



Learner 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



Train them... Don't blame them![®]

1300 360 567
workskills.com.au

EC Training Pty Ltd (ACN 094018201) T/as Work Skills RTO 31384

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Introduction

Work Skills is a Nationally Registered Training Organisation, otherwise known as an “RTO”. We are proud and excited to be considered as the Training Organisation to deliver your qualification.

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 in the booklet that is very beneficial to you.

Who is Involved?

A range of people may be involved in your training depending on the type and mode of course you enroll in.

As an Apprentice or Trainee this may include:

- Your Australian Apprenticeship Support Network (AASN) contact
- Your employer
- Your Group Training Organisation (GTO)
- Your state training authority
- Your School (if school based)
- Your parents (if you are under 18)
- Your trainer and assessor and,
- Work Skills administration support staff

As a Recognition of Prior Learning (RPL) or Trade Recognition applicant this may include:

- Work Skills administration support staff
- Your trainer and assessor
- Current or previous employers to support your application

Other training arrangements generally include contact with:

- Work Skills administration support staff
- Your trainer and assessor
- Your employer (for work based)

Work Skills as a Registered Training Organisation, is bound to uphold the Standards overseen by the Australian Skills Quality Authority (ASQA). ASQA regulates the VET sector and is continually working with RTO’s to improve the products and services offered to you, so you can feel confident in the quality of training you are receiving.

The information in this guide is designed to assist you make an informed decision about training with Work Skills and to refer to throughout your training as required. Any questions you may have can be sent to info@workskills.com.au or phone 1300 360 567.

Supporting your training

At Work Skills we want to see you succeed. That's why we offer personalised support at every step of the way. Our values, our team and our service partners ensure you receive the highest quality education and training.

Disability Services

If you have a disability or medical condition – whether it is physical or psychological, temporary or permanent – we can assist you with your enrolment options as well as your education and training.

Let us know what your needs are as soon as possible so we can discuss support that's right for you. If you have a disability you may be eligible for 'Reasonable Adjustment' during your study.

The Disability Discrimination Act (DDA), through the Disability Standards for education requires providers to take reasonable steps to enable the student with a disability to participate in education on the same basis as a student without a disability, and specifically to ensure that:

- teaching materials are appropriate to the needs of the student.
- course learning activities are sufficiently flexible for the student to be able to participate.
- study materials are available in an appropriate format for the student.

Disabled Australian Apprentice Wage Support Program

Tutorial, interpreter, and mentor services are available to Australian apprentices who have been assessed as eligible for Disabled Australian Apprentice Wage Support and need extra help with their off-the-job training. If eligible, Work Skills will make these arrangements for you.

Study Support

The enrolment process includes a Language Literacy and Numeracy check. Students identified as needing support will receive academic and vocational counseling from appropriately qualified training staff of Work Skills.

Language

For learners requiring support with English we recommend The [Adult Migrant English Program \(AMEP\)](#), this is a free course for eligible migrants

Counselling

Any Student who displays signs of distress will 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. For learners needing crisis Support we advise you to immediately contact

Lifeline 13 11 14 (available 24 hours)

Getting Started

The Work Skills web site provides course brochures for all of the courses on offer. The information on these brochures cover the courses subjects (units), modes of study and work based training and assessment requirement, if any. The time can vary for each learner depending on prior knowledge or study which may reduce the duration of the course. It is important for you to understand the cost and commitment required. That's why the enrolment process will provide you with specific information to inform your choices.

Moving Forward

Work Skills has an easy 4 Step process for enrolling and notifying you of fees or additional charges applicable, if any, prior to commitment.



Enrolment

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

1. *Work Skills Sign Ups team will send you a 'Welcome To Work Skills' email containing your Learner Handbook and Privacy Notice.*
2. *Work Skills Sign Ups team will then make contact over the phone with you and your employer to confirm your enrolment details, discuss your fees and payment options for the Tuition Fee Agreement, and prepare your Training Plan.*
3. *We then send off the Tuition Fee Agreement (TFA) and Training Plan using a digital signing platform 'PleaseSign'. The Tuition Fee Agreement outlines all the conditions, fees, additional costs, gap fees and payment methods, which is confirmed over the phone and you can see before you sign the document. The Training Plan outlines the list of units you will be enrolling in and a planned timeline of your training.*
4. *Once the Sign Ups team receives your signed digital documents and any upfront fees are paid (if applicable), we can then proceed to organise your first visit with a trainer.*

Service Fees

Throughout the Work Skills enrolment process, you as the “Prospective Student/Customer” is provided information on course outlines, course costs, payment method options and study methods.

For non government funded courses (Fee For Service) where there is a fee payable by the user, there is a non-refundable enrolment/administration fee that will be discussed and agreed to in advance and will also appear on the Tuition Fee Agreement.

For government supported Qualifications, information is also provided on:

- Gap fees
- Student contribution fees
- Travel costs
- All other costs where applicable
- Any other relevant information

* 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 the 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.

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 enrolment in any training or assessment, course or qualification and will form part of our Tuition Fee Agreement which will be signed by all parties before enrollment or starting of any training that leads to a qualification or course.

If the fees outstanding reach more than \$300, you will be contacted to pay arrears and training may be suspended until outstanding invoices are up to date.

