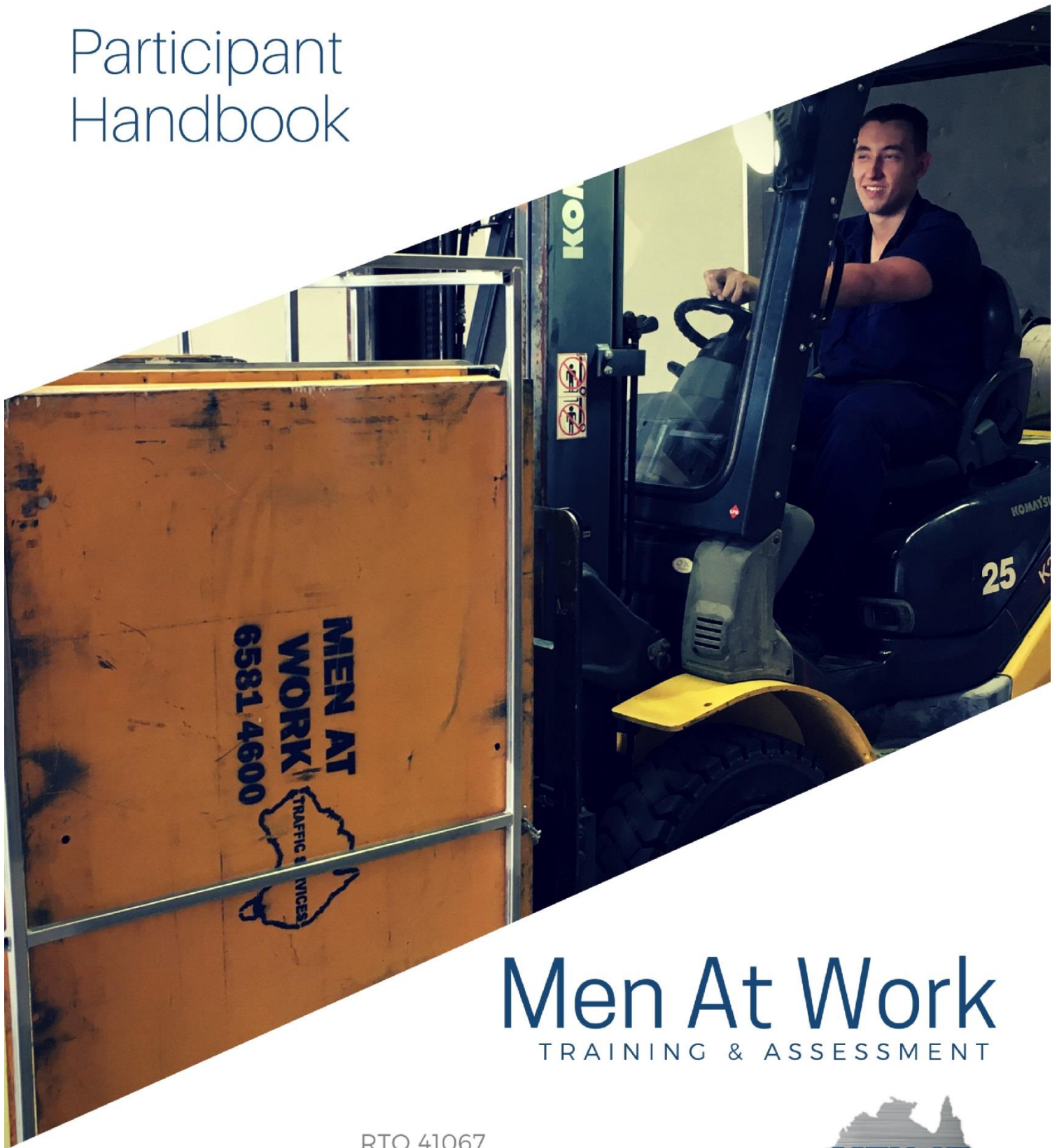


Participant Handbook



Men At Work

TRAINING & ASSESSMENT

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Introduction

Men at Work Training & Assessment are dedicated to providing a high standard of training to meet the personal and career objectives of participants. Our Trainers are industry experienced professionals committed to remaining up to date with industry skills and knowledge to provide flexible and workplace relevant training.

Nationally Recognised Training Offered by Men at Work Training & Assessment

RIIWHS205D Control traffic with stop-slow bat
RIIWHS201D Work safely and follow WHS processes
RIICOM201D Communicate in the Workplace
RIIWHS302D Implement Traffic Management Plans
RIICWD503D Prepare Work Zone Traffic Management Plan
RIIRIS301D Apply risk management processes
RIIGOV401D Apply, monitor and report on compliance systems
HLTAID001 Provide cardiopulmonary resuscitation
HLTAID003 Provide first aid
CPCWHS1001 Prepare To Work Safely in the construction industry
TLILIC2001 Licence to operate a forklift truck
SITHFAB001 Provide Responsible Service of Alcohol
SITHGAM002 Provide Responsible Gambling Services



Our Commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced Trainers, secure suitable facilities and ensure sufficient opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

Prior to commencement

Should Men at Work Training & Assessment cancel training before commencement, participants will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit the participants all fees paid by participants will be refunded in full within 10 days of the training being cancelled.

