

# Student Handbook

*This handbook provides information for Students in all  
States and Territories of Australia  
enrolled in a qualification through Work Skills under all funding arrangements*

## **Introduction**

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# **Congratulations and welcome to work skills**

Work Skills is a Nationally Registered Training Organisation, otherwise known as a “RTO” We are proud and excited to be selected as the Training Organisation to deliver your Qualification and we do everything we can to ensure that you will not only enjoy your learning experience with us, but also that you will be able to apply your newly acquired skills and knowledge to help you achieve great results in your chosen career.

In most cases you will be reading this booklet as you are new to the world of VET (Vocational Education and Training) but if not, there’s still a lot of great information following that is very beneficial to you.

### **Stakeholders**

Stakeholders are any person or entity that has an interest or concern in you and your qualification. They vary but may include and is not limited to; your employer, depending on your age it may be your parents or your school? There are also Institutional Stakeholders such as us the RTO, AASNs (Australian Apprenticeship Support Network) DET (The department of Education) in the State you reside, and the list goes on and includes the likes of ASQA.

ASQA (Australian Skills Quality Authority) is the National regulator for the VET sector and is charged with ensuring RTO’s operate under the legislated framework, essentially it regulates courses and training providers who deliver nationally accredited training to ensure nationally approved quality standards are met.

Work Skills have a strict policy relating to any form of harassment, discrimination, bullying and/or any unsavory behaviour and will always comply with regulations and legislation as prescribed by the Commonwealth, the States and the relevant Training Authorities. (refer to bottom of page for more) These may include legislation relating to but not limited to

- The Privacy Act
- Sex Discrimination Act
- Racial Discrimination Act
- Age Discrimination Act
- Disability Discrimination Act
- VET Regulator ACT
- Fair Trading ACT
- WHS ACT
- National regulator and States requirements always. We will endeavor to act in a timely and professional manner to all changes that come to hand as they arise.

At Work Skills we pride ourselves on meeting and exceeding your expectations related to your learning experience and we are always striving for ways to be known as the training provider of choice.

All this information and more is available at [workskills.com.au](http://workskills.com.au) and we can be contacted via [info@workskills.com.au](mailto:info@workskills.com.au) or phone 1300360567

## Table of Contents

---

Welcome and Introduction to Work Skills -----	2
General Information -----	4
Our Company Profile -----	4
WOLAS Revolution (Online Learning and Assessment) -----	4
Work Skills Training & Assessment Process -----	5
The Training -----	6
The Assessment -----	7
Traineeship and apprenticeship additional requirements -----	7
Recognition of Prior Learning (RPL) -----	8
Step by Step Process of Recognition Process -----	9
Commonly Asked RPL Questions -----	10
Workplace Health and Safety -----	10
Foundation Skills -----	10
CHECKPOINT Meetings -----	11
Changes to Agreed Services -----	11
Privacy Policy -----	11
Quality Policy -----	12
Work Skills Training Commitment Guarantee -----	12
Service Fees and Refund Policy -----	13
Complaints and Appeals -----	15
Enrolment and Induction -----	15
Language, Literacy and Numeracy Check -----	16
Credit Transfers -----	16
Access and Equity -----	17
Payment Plan -----	17
Counseling and Support -----	17
Student and Trainee Records -----	18
Procedure for Issuing Certificates -----	18
Nationally Recognised Training -----	18
Discipline -----	18
Legislative Information -----	19
Copyright -----	21
Registered Training Organisation (RTO) Obligation to the Student -----	21
Student Consumer Rights and Responsibilities -----	21
Helpful Training Links -----	22
Glossary, Definitions and Explanations -----	22
Working with Persons Under 18 Years of Age -----	23
Consumer Rights -----	23

## General Information

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- **Work Skills** will exercise a duty of care towards the student while undertaking any training. It is expected that all Apprentices/Trainees will exercise due diligence in respect of workplace health and safety issues while engaged in training.
- Mobile phones may be used in events relating to WOLAS
- Please do not leave handbags, purses, wallets or valuable items unattended. **Work Skills** is not responsible for loss or damage to personal property left on the premises whilst in training.
- Work Skills delivers training with flexibility. We can deliver classroom style training, or one on one training in your workplace or you can even come to us and in most cases utilising blended on line learning.
- If you are unable to attend or arrive on time for a training session, you **must phone us on 1300 360 567 as soon as possible and advise Work Skills please**. Attendance records are kept as part of your assessment process.
- All Apprentices/Trainees are obliged to comply with all workplace, health and safety instructions. These include, but are not limited to:
  - Closed footwear must be worn always.
  - Work Skills has a “no smoking” policy in all training sessions.
  - Signs re Evacuation Procedures are posted throughout the training areas.

## Our Company Profile

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**Work Skills** was formed in March 1993 and is a **Registered Training Organisation (RTO)** delivering training and assessment from Certificate II through Diploma to the following industries and business nationwide.  
[www.workskills.com.au](http://www.workskills.com.au)

- **Business**
- **Hospitality**
- **Automotive**
- **Media**
- **RPL- Recognition of Prior Learning**



## WOLAS Revolution (Work Skills Online Learning and Assessment System)

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Although Work Skills is about our Trainers delivering training and assessment in the workplace, there is now demand from learners, business and Industry for a new additional level of support and convenience. Work Skills have partnered with WOLAS to develop a purpose-built web based online learning delivery platform specifically for the VET sector. We can now support your workplace training and learning anytime and anywhere. You can view videos, read Infographics and complete activities in your learning and assessment. You can complete work from any web enabled device such as a desktop computer, notebook, tablet or even a mobile phone. Your Trainer and Supervisor can log in at any time and see how you are progressing and see if there are any areas they can help you with. No longer do you need to wonder about a question as you have direct access to your trainer online and you can ask a question anytime. The Trainer can mark the completed sections of an assessment in between workplace visits and provide feedback and answers to questions instantly.