Payment plans are also offered at a minimum of \$9 per week.

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. (Fee For Service 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 Tuition Fee Agreement sent to you for it to be applicable.

There are varying exemptions and discounts applicable to the cost of these fees such as “ Free Apprenticeships for under 25s” training in QLD for students under 25 whom enroll into a high priority qualification.

Free apprenticeships for under 25s will also cover the cost of training for apprentices and trainees who commence or are undertaking a priority apprenticeship or traineeship qualification from 1 January 2021 to 30 September 2022.

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 you remain at school but may be applicable to start paying Student Contribution Fees (SCF) when transitioned to Full time or Part time employment. Again, this will be reflected on your Tution Fee Agreement, and if applicable will generate a new Tution Fee Agreement for you to approve.

How the Student Contribution Fee is calculated

The units you are enrolled in 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.

These are based on the information located in the Victorian training package purchasing guides regardless of the state [Victorian training package purchasing guides](#)

The hours are based on the average time it takes to complete a unit.

As an example;

In the case of Unit SITHCCC020 - Work effectively as a cook; this unit has 80 nominal hours

Therefore the Student Contribution is 80 hours X \$1.60 =\$128

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.

Contractual agreement

Students who enroll 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.

Work Skills 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.

Refunds

A monetary refund may be applicable when a student or employer 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 may be 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 on the Payment Plan form. This allows time for the file to be audited, ensuring accuracy of the refund to you.

Should a course cease due to unexpected circumstances experienced by Work Skills, a refund will be provided for any incomplete unit/s enrolled in.

Complaints and Appeals

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. We are ready to listen. 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 person's needs and understanding. Our complaints and appeals process follows 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 the complaint/appeal.
- 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 formal complaint/appeal panel will be assembled consisting of the relevant Manager, independent Trainer, and Access and Equity representative. All discussions regarding a formal complaint will be recorded on the Complaint or Appeal Form.
- All decisions made regarding this matter and reasons for the decisions will be recorded in the complaints register. 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.

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

A complaint can be defined as an individual persons 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

Client Information section, or contact Work Skills on 1300 360 567.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the formal acknowledgement of a person's skill and knowledge acquired through previous training, work, or life experience and 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 including:

- 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 work products,
- 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
- Observation of your performance in the workplace.

Credit Transfers

If you have a Statement of Attainment, Statement of Results, Academic History, Authenticated Vocational Education and Training (VET) Transcript showing modules/competencies achieved, you may be entitled to "Credit Transfers". Copies of the results must be submitted for Work Skills to authenticate prior to the credit transfer being granted. There is no cost for Credit Transfers.

Reissuing of Certificates

If you are 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 a driver's license or passport) showing complete name and address, along with a separate photo (ie: Selfie)
- If the certificate has been issued by Work Skills but not received, the student has 6 months from the date of postage to contact Work Skills for a reprinted copy. Photo evidence as listed above with a confirmation in writing that the credential was not received is required.
- For certificates that are lost or destroyed, photo evidence as above and an explanation in writing of the nature of the request is required. Fees may apply.

- 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. Emailed copies are free of charge.

Accredited courses delivered by Work Skills are recognised anywhere in Australia.

Student and Trainee Records

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 re-issuing qualifications).



Issuing AQF Qualifications

On successful completion of all the required units in a qualification, the student will be issued their Certificate. If the student has been assessed as competent in one or more units, but not the entire course, a Statement of Attainment will be issued.

All graduates who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive the following certification documentation on award of the qualification:

- A testamur
- A record of results

Responsibilities

Workplace Health and Safety

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 workplace distractions to ensure quality outcomes are achieved.

Changes to Agreed Services

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.

Privacy

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.

Work Skills complies with the 13 Australian Privacy Principles (APP). Further information can be located on Work Skills Website <https://workskills.com.au/resources-information/>

Students

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 Standards for Registered Training Organisations 2015, and the Vocational Education and Training Quality Framework <https://www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework>
- 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 we are your nominated Training provider

- Not copy in any way, ANY materials provided without checking to ascertain whether there is any potential breach of copyright. 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

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.

Apprentices and Trainees

Useful information you need to know as an apprentice or trainee is provided by the Fair Work Ombudsman in the Guide to starting an Apprenticeship located online at:

<https://www.fairwork.gov.au/ArticleDocuments/712/guide-to-starting-an-apprenticeship.pdf.aspx>

Discipline

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.

Glossary

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.

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

DESBT - Department of Education, Small Business and Training

SCF - Student Contribution Fees

AASN - Australian Apprenticeship Support Network

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

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.

SRTO - Supervising Registered Training Organisation

Useful Links

ASQA - Australian Skills Quality Authority	https://www.asqa.gov.au/
Australian Qualifications Framework	https://www.aqf.edu.au/
Fairwork Australia	http://www.fairwork.gov.au
Australian Apprenticeships	https://www.australianapprenticeships.gov.au/
Disabled Australian Apprentice Wage Support Program	https://www.humanservices.gov.au/organisations/business/services/centrelink/disabled-australian-apprentice-wage-support-program
National Register of Vocational Education and Training	https://training.gov.au/
Myskills	https://www.myskills.gov.au/career-info/starting-your-career/

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