For training that has commenced

In the unlikely event that Men at Work Training & Assessment is unable to deliver the training the participant will be offered the option to enrol with another RTO and Men at Work Training & Assessment will assist in both finding a suitable RTO and in the transition to the new RTO.

Our Service Commitment

- Your questions are important to us. Please be aware that our Trainers are working with other participants as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two (2) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted).

- Statements of Attainment are issued within 30 Calendar days of your completion.
- Please advise us as soon as possible if you would like to withdraw or cancel your enrolment for any reason. This enables us to issue your Statement of Attainment for units completed.
- Men At Work Training & Assessment is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations (RTOs) 2015.

Access and Equity Policy

Based on the Access and Equity Policy for Vocational Education and Training Men at Work Training & Assessment will deliver training that:

- Is equitable for all people through the fair allocation of resources and involvement in Vocational Education and Training.
- Provides equal opportunity for all participants.
- Provides access for all participants to appropriate quality Vocational Education and Training programs and services.
- Provides support services which enhance achievement of positive outcomes.

Expectations of Participants

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all participants. Failure to do so may result in cancellation of your enrolment.

- Abide by Copyright and Plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your Trainer.
- Inform your Trainer in advance of any intended absences.
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.
- For some of our courses, you may be required to provide 100 points of identification.

Some Evidence of Identity – 100 point checklist

Birth Certificate - 70

Passport - 70

Citizenship certificate – 70

RTA Issued Licence or proof of age card – 40

Medicare Card – 25

Bank Card – 25

Utility Bills / Rates – 25

Registration or Insurance papers - 25

Unique Student Identifier (USI)

Every participant, new or continuing, is required to supply Men At Work Training & Assessment with their Unique Student Identifier (USI) as of 1st January 2015. The USI is required at the time of enrolment. We are unable to accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database, allowing you easy access to your records.

In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to enable you to participate in training.

For more information, to apply for your USI or apply for exemptions go to: <http://usi.gov.au/Training-Organisations/Pages/how-students-create-usis.aspx>

USI Privacy Notice

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made if the information is no longer needed for that purpose, unless we are required by any law to obtain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you have asked Men At Work Training & Assessment to make an application for a student identifier on your behalf, Men At Work Training & Assessment will have to declare that they have complied with certain terms and conditions to be able to access the online student identifier portal and submit this application including a declaration that Men At Work Training & Assessment has given you the following privacy notice.

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- ✓ Is collected by the Registrar for the purposes of:
 - Applying for, verifying and giving a USI;
 - Resolving problems with a USI and;
 - Creating authenticated vocational education and training (VET) transcripts;
- ✓ May be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - The purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - Education related policy and research purposes and;
 - To assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;

- Schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - Researchers for education and training related research purposes;
 - Any other person or agency that may be authorised or required by law to access the information;
 - Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system, and
- ✓ Will not otherwise be disclosed without your consent unless authorised or required by law.

Step 1 You will need to get one [form of ID](#) from the list below ready:

- [Medicare Card](#)
- [Australian Passport](#)
- [Visa \(with Non-Australian Passport\)](#) for international students
- [Birth Certificate](#) (Australian) *please note a Birth Certificate extract is not sufficient
- [Certificate Of Registration By Descent](#)
- [Citizenship Certificate](#)
- [ImmiCard](#)

IMPORTANT: The details a student enters when they create their USI must match exactly with those shown on the ID.

Step 2 Then go to 'Create your USI' on the USI website and agree to the Terms and Conditions.

Step 3 Then click on 'Create USI'.

Step 4 Then fill in some personal and contact details which must match exactly the details shown on your ID.

Step 5 You will then be asked to enter the details from you ID from the list above.

Step 6 You will be required to set their USI account password and questions for security purposes. More information about security check questions can be found on the Student [USI check questions](#) page.

Step 7 Your USI will be displayed on the screen.

Step 8 You should write down your USI somewhere safe or enter it into their phone for safe keeping.

Step 9 Students will also receive their USI by either email, phone or by mailing address (which ever they chose as their preferred contact method when creating their USI).

Participant Support

Men at Work Training & Assessment staff are dedicated to providing a high standard of service to participants. Participants can contact their Trainer by phone, email or post during office hours. We endeavour to respond to participants as quickly as possible but participants are reminded that our Trainers do have other participants and classes to attend to. We will provide feedback on assessments within ten (10) working days and to all queries, telephone calls and emails within two (2) working days.