WOLAS Revolution helps develop your “underpinning knowledge” while the workplace training develops your practical skills. To learn more, go to <https://workskills.com.au/WOLAS-intro.html>

## **The Work Skills Training and Assessment Process**

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### **Duration: How long will it take to complete the qualification?**

Generally if a training contract has been completed by a student and their employer, this will indicate the student is entering into either an apprenticeship or a traineeship. A flexible approach is offered by Work Skills to deliver the training and assessment. The nominal duration to complete a traineeship type qualification is between **12** and **24** months fulltime and **24** to **48** months for apprenticeships, but ultimately your qualification is competency based and it can take less, or it could take longer, it's up to you. It depends on your level of competence related to the units you are undertaking, and the level of qualification being sought. For actual nominal duration of your qualification, contact Work Skills on **1300 360 567** or email [info@workskills.com.au](mailto:info@workskills.com.au)

If a training contract has not been entered by the student, the student is not considered a Trainee or Apprentice.

In all cases, the duration of the qualification will be negotiated on an individual basis with all parties involved and will be discussed throughout the course of the qualification.

As this training is competency based, students can complete the volume of learning at a pace that sees completion before the expiry of these time frames however the completion dates can vary from student to student but will not exceed the nominal duration.

The total amount of training has been set for an individual student who is new to the trade or industry that the qualification will be delivered in. The total time listed is a guide only as there can be many contributing factors that can affect the actual time a student may take to obtain competence in certain units. The time listed is a fair time that the average student may obtain competence. Students may complete earlier depending on the students work ethic and desire to progress at a rate that sees competency achieved. Other reasons the time taken to complete the course can vary is due to previous training that may have resulted in credit transfers which will be listed on the individual student training plan prior to commencement. Additionally, the student previous work history may enable a learner to participate in Recognition of Prior Learning (RPL) assessment for one or more units of competence.

This is discussed with the student during the sign up and enrolment process and again it is investigated at greater depth with the qualified Work Skills trainer, student and employer at the very first work place visit where an **Initial Checkpoint Meeting** will take place. Each training plan has the total list of units required for the qualification and has been customised for the student and workplace.

### **Customisation: How Work Skills align the learning to match the environment.**

To ensure your qualification outcome is relevant and effective, Work Skills liaises with all stakeholders to not only choose the units of competency desired but also to identify where your work place business applications (if applicable) can be utilised and dovetailed into the training program. The customisation process begins prior to commencement of training and then throughout the qualification as the Trainer uses the workplace environment and resources to assist where possible in the delivery of the training.

### **Delivery: How Work Skills deliver this qualification and what are the options.**

Work Skills delivers all its qualifications and units of competency through blended learning, comprising of face to face, one on one training with a Work Skills Trainer and/or in a classroom. This may also include utilising the internet, the phone and on our web based LDS WOLAS Revolution. The learning may comprise all or some of these methods. It will depend on your location, pace and time frame you as a student wants to learn and employer requirements (if applicable). This is all negotiated at the **Initial Checkpoint meeting** your Trainer will have with you.

Work Skills delivers all its qualifications and units of competency utilising the following various methods, but manage it using what is known as a "Continuous Learning Cycle" This essentially consists of a process that ensures that learning is delivered and monitored constantly and consistently so that all parties are engaged

throughout their apprenticeship or traineeship. We do workplace training visits (if applicable), phone follow ups to ensure you're on track with tasks assigned, more training over the phone or using Skype type of arrangements. We want to see you complete.

### **Evidence-gathering Techniques:**

Work Skills uses many different methodologies to gather and document evidence from students to assess competency for each unit of a qualification. Evidence-gathering techniques will vary depending upon various factors (for example: the employment status of the client) and will include a mixture of the following methodologies:

- A) Practical observation
- B) Questioning (Oral Questions which include Underpinning Knowledge)
- C) Interview
- D) Scenario – Problem Solving
- E) Role Play
- F) Case Study – Fault Finding
- G) Written Assessment (Product)
- H) Third Party Evidence (Performance Observation)

NB: In the design and development stage of an assessment, Work Skills will select a range of evidence gathering techniques to use for each unit of competency. This selection decision is based on:

- Which techniques will best demonstrate competence of the unit?
- Which techniques will be able to be implemented in a range of different workplace environments (considering workplace resources)?
- Which range of evidence gathering techniques work together to give a balanced perspective of the student's competence for this unit?

## **The TRAINING**

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All training is customised to the needs of the learner. Training can be delivered:

- One on one or
- Small group training or
- Online with the Trainer
- Self paced
- Or a combination of these

Wherever possible we like to involve your employer (if applicable) so that the assessment tasks can be customised to the business and your job role.

The exciting thing about training on WOLAS Revolution is that your Trainer is just a click away. They can address any questions you may have online and can complete learning remotely.

We understand that everyone learns differently so therefore the way we train needs to match your style.

## The ASSESSMENT

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Australian Qualifications Framework (AQF) uses a “competency based assessment strategy” and is designed to measure and assess that you can demonstrate adequate skills and knowledge required for each unit of competency in your training plan.

All assessments must meet the criteria of the training package or accredited course developed according to the principles and standards of the AQF.

You will have a training plan that is designed to meet the training package requirements for your qualification. Every unit of competency in that qualification is to be assessed. If assessed and you’re not yet competent, the Trainer is to provide guidance on how to achieve competency. This could be:

- To have further training on the unit of competency
- To further practice the skills required
- To complete the assessment tasks again

An assessment outcome may contain but is not limited to the following components to verify competence:

**Workplace Tasks**. This ensures the Student is practicing the skills required for the unit of competency in the workplace. Evidence is gathered through demonstration and in some units of competency written work may be required. The Student is encouraged to record the dates and times they perform the tasks and examples of the workplace tasks they have completed.

**Skills and Knowledge**: This ensures you learn and understand the underpinning theory or knowledge required for each unit of competency. This will be a range of questions, supported by learning guides in your portal.

**Assessor’s Confirmation**: This requires our Trainer to interview your Supervisor (where applicable or mandatory) to ask questions about the unit of competency and obtain industry advice and ensure your skills are developing to a level that you are competent.

**Practical Tasks**: This requires you to apply your skills and demonstrate competence.

Work Skills will support you to achieve a level of competence that enables you to complete an assessment.

