generally negative feedback about services or staff which has not been resolved locally.

A complaint may be received by The ORS Group 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 but are generally made by students and/or employers.

### What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment.

An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

For more information on complaints, please refer to The ORS Group Complaints Policy\*

For more information on appeals, please refer to ORS Training Solutions Appeals Policy\*

## Student Support Services

The ORS Group is committed to supporting students who are undertaking training with ORS Training Solutions.

We can assist with a variety of support including:

- Career Planning
- Allied Health Support Services
- Disability Services include DAAWS assistance
- Student Study Support
- Mentoring

For our full range of services refer to <http://www.orsgroup.com.au/our-services-2/>

## Privacy Information

The ORS Group takes the privacy of participants very seriously and complies with all legislative requirements. These include the Australian Privacy Principles set out in the Privacy Act 1988. ORS Training Solutions will only collect personal information that is necessary for RTO business purposes which remains confidential and securely stored. RTO Information is only shared with external agencies such as ASQA, State Government Training Bodies and Training Regulators to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request by such departments.

In some cases we are required by law or required by the Standards for RTO's 2015 to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases, we will seek the written permission of the student for such disclosure. Where written permission is required, this will be gained by using the Information Release Form.

If you chose not to provide identification evidence The ORS Group may not be able to provide you with training services or issue appropriate qualifications.

For information about your privacy visit [www.oaic.gov.au](http://www.oaic.gov.au) or view The ORS Group Privacy Policy.

\* A copy of the Complaints Policy and Privacy Policy can be viewed by contacting a member of The ORS Group

## Fees & Refunds Policy

### NEW SOUTH WALES

Link to NSW Smart & Skilled Website <https://smartandskilled.nsw.gov.au/about/prices-and-fees>

ORS Training Solutions will invoice an Enrolled Student in line with the subsidised Smart & Skilled Qualification the “Student Fee” schedule

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/prices\\_fees/2015\\_prices\\_fees\\_subsidies.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/prices_fees/2015_prices_fees_subsidies.pdf)

Students may be eligible for a concession or exemption. Where applicable the Concession fee for that qualification will be invoiced.

Students will be required to check their eligibility for Concession or Exemption and provide appropriate evidence to support the eligibility.

For students who are eligible for a Fee Exemption, the Amount of the Fee is \$0.

#### **Students who qualify for fee exemption are:**

- Australian Aboriginal and Torres Strait Islander People
- People with a Disability (that is people who meet the disability fee exemption criteria, including the dependent child, spouse or partner of a recipient of a Disability Support Pension.
- Recipients of a fee-free scholarship.
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Students are able to check eligibility for Smart and Skilled, estimate the fee for the qualification or confirm Concession or Exemption via [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)

#### **Calculating and adjusting fees for recognition of prior learning and credit transfer**

Where RPL or CT is granted at Enrolment, ORS will need to use the Smart & Skilled Provider Calculator (found in RTO Contract Services Page menu) to determine the applicable student fee

### WESTERN AUSTRALIA

Future Skills WA courses are classified as:

- State priority training courses;
- general industry training courses;
- existing worker traineeships; and
- foundation skills and equity courses

Apprenticeships and traineeships are a priority for the State Government. Other priority training areas are identified on the State’s **Priority industry qualifications list**.

Many other important industry qualifications are also subsidised under Future Skills WA as general industry training courses and foundation skills and equity courses.

RTOs must charge students fees where applicable. Minimising the collection of fees or offering inducements that could be viewed as seeking a competitive advantage is prohibited.

The course fee is the sum of fees for all units that a student enrolls in.

Trainees are required to pay course fees regardless of mode of delivery, including training that is 100% on the job.

An hourly rate based on nominal hours will apply to each unit commenced in 2017.

Table 1: Course Fees for 2017 CATEGORY OF ENROLMENT	FEE RATE PER NOMINAL HOUR
Non-concession Student	
Diploma, Advanced Diploma and Existing Worker Traineeships	\$5.79
Apprenticeships, Traineeships* and Priority Industry Qualifications (up to Certificate IV)	\$3.25
General Industry Training (up to Certificate IV)	\$4.88
Foundation Skills and Equity Courses	\$0.21
Concession Student	
Concession-eligible Diploma and Advanced Diploma courses**	\$1.74
Apprenticeships, Traineeships* and Priority Industry Qualifications (up to Certificate IV)	\$0.97
General Industry Training (up to Certificate IV)	\$1.47
Foundation Skills and Equity Courses	\$0.21

For Diploma and Advanced Diploma qualifications, the maximum course fee chargeable in 2017 is \$7,860. This maximum applies per course in 2017.

Existing worker trainees at any qualification level are charged at the \$5.79 fee rate

An outline of the Student fee will be calculated based on the Core/Elective units of competency and provided to the Student via a customised Student Fee Form.

For further details refer to the ORS Training Solutions Policy and Procedures - Fees & Refunds Policy, this can be obtained by contacting 02 43224644