Should participants require further support Men at Work Training & Assessment can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the participant; however the RTO will not charge any fees for the referral to these services.

Fees and Charges

Fees must be paid upon enrolment of training to secure your place.

The fee per Unit of Competency covers the cost for tuition and all relevant materials. No more than \$1500.00 should be collected prior to commencement of any course enrolment.

All invoices are payable prior to training for an individual or within 7 days of issue for an ABN holder. If any fees are not paid by the due date, a late fee may accrue in the amount of \$30 each 7 day period (or part thereof) that the fee is overdue.

Refund policy

In the event that a participant needs to withdraw from the course prior to commencement of training the following apply:

The following charges are payable when an enrolment is cancelled:

- Notice 72 hours or more before the commencement date of the training – no charges,
- 72 – 24 hours' notice before the commencement date of the training – 50% of Unit of Competency fee,
- Less than 24 hours' notice before the commencement date of the training - 100% of Unit of Competency fee.

In the event that a participant needs to withdraw prior to course commencement they may nominate to defer their enrolment to an alternate date. If a participant defers the penalties above do not apply. Participants who defer their enrolment must complete the course within 12 months of deferment or forfeit the fees paid in advance.

Participants wanting to transfer to an alternate date must gain approval from the administrator at Men at Work Training & Assessment before doing so. A request to transfer must be made no less than 48 hours before the commencement date. If the request is made less than 48 hours before the commencement date and approved by Men at Work Training & Assessment, the participant must pay a transfer fee of \$30. No more than one transfer is allowed per enrolment.

If a request to transfer is refused by Men at Work Training & Assessment and the participant does not attend the enrolled training, charges as above will apply.

Re-assessment

- In the event that the participant is unable to demonstrate their ability in any area of assessment they will be re-assessed. Re-assessment may include demonstrating a skill, answering questions, providing further information.
- All participants are given one (1) re-assessment opportunity without further payment
- On the occasions where participants are unable to demonstrate competency after two (2) assessment attempts they are required to speak to their Trainer regarding re-enrolment into the Unit.

Competency Based Training and Assessment

Participants enrolled in training which will lead to a Statement of Attainment are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that participants can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

Participants will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather the participant is deemed “competent” or “not yet competent”.

Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units. Three (3) major factors need to be considered:

1. How current the Statement of Attainment is
2. Mapping to the current training and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a Credit Transfer you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)

Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer.

Access to Participant Records

Participants may wish to access their records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access participant files without written consent from the participant. ASQA and other regulatory bodies may also request exemplar student files from time to time.

In the unlikely event that the Registered Training Organisation (RTO) ceases operation the RTO is required to provide to ASQA a record of all qualifications and statements of attainment issued to students. The RTO will assist all students in transferring to another RTO to complete their studies and abide by the requirements set out by ASQA to any financial obligations.

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to participants, ASQA and other regulatory bodies conduct regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of participants and industry.

Upon request Men at Work Training & Assessment is required to supply the following information to ASQA:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, ASQA may request to view participant files. The purpose of this is to ensure compliance with regulations and standards.

Change of Personal Details

Should you change any of your personal details please request a Change of Enrolment Information Form from your Trainer. Such details include, address, surname, contact telephone number etc.

Complaints and Appeals

Men at Work Training & Assessment are dedicated to providing a high standard of service. Should a participant have a complaint or wish to appeal an assessment result, they are encouraged to do so by using the following processes:

Complaints

Complaints are the expression of dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of participants, Staff and Contractors.

The following are examples of issues for which participants may lodge a complaint:

- enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, participant amenities, etc.

First instance: Participants are encouraged to speak immediately with their Trainer.

Second instance: If the issue is not resolved the participant is encouraged to either speak to or contact in writing the Managing Director.

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to the participant in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged an Incident/Complaint Form must be completed and forwarded to the Managing Director immediately, even if the situation has been resolved to the satisfaction of all parties.

Appeals

Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a participant has been deemed not yet competent and does not agree with this decision.

There are various grounds for lodging an assessment appeal. These include, but are not limited to:

- not being fully informed of the assessment process
- Participant's needs not taken into consideration
- the assessment process is different to that outlined by the Trainer/Assessor
- assessment process not based on Training Package/Unit of Competency requirements
- an inappropriate method used to assess the Training Package/Unit of Competency
- alleged bias of the Trainer/Assessor
- alleged incompetence of the Trainer/Assessor
- faulty or inappropriate equipment or facilities

Step 1

The participant appealing an assessment outcome and/or the assessment process discusses their issue with the Trainer/Assessor involved.

(This step must commence within ten (10) working days of the assessment outcome being advised).