## Traineeships and Apprenticeships Additional Requirements

When a student and employer enter into a national training contract, they are entering into either a Traineeship or Apprenticeship. Student participating in a Traineeship or an Apprenticeships are defined as paid worker studying to become qualified in a trade or particular type of job. As a result, there are some additional requirements Work Skills must ensure during the enrolment stage,

### **Employer resources assessment**

Work Skills need to ensure the workplace you are employed at has the necessary tools, equipment and range of work. Are prepared to provide the student with access to on the job training and withdrawal time from normal work duties so the Trainee/Apprentice can participate in their formal studies This is initiated prior to a Training Plan been signed and completed by our qualified trainer at the first visit during our initial Checkpoint meeting.

If any issues arise Work Skills will negotiate ways of addressing the issues and this will be documented in the student records.

### **Supervision**

During the enrolment process we must ensure there is a qualified person (s) available for supervision of the trainee or apprentice. The supervision requirements can vary depending on state and funding requirements. The various needs will be discussed during the enrolment process and confirmed by our qualified trainer at the first visit during our initial Checkpoint meeting.

## Recognition of Prior Learning (RPL)

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Recognition of Prior Learning (RPL) is the formal acknowledgement of a person's skills and knowledge acquired through previous training, work, or life experience and which may be used to grant status or credit in a qualification or part of a qualification. The generic term 'Recognition' covers recognition of prior learning and skills recognition and encompasses the recognition of competencies currently held, regardless of how, when, or where the learning or skill acquisition occurred. Recognition is an integral component of the Vocational Education and Training (VET) system and is encouraged by Work Skills.

### What Is The 'Recognition' Process?

The process of Recognition involves collecting evidence that verifies your competence, from a range of sources. This evidence can include any combination of formal and/or informal training and education, work history and/or general life experience.

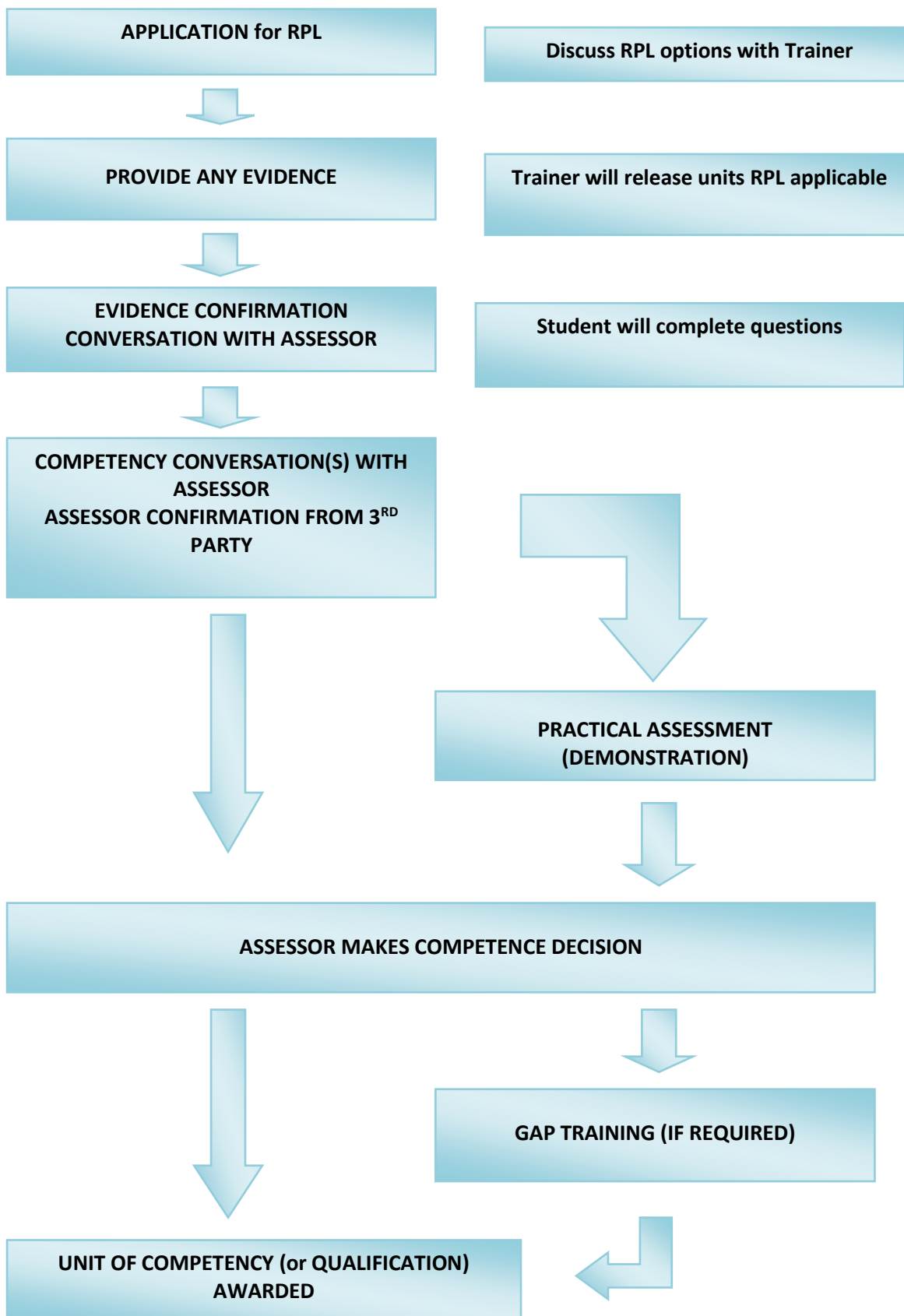
The evidence you provide may come from sources such as:

- Work records, including documents that demonstrate tasks you perform, e.g. position descriptions and work profiles.
- Signed and dated references.
- Records of workplace training.
- Résumé (with verification).
- Third party reports from current and previous supervisors, trainers, managers, parents and colleagues.
- Certified copies of qualifications
- Confirmation of relevant unpaid work or volunteer experience
- Examples of verified work products, e.g. forms you have developed, letters you have written etc.
- Diaries or journal entries demonstrating daily tasks or events
- Visual and verified evidence such as videos, photos, reports of activities in which you have been strongly involved
- Awards or recognition you have received.
- Samples of the work you do or have done
- A report from a supervisor that has been signed and dated
- A qualification that you have already gained
- Observation of your performance in the workplace.