Step 2

If still not satisfied, the participant must complete the Assessment Appeals Form - Part A and forward to the Managing Director or Third Party representative Manager.

(This should occur within five (5) working days of Step 1)

Step 3

The assessment is to be reviewed by a different Assessor and the results of the review summarised on the Assessment Appeals Form. The participant is to be advised of the appeals outcome within ten (10) working days.

(This should occur within ten 10 working days of Step 2)

Step 4

If still not satisfied with the outcome of the appeal the participant's appeal is to be reviewed by the Managing Director. The Managing Director will send an acknowledgement letter to the participant, record the receipt of the Assessment Appeals Form, then review. The Managing Director if necessary will convene a review panel to thoroughly examine the appeal.

(The participant is to be advised of the outcome within ten (10) working days).

Results

All participants will receive their Assessment feedback and result within ten (10) working days of submission.

On completion of a Unit of Competency, Men at Work Training & Assessment will issue Statements of Attainment within twenty-one (21) working days.

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the Men at Work Training & Assessment office. You will then receive a Tax Invoice for \$30. This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card or cheque.

What if I need my Statement of Attainment to be re-issued?

In the event of a lost or damaged Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Statement of Attainment and return with payment of \$30 (including GST).

Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Men at Work Training & Assessment encourage all participants to make contact should they wish to provide feedback or comments on any aspect of the service they have received.

Enrolment Process

Upon booking with Men At Work Training & Assessment, participants will be required to provide the minimum information in order to verify their USI number. On arrival on the first day of training, they will then be required to complete their enrolment by filling out the enrolment form. The steps in the enrolment process are as follows.

Step 1: Participant Contact

When the participant contacts Men At Work Training & Assessment, they are advised of the dates and availability of courses.

Step 2: Obtaining a USI Number

Participants are then advised to obtain a USI number. If the participant already has a USI, the USI number will need to be verified before they are booked into the course. If not, they will be provided with the details of the USI website (www.usi.gov.au).

Step 3: Booking

Participants will be asked for their full name and date of birth in order to verify their USI number prior to booking. Participants are then asked questions regarding their context and background to determine suitability to the course. Participants will also be asked to confirm their proficiency with Language, Literacy and Numeracy. Once this information is obtained participants are booked into the appropriate course and date, and they are sent the Enrolment Confirmation email. There are Enrolment Confirmation emails relating to each course type which outline the specific requirements of each course that the participant has booked. This email also outlines the terms and conditions, cancellation policy and links to the website which contains further information pertaining to the course, Student Handbook and LLN form.

Step 4: Enrolment Completion

On arrival to the course, participants are asked to provide any evidence of identity (as outlined in the Enrolment Confirmation). They are also asked to sign onto the attendance list and fill out an enrolment form. Participants need to read the terms and conditions on the enrolment form and sign before commencing training. This information is then entered into the student file for reporting purposes.

Step 5: Course Completion

On completion of all coursework, once the participant has been deemed competent by the trainer/assessor, the participant is marked as 'Competent' and a Statement of Attainment is issued. After this, relevant industry cards/tickets are issued by the appropriate industry body (e.g. RMS). Participants will be provided with a soft copy of their Statement of Attainment, and can request a copy of this at any point on completion of their training.

Relevant Legislation - to be complied with

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

Occupational Safety and Health Act 1984 (WA)

The Act provides a framework for managing health and safety risks in Western Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

http://www.slp.wa.gov.au/legislation/agency.nsf/docep_main_mrtitle_650_homepage.html

Industrial Relations Act 1996

The principal objective of the Industrial Relations Act 1996 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

<https://www.legislation.nsw.gov.au/#/view/act/1996/17/full>

Privacy Act 1988

The [Privacy Act 1988](#) makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to www.apf.gov.au/library/pubs/rn/1998-99/99rn26.htm

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2012C00143>

Equal Opportunity

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to:

<http://www.equalitylaw.org.au/elrp/resources/>

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<http://www.accc.gov.au/content/index.phtml/itemId/815209>

Children, Youth and Families Legislation

- New South Wales Children and Young Persons (Care and Protection) Act 1998
- Queensland Child Protection Act 1999
- South Australia Children's Protection Act 1993
- Victoria Children, Youth and Families Act 2005
- Western Australia Children and Community Services Act 2004

The objectives of the Children, Youth and Families legislations is:

- to provide for community services to support children and families
- to provide for the protection of children

- to make provision in relation to children who have been charged with, or who have been found guilty of, offences

For more information visit:

<http://www.aifs.gov.au/nch/pubs/sheets/rs14/rs14.html>

Occupational Health and Safety Act 2004 (Vic)

Occupational Health and Safety Act 2004 provides a framework for managing health and safety risks in the workplace. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

http://www.austlii.edu.au/au/legis/vic/consol_act/ohas_a2004273/