## Step by Step Process of Recognition Process

At the sign-up and induction, RPL is discussed and the opportunity to participate in RPL is always available throughout the qualification. If at the sign-up or at the initial checkpoint meeting or after commencement of the qualification you and your employer identify units of competency that you can already demonstrate the level of achievement required, then you can apply for RPL of those units. Simply inform your Work Skills Trainer. They will assist you in going to the next step in the RPL process.



## **Commonly Asked Questions**

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**Q: What happens if I apply for RPL and I don't have enough evidence or cannot demonstrate competence?**

**A:** If you do not have enough evidence, we identify with you how we can either:

1. Find ways to locate evidence
2. Put an action plan in place for some gap training in the areas you are short of evidence or competence.

Evidence can be collected through:

- Having your Supervisor complete a report stating that you have sufficient experience and application in the areas we require more evidence
- A Work Skills Trainer comes to your workplace and observes you undertaking certain work functions.
- Work Skills develops some gap questions that require written answers to demonstrate competence.
- Work Skills organises to deliver some training in the gap areas of your RPL.

At the very worst-case scenario, in the event you cannot demonstrate competence to the standards required, your Work Skills Trainer can simply revert back to training and assessing as per normal arrangements.

**Q: How long does an RPL take?**

**A:** You will need to complete an application form which is to be signed by yourself and if applicable your Employer. The signing of this application form informs us that all parties involved with this are in total support of the RPL proceeding. The time frame depends on you and how quickly you can show competence with your Work Skills Trainer. Your Trainer will address timeframes and expected completion and will alter your training plan to reflect any RPL you may be completing.

**Q: How much does it cost?**

**A:** The cost of completing RPL under a FFS arrangement will be dependent on the level of evidence you can provide and gaps that may need to be trained additionally. Contact us for a self-assessment checklist.

**Q: How do I seek more information?**

**A:** Simply talk with your Trainer or call us and you can begin the process. RPL is essentially just another way to get your skills and experience recognised without having to repeat the learning again.

## **Workplace Health and Safety**

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As with all Staff working in any industry, Students, Apprentices and Trainees are to at all times comply with all Workplace Health and Safety Requirements of the industry and enterprise and to be well informed of any enterprise specific requirements. **Visits between Student and Trainer are to be held in a safe, clean and quiet location, away from work place distractions to ensure quality outcomes are achieved.**

## **Foundation Skills**

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Today's workplace and employer expectations have exposed a challenge in skill supply, and there's an understanding that the root of the problem is a lack of foundation skills. Foundation skills are the linchpin of further vocational study or workplace participation and potential advancement. They are defined as being the core skills of **reading, writing, numeracy and learning, as well as the skills of digital literacy, problem solving, self-management and collaboration**. In short, the skills needed to get the work done – either independently or as part of a team. And it's not just young people who are at risk. All of Work Skills nationally accredited course have the applicable foundations skills built into the course

## Checkpoint Meetings

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Work Skills uses a process we call “**CHECKPOINT MEETINGS**” to ensure all parties involved in the development and support of you as the student, through your qualification, communicate and work together.

An “**INITIAL CHECKPOINT MEETING**” occurs at the commencement of the qualification with you, your supervisor (if applicable) and trainer to sit down together to discuss:

- What resources and withdrawal times are required to support the qualification in the workplace
- A training plan will be agreed to
- Roles and responsibilities of all parties
- Customising and setting training appointment times
- Finalisation of enrolment in WOLAS Revolution
- Language, Literacy and Numeracy outcome (LLN) will be completed



These **CHECKPOINT MEETINGS** will occur for the duration of the qualification. **MID CHECKPOINTS** are to check on progress, discuss any issues that may be a factor and receive feedback from the workplace and the student. An **END CHECKPOINT** will occur when the student is getting close to the end of their qualification. This meeting checks that the training plan is on track and the student’s skill development is progressing through to the end of their qualification.

## Changes to Agreed Services

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If any part of the student’s services change Work Skills will notify the student and employer (if applicable) as soon as practical to explain the changes, why the changes are required and how the changes will take place. This will either be done via the phone, email or face to face. The method will depend on the type of change that is required. In all instances, all parties will be kept informed. Changes that may occur during the program may include but not limited to: The need to do a new training plan, notify of a change of trainer, notify of any changes in fees, transition of qualification, etc.

## Privacy Policy

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**Work Skills** will respect the privacy of all persons associated; be it Staff, Students, Apprentices, Trainees, Employers and other personnel.

No information concerning any person will be revealed to any other, unless either required by law, or authorised for release by the person concerned.

Individuals will be granted access to personal files for perusal only. They will be required to show proof of identity.

Permission to have access to personal files will be given only after written application to the Company is made.

Material may not be removed from any file. Copies may be taken only with specific item-by-item permission from the Company Management.

Requests of our Company for information must be in writing and displayed on letterhead of the organisation making the request. For more information call Work Skills on **1300 360 567**.

## Quality Policy

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Work Skills quality system contains ten key factors:

1. **Reliability** – we get service right the first time.
2. **Responsiveness** – we are willing and ready to complete the project.
3. **Competence** – collectively, we possess the required skills and knowledge to perform the service
4. **Access**- we are very approachable and easy to contact. We provide efficient services in an accessible way.
5. **Courtesy** – is guaranteed in all contact with others.
6. **Communication** – we keep all relevant people informed; we communicate in appropriate language for each different situation; and we listen to feedback and the opinions of others.
7. **Credibility** – we are trustworthy, believable, and honest and we have you the client's best interests at heart. We have an impeccable reputation and possess personal characteristics of high standards.
8. **Security** – Work Skills is financially secure.
9. **Understanding/ knowing customer needs**- we ensure we learn the customer's specific requirements and provide individualised attention.
10. **Physicals** – we use modern up to date training facilities and equipment to provide the highest quality service.

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## Work Skills Training Commitment Guarantee

The Work Skills training and assessment service is supported by a Commitment Guarantee.

When you become an enrolled student/client with Work Skills we guarantee a commitment of quality, compliance to State and National regulatory body standards (where applicable) and a commitment that when you enroll with Work Skills we will deliver all training and assessment requirements through to completion of your qualification, statement of attainment or certificate.

If you are having trouble completing your program or having financial challenges, Work Skills provide the opportunity to discuss options available, so you can continue and complete your enrolled program.

In the unlikely event that Work Skills is not able to complete your program, our commitment is that we guarantee we will help find a suitable Registered Training Organisation (RTO) replacement for you. We will issue a Statement of Attainment for the units of competency completed to date as this can be used for gaining course credits to complete the program with the new RTO.

If you require assistance or have any questions regarding our Commitment Guarantee, please contact our office on ph: 1300 360 567 or [info@workskills.com.au](mailto:info@workskills.com.au) and speak with the Compliance Manager.

## SERVICE FEES AND REFUND POLICY

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Note; The training organisation that you and/or your apprentice or trainee decides on must advise of any fees to be paid (including student contribution fees which are payable by the apprentice or trainee). **You may be required to contribute towards the cost of training where the department's funding contribution does not meet the cost of training offered by the training organisation.** If you attend a training organisation who receives departmental funding, your registration letter will contain details of the amount the department is contributing towards the training.

**Work Skills** has an easy 4 Step process for enrolling and notifying the customer of fees or additional charges applicable, if any.

### Service Fees

Throughout the Work Skills enrollment process the "Prospective Student/Customer" is provided information on course outlines, course costs, payment method options, delivery method, funding gap fees, Student Contribution Fees (as determined by individual States **\*\*See below**) and travel costs\* and all other costs where applicable and relevant information.

Once a decision is made by you to proceed as a Customer, the following steps are implemented:

1. Where applicable Work Skills sends an email via PleaseSign containing a "Tuition Fee Agreement" (TFA). This agreement outlines all the conditions, fees, additional costs, gap fees, payment methods and plans and is to be signed using the digital signature service provider [PleaseSign](#). Please note: FFS "Fee for Service" customers there is a non-refundable enrolment/administration fee that will be discussed and agreed to in advance and will also appear on the TFA.
2. We offer and recommend each Customer the option of a payment plan, a separate bank approved document which will also be sent via PleaseSign, applicable only to the payment of Student Contribution Fees. We negotiate the frequency, payment amount, date of commencement all based on the qualification divided by the number of units to arrive at a PP (Payment Plan) that will see you finish debt free and provides bank details for withdrawal of payments. The minimum amount recommended is \$9.00/week. If a Customer nominates to pay on completion of each unit, then they are invoiced accordingly. If the fees outstanding reach more than \$300, the customer will be contacted to pay arrears and training may be suspended until outstanding invoices are up to date.
3. Once Work Skills has received the signed TFA, an invoice is sent to you, if and as applicable, relating to any nominated costs in the TFA such as an enrolment/administration fee for "Fee for Service" or "additional charges" such as travel, Gap Fee costs etc.
4. Once the TFA is signed and deposit invoices paid, (if applicable) Work Skills will contact you and arrange an appointment to complete the sign-up process and commence training. Work Skills provides monthly statements to all related customers ensuring all parties are aware of fees and charges paid and/or outstanding.

\* Prices quoted are for courses and qualifications delivered in Brisbane and its immediate suburbs.

**Additional Charges** may be applicable and requested from the Employer/Industry or you the Student to cover expenses of **travel** (flights/accommodation/car rental charges, allowances etc.) and may be applicable if **travel** of more than 100km (from Brisbane GPO) is required. Additional charges will be at cost and are calculated based on each individual Employer/Industry and their location. Please ask for indication at any time. It is a Work Skills policy to ensure that **ALL** costs are kept to a minimum and you will be notified of these if applicable and before enrollment in any training or assessment, course or qualification and will form part of our Tuition Fee Agreement (TFA) which will be signed by all parties before enrollment or starting of any training that leads to a qualification or course. Any Gap Fees will only ever be the difference between the 100% value of the qualification and the amount funded under each State DET or Federal Incentive scheme.

## Student Contribution Fees (SCF)

As part of State Funded *Traineeships and Apprenticeships*, Australian States in most cases request there be a contribution by the student/employer to contribute to the overall cost of the training if funded under a Federal Incentive, administered by the States or otherwise as required. (FFS students are not applicable to this charge)

Where the nominated State Department of Education charge a contribution to the cost of training, we are to collect this amount. Depending on State there are differing calculations and these if applicable will be discussed prior to enrolment and included on any TFA sent to you for it to be applicable.

There are varying exemptions and discounts applicable to the cost of these fees such as “Fee Free” training in QLD for students that have completed Year 12 and enrol in a Priority 1 qualification. There are % discounts that apply if you’re a holder of a Government assistance card or identify as Aboriginal or Torres Strait Islander. We WILL ensure if you are entitled to any exemptions and discounts before you start training. In the case of School based students, you are exempt while ever you remain at school but may be applicable to start paying SCF when transitioned to Full time or Part time employment. Again, this will be reflected on your TFA and if applicable will generate a new TFA for you to agree to.

The units you are referring to are invoiced based on nominal hours. Nominal hours are an equation that is used nationally by all States in Australia as a projected time frame it takes the student to complete the unit. As an example;

In the case of Unit SITHCCC020 - Work effectively as a cook - (as an example) this unit has the nominal hours set at 80 hours.

These hours are calculated as the average time it would take a student to complete the training, learning, on the job experience etc and then be assessed.

In some cases, a student might complete in 40 hours in others it may be 120 hours but 80 is the set timeframe we are to charge out thus 80 hours X \$1.60 = \$128

Unit SITHCCC020 - Work effectively as a cook - This unit has the nominal hours set at 80 hours

Unit SITXINV003 - Purchase goods - This unit has the nominal hours set at 30 hours.

## Refunds

A monetary refund may be applicable when a student or employer (known as a customer) has paid fees in advance for any training and/or assessment (including RPL) that has not been started. Any Travel expenses incurred by work Skills or Gap Fees paid are ineligible for a refund at any time after they have been paid. In instances where a customer maybe entitled to a refund and a refund is applicable because of, for example, the payment plan agreed to went into credit, a refund will be provided within 30 days of cancellation or completion to the bank account nominated in the TFA. This allows time for the file to be audited, ensuring accuracy of the refund to you.

## Complaints and Appeals

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The Work Skills mission is to deal with all complaints and appeals swiftly and efficiently with the hope of positive outcomes for all parties involved. Work Skills will ensure that complaints or appeals over learning, assessment or non-academic outcomes are dealt with fairly and with high regard to the student's level of understanding and needs. Work Skills will ensure that any advice or guidance provided to students on the relevant steps they may follow to achieve a satisfactory outcome is unbiased, fair and expressed in terms and at a level appropriate to the Apprentices/Trainees needs and understanding. Our complaints and appeal process follow the principles of natural justice and procedural fairness.

### We achieve this through the following procedure:

- If a complaint of any nature or appeal to a decision is made whether it is by telephone call, email, in writing or in person, a Work Skills Manager will respond to the complaint or appeal by registering of the complaint/appeal on a Complaint or Appeal Form.
- The Complainant/ Appellant will have an opportunity to formally present his or her case whether by email, in writing or in person at our premises in Brisbane.
- The Work Skills Manager will investigate the complaint/appeal. If required, a complaint/appeal panel will be assembled consisting of the relevant Manager, independent Trainer, and Access and Equity representative. All discussions made in that meeting will be recorded on the Complaint or Appeal Form.
- All decisions made regarding this matter and reasons for the decisions will be recorded on this form. The Complainant/ Appellant will be kept informed of all actions by phone or email. Any conversations or emails are also recorded. If the matter needs to be resolved by way of negotiation, then a copy will be sent to the Complainant/ Appellant for their records.
- If a complainant is dissatisfied with the outcomes of their formal complaint, they may wish to lodge an appeal with the Director (the most senior position in the organisation) within 21 days from the date when the original decision from the formal complaint. An internal appeal must be done in writing.
- All completed reports will be filed with the Student records. An electronic copy of the complaint or appeal is filed in the "Complaints and Appeals" folder as well as added to the Work Skills Register for continuous improvement of our services.

NOTE: If any member called upon to sit on a panel is deemed to have, or has the potential to have bias to the proceeding, this member will be removed and replaced.

A complaint can be defined as an individuals or business expression of dissatisfaction with any aspect of Work Skills service and activities, including both academic and non-academic matters.

Students can obtain time frames and further information on how Work Skills handles complaint and appeals from our entire Policy and procedure on our website, [www.workskills.com.au](http://www.workskills.com.au) under Client Information section, or contact Work Skills on 1300 360 567.

## Enrolment and Induction

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These procedures may involve:

- Negotiation of a Training Plan
- Completion of the enrolment process
- Assessment of available resources
- Provision of information according to the Induction Checklist
- Making arrangements to attend workshops and/or first aid training (if applicable)

## Language, Literacy and Numeracy Check (LL&N)

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Every qualification has an expected level of language, literacy and numeracy requirements and it is important that before a qualification commences, the student's level is screened to identify any issues that may impact on the student's opportunity to succeed in completing their qualification.

At the first appointment, the Trainer provides the student with an LL&N Check document. This should take between 20- 30 minutes for the student to complete.

This LL&N is then checked by a Work Skills LL&N specialist. If any issues are identified Work Skills will discuss the outcomes with the Student (and the Supervisor if required) to identify options. For example: If the student requires assistance in completing some assessments, longer appointments can be booked with the Trainer to provide extra support. Another option is that Work Skills can organise additional support from external consultants whose role is to support students identified as applicable in completing a nationally accredited qualification.

## Credit Transfers

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If you have a Statement of Attainment, Statement of Results, Academic History, Authenticated Vocational Education and Training (VET) Transcript, etc., showing modules/ competencies achieved, you may be entitled to "credit transfers". Copies of the results must be submitted and Work Skills authenticating them before the credit transfer can be granted. Work Skills acknowledges and adheres unconditionally to National Recognition. (Photo identity needs to be provided)

### Recognition applies nationally and means:

1. The Registered Training Organisation is obligated to recognise AQF qualifications and statement of attainments issued by other Registered Training Organisations
2. The recognition by all State and Territory registering/course accrediting bodies of the national endorsements of Training Packages by Australian Skills Quality Authority (ASQA) as notified in the Training.gov.au (TGA).
3. The recognition and acceptance by a Registered Training Organisation (RTO) of Australian Qualifications Framework qualifications and Statements of Attainment issued by other RTO's, enabling individuals to receive national recognition of their achievements.

### The process to apply for a credit transfer is as follows:

1. If you believe you are entitled to a credit transfer, speak with your Work Skills Consultant on enrolment. They will ask for evidence by way of your statement of attainment, statement of results, qualifications, VET Transcripts, etc.
2. You will be required to provide Work Skills with a copy of the evidence for your Student file. In addition, photo evidence of yourself such as copy of driver's license or passport or similar will be required. A Credit Transfer cannot be provided without this evidence.
3. Your evidence will be checked for validity, currency, authenticity, and accuracy and mapped against the current qualification to ensure the credit transfer is applicable.
4. If applicable, your credit transfer will be recognised and you will be signed off as a "Credit Transfer" on your training plan for those units. In cases where only some of your credit is "creditable" against your training plan the gaps will be identified and a decision will be made to either train you in the gap identified or recognise any previous learning gained and assessed via that process. (see page 9)



## Access and Equity

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Access and Equity Policies are incorporated into Work Skills operational procedures. Work Skills prohibits the discrimination towards any group or individual, in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality or religious background
- Marital Status
- Physical, intellectual or psychiatric disability
- Homosexuality, male or female – actual or presumed
- Age
- Bullying and harassment in any form will not be tolerated

## Payment Plans

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Work Skills strongly recommends you take advantage of our payment plan option to allow you to pay off your fees in installments over the duration of your study.

To apply for a payment plan you will need to call Work Skills on 1300 360 567 and speak with the Accounts Department. You will be sent the relevant documents electronically via email for completion and signing. You will need to provide your approval by electronic signature through our PleaseSign feature and your bank account details. All this can be completed with you over the phone and is very easy.

## Counseling and Support

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Students may receive academic and vocational counseling from appropriately qualified training staff of Work Skills. The Trainer is required to monitor the students' progress and intervene to provide support as appropriate and where deemed necessary.

### Personal Counseling

Any Student who displays signs of distress or discomfort is to be approached by the training or assessing staff with an offer of support. Support may take the form of a referral, advice or other assistance depending on the nature of the problem.

All Work Skills staff are required to treat students with courtesy and empathy at all times.

### External Counselling Services

Lifeline - Child, youth & family counselling. 24-hour telephone counselling is available. Face to face counselling is available by appointment. Counselling support is provided for couples, families & individuals suffering crisis & emotional distress. Phone: 13 1114 Web: [www.lccq.org.au](http://www.lccq.org.au)

## **Student and Trainee Records**

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Work Skills are required to ensure that specific records required by external authorities are kept up to date and accurate. These records will be made available to the student on request. These will be destroyed after the legal retention period however re-issuing of qualifications can still be achieved. (See section on procedure for issuing qualifications).

## **Procedure for Issuing Certificates**

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On successful completion of all competencies in a course the Apprentice/Trainee will be issued their Certificate. If the Apprentice/Trainee has been assessed as competent in one or more competencies (not the entire course), a Statement of Attainment may be issued where appropriate.

When an Apprentice/Trainee has completed their nominated course and a Certificate has been issued, then that confidential file is archived for the required retention period.

## **Re-Issuing Certificates**

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In the event you're a previous Work Skills Apprentice/Trainee and require us to re issue your certificate for any reason, you will be required to complete the following process.

- Supply photo evidence (such as driver's license or passport) showing complete name and address.
- If the certificate has been issued by Work Skills but not received or was lost or destroyed or otherwise a declaration must be completed by the Student confirming that they have not received the certificate or circumstance pertaining to its loss. On receipt of the letter of declaration, issue of a duplicate certificate will be completed.
- If a certificate is re issued (for any reason) an administration fee of \$50.00 per certificate will be required to be paid prior to its release.

## **Nationally Recognised Training**

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Most of training delivered by Work Skills is a nationally recognised achievement and qualifications therefore are recognised anywhere in Australia.

## **Discipline**

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Work Skills retains the right to take appropriate action against a Student who breaches acceptable practices and behaviour. If in the event a Work Skills trainer or staff member is made to feel intimidated or uncomfortable in much the same way as per the legislation and regulations mentioned in this handbook then training will cease immediately and referred to the appropriate authority.

In all instances Work Skills will work with all parties to remedy all and any situations that may arise from time to time. We will use our complaints and appeals process to document and facilitate the required changes

Work Skills retains the right to suspend or cancel training and assessment services in case of serious misconduct and or breaches of safety that is not rectified.

## Legislative Information

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Work Skills adheres to legislative requirements. We have implemented policies and procedures relating to the following requirements and provided websites for you to gain additional information:

Work Skills will inform all stakeholder of changes to relevant legislation by methods most applicable to the changes. Methods may include, website and WOLAS notices, emails to affected persons, or our trainers face to face.

Work Skills adheres to legislative requirements. We have implemented policies and procedures relating to the following requirements and provided websites for you to gain additional information:

- Work Health and Safety – is an issue for all students. As part of the requirements when you're employed in a workplace, you have an obligation to ensure your activities do not place at risk the health or safety of others and yourself. All work Skills staff adhere to Work Skills policies and procedures including driver fatigue policy. Health and safety of students and Trainers is imperative and often WHS is addressed as part of your qualification. To assist you gain a greater understanding of the Work Health and Safety Act and Regulations please visit:  
<http://www.comlaw.gov.au/Details/C2011A00137>
- Hospitality students need to be aware of HACCP safety requirements, these will be explained further during your course and further information is available at: [www.foodstandards.gov.au](http://www.foodstandards.gov.au)
- Anti-discrimination – Consideration and respect for others must be observed at all times. For more information, please refer to the Anti-discrimination Act For a copy of the relevant legislation please visit: <https://www.humanrights.gov.au/employers/good-practice-good-business-factsheets/quick-guide-australian-discrimination-laws>
- Sexual Harassment – Any form of sexual attention that is unwelcomed. It may be unsolicited touching or other physical contact, remarks with sexual connotations, smutty jokes, unsolicited demands or request for sexual favours, leering or the display of offensive material. *The Sex Discrimination Act. 1984*. For a copy of the relevant legislation visit:  
<http://www.humanrights.gov.au/our-work/sex-discrimination/guides/sexual-harassment>
- Workplace Bullying – Involves any behaviour that suggests a real or perceived power over another party, or undermines a person or group, generally comprised of repeated, persistent acts over a period. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information. This is not tolerated. For further information and valuable links, visit:  
<http://www.bullyonline.org/workbully/oz.htm>
- Fair Work Australia is the Government Department to obtain all information regarding wages, leave and other apprentice and trainee entitlement visit:  
<http://www.fairwork.gov.au/find-help-for/apprentices-and-trainees>

### **Confidentiality**

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, student assessments, managerial decisions and legal proceedings. .

### **Discrimination**

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

### **Harassment**

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

### **Personnel**

Refers to all employees and contractors of Work Skills

### **Victimisation**

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

### **Specific principles:**

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Work Skills.
- When Work Skills management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained
- It is the intention of Work Skills management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from Work Skills management.

### **Privacy Policy**

Work Skills only collects personal information in order to perform its core business activities and functions and to meet legal obligations. Information is collected in a lawful and fair way and not in an unreasonably intrusive way. It must be kept accurate, stored securely and destroyed when it is no longer needed. Work Skills Privacy Policy is available upon request.

## Copyright

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Work Skills holds all required copyright approval and licenses.

**Students, Apprentices, Trainees or any other third party should not copy in any way, ANY materials provided without checking to ascertain whether there is any potential breach of copyright and a reminder it is illegal to reproduce or distribute or disseminate any content supplied by Work Skills or WOLAS Revolution for any reason.**

If additional information is required, please check with your Work Skills or email [info@workskills.com.au](mailto:info@workskills.com.au)

## Registered Training Organisations (RTO) Obligation to the Student

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Work Skills obligation as an RTO is to provide quality training and assessment services to all of its students in compliance with the *Standards for Registered Training Organisations 2015* and for the issuance of the AQF certification documentation that is required to be issued when a student completes some or all units of competence within the nationally accredited qualification they have been enrolled in.

## Student Consumer Rights and Responsibilities

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Work Skills aims to provide an environment to support quality vocational education and training to benefit individuals, industry, business and the wider community.

As a Work Skills Student, you have the right to:

- expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) Standards and Australian Qualifications Framework (AQF) requirements
- be informed about personal information that is collected about you and the right to review and correct that information
- access to Work Skills complaints and appeals handling process.

With rights come responsibilities and as a student of Work Skills your responsibilities include:

- providing accurate and complete information to Work Skills
- participate in training and assessment activities in a responsible and ethical manner.
- pay any fees applicable as agreed.
- provide your Unique Student Identification (USI) number or obtain one at enrolment.
- agree to abide by Work Skills policies and procedures as outlined in this booklet, training and operationally while ever we are your nominated Training provider.

## Helpful Training links

The below links may be helpful for additional information if required throughout your course. In all instances, if you need assistance please feel free to contact Work Skills on 1300360567 or email us on [info@workskills.com.au](mailto:info@workskills.com.au)

Stakeholder Reference Title	
QLD - Department of Education and Training	<a href="https://training.qld.gov.au/">https://training.qld.gov.au/</a>
NSW - Department of Education and Training	<a href="http://www.dec.nsw.gov.au/">http://www.dec.nsw.gov.au/</a>
ACT – Vocational Education and Training	<a href="https://www.education.act.gov.au/school_education/enrolling_in_an_act_public_school/college-guide/vocational-education-and-training">https://www.education.act.gov.au/school_education/enrolling_in_an_act_public_school/college-guide/vocational-education-and-training</a>
VIC - Education and Training	<a href="http://www.skills.vic.gov.au/victorianskillsgateway/pages/home.aspx?redirect=1#/SitePages/Home.aspx">http://www.skills.vic.gov.au/victorianskillsgateway/pages/home.aspx?redirect=1#/SitePages/Home.aspx</a>
TAS - Skills Tasmania	<a href="http://www.skills.tas.gov.au/">http://www.skills.tas.gov.au/</a>
SA - Vocational Education	<a href="http://welcometosouthaustralia.com/fr/en/studying/vocational-education">http://welcometosouthaustralia.com/fr/en/studying/vocational-education</a>
WA - Education and Training	<a href="https://www.wa.gov.au/information-about/education-training">https://www.wa.gov.au/information-about/education-training</a>
NT – Vocational Education and Training	<a href="https://nt.gov.au/learning/adult-education-and-training/vocational-education-and-training-VET">https://nt.gov.au/learning/adult-education-and-training/vocational-education-and-training-VET</a>
Fair Work Australia Info line – Phone 13 13 94	<a href="http://www.fairwork.gov.au">http://www.fairwork.gov.au</a>
Australian Quality Skills Authority ASQA	<a href="http://www.asqa.gov.au/">http://www.asqa.gov.au/</a> <a href="https://www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework">https://www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework</a>

## Glossary, Definitions and Expansions

**RTO** - Registered Training Organisation

**Initial Checkpoint Meeting**- First meeting held with student and trainer, and if applicable students’ supervisor to ensure agreements, commitments, responsibilities, operational procedures, outcomes and all related training activity.

**LDS** – Learning Delivery System

**WOLAS Revolution** – Work Skills learning and assessment system that hosts all components, where applicable, of student, employer and training information, learning and assessments

**AQF** -Australian Qualifications Framework

**RPL** - Recognition of Prior Learning

**TFA** - Tuition Fee Agreement

**PP** - Payment Plan

**DET** - Department of Education

**SCF** - Student Contribution Fees

**AASN** - Australian Apprenticeship Support Network

**PleaseSign** – Digital Signing Application used by Work Skills to complete the signing of all documentation

**NOTE:** There are no fees associated with using PleaseSign, there is no software to download and is approved by Department of Education amongst other Government Agencies as a preferred and more economical way to transact, not only to make life easier but reduce our collective carbon footprint. <https://pleasesign.com.au>

**LLN** - Language, Literacy and Numeracy. A process to determine and identify areas that may require assistance from us to help you understand your learning and assessment. This is not a test.

### **Working with Persons Under 18 Years of Age**

Students under 18 years of age may enrol with Work Skills. According to the law, a child is considered any individual less than 18 years of age. Work Skills will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to Work Skills management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, Work Skills will report to the Department of Communities, Child Safety and Disability Services.

#### **The initial information that a child protection officer will require is:**

- The name, age and address of the child or young person
- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm
- The immediate risk to the child or young person
- Contact details. You may remain anonymous; however, it is preferable to provide these details so that the officer can call you if further information is needed

If allegations may constitute child abuse by a person external to Work Skills, the Director will report the matter to the Police or the Department of Communities, Child Safety and Disability Services. Work Skills will comply with all relevant State and Federal legislation in working with children.

### **Consumer Rights**

#### **Consumer protection**

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

#### **Contractual agreement**

Students who enrol in a training program with Work Skills should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, Work Skills will design learning and assessment strategies, agreements, enrolment forms, TFAs or similar in such a way that can be interpreted and read by users of all ages. Ultimately Work Skills predominately exists so that students can learn and become skilled in the profession they choose, and we do everything possible to ensure you are 100% happy with our service offering and the achievement of your desired outcome.