

RTO INFORMATION HANDBOOK

CONTENTS

CONTENTS	1
WELCOME TO CENTURY TRAINING	4
COMPETENCY BASED TRAINING AND ASSESSMENT	5
Competency Based Training.....	5
National Training Packages.....	5
LEARNER ENROLMENT	6
Selection	6
Enrolment.....	6
Induction	6
Collection of Unique Learner Identifier (USI).....	7
Fees.....	7
Refunds.....	7
Fees Paid in Advance.....	7
RECOGNITION OF PRIOR LEARNING (RPL)	8
RPL Procedure.....	8
RPL Responsibilities.....	9
Principles of Assessment for RPL	9
RPL Risk Management & Quality Assurance	10
RPL – High Risk Licencing Training	10
TRAINING DELIVERY	11
Enrolment Processing.....	11
Training Delivery	11
Re-Scheduling / Course Cancellation.....	11
Timeframes	11
Records Processing and Maintenance.....	11
ASSESSMENT	12
National Recognition for Credit Transfer	12
Issuing Assessments.....	12
Issuing Assessment Results	12
Re-Assessment	12
COMPLAINTS & APPEALS	14

Procedure	14
Action on Complaints	14
ROLES AND RESPONSIBILITIES	15
Overview	15
Learner	15
Century Training (the RTO)	15
Disciplinary Action	16
Learner Conduct	16
Attendance	16
Procedures.....	16
LEGISLATION	18
National VET Regulations for RTOs	18
Legislative Requirements	18
General Legislation	18
Anti-Discrimination Act 1991.....	18
Copyright Act 1968.....	18
Equal Employment Opportunity (Commonwealth Authorities) Act 1987	18
Freedom of Information Act 1982 (Commonwealth)	18
Human Rights and Equal Opportunity Commission Act 1986	18
Industrial Relations Act 1999 (State).....	19
National Vocational Education and Training Regulator Act 2011	19
Privacy Act 1988.....	19
Right to Information Act 2009 (State).....	19
Vocational Education, Training and Employment Act 2000 (State)	19
Vocational Education, Training and Employment Regulations 2000 (State)	20
Whistleblowers Protection Act 2001 (Qld).....	20
Work Health and Safety Act 2011	20
Workplace Relations Act 1996	20
POLICIES & PROCEDURES	21
Access and Equity	21
Access of Records	21
Disability Discrimination and Anti-Discrimination.....	21
EEO & Sexual Harassment.....	22
External Review	23
Support Services	23

Management and Administration	24
Marketing and Advertising	24
Privacy	24
Quality Management Focus	24
Reasonable Adjustment	25
SANCTIONS	25
Learner Services	25
Training and Assessment Standards	26
Welfare and Guidance Services	26
WORKPLACE HEALTH AND SAFETY	27
Emergency Evacuation Procedure	28
Fire Regulations	29
Cleaning/Maintenance	29
Smoking	29
Alcoholic Beverages	29
Prescribed Drugs	29
Illegal Drugs	29
Medical Emergencies	29
INFORMATION SOURCES AND WEBSITES	30

Welcome to Century Training

Mission Statement

We set high level industry standards by providing our learners with the confidence of knowledge and skill to launch confidently into a new and exciting career.

Company History

Century Training is a locally owned registered training facility that strives to provide a hands-on learning experience to those who are looking at commencing a career or complementing their current qualifications. Century Training was established to offer a practical and direct training solution within the high-risk industry.

Our trainers and assessors have extensive industry experience and are passionate about what they do. It is through their passion that our learners will experience a level of professionalism and service that exceeds expectation.

Operating under Century Cranes, the largest crane hire company north of Townsville in Far North Queensland, we provide immediate access to a large modern fleet, ranging from a 13T City Class to 200T All Terrain as well as purposely built training simulators enabling us to offer a complete training package.

Century Cranes holds a high reputation providing quality lifting and training solutions to Far North Queensland.

Our Core Values include:

- **Safety**
- **Integrity**
- **Quality**
- **Innovation in Learning.**

Competency Based Training and Assessment

Competency Based Training

Under the Competency Based Training system, individuals are assessed as Competent or Not Yet Competent. This is not a graded system as in schools or Higher Education but is based on the achievement of competence in the skills, knowledge and attitudes required to be demonstrated in the workplace. Below are some definitions which may help you to understand the achievement of competence.

Competency (also competence) the ability to perform tasks and duties to the standard expected in employment.

Competency-based assessment (or CBA) the gathering and judging of evidence in order to decide whether a person has achieved the required standard of competence.

Competency-based training (or CBT) training which develops the skills, knowledge and attitudes required to achieve competency standards.

Competency standard an industry-determined specification of performance which sets out the skills, knowledge and attitudes required to operate effectively in employment. Competency standards are made up of units of competency, which are themselves made up of elements of competency, together with performance criteria, a range of variables, and an evidence guide. Competency standards are an endorsed component of a training package.

Under the Competency Based Training system, experienced and skilled individuals can have their existing skills assessed and a qualification issued without necessarily undergoing any additional training. Nationally Recognised qualifications recognise the competency of an individual rather than the completion of a course. This is discussed further under Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC).

National Training Packages

A Training Package is a consistent and reliable set of nationally endorsed standards and qualifications for recognising and assessing people's skills. A Training Package describes what skills and knowledge a person needs to perform effectively in the workplace without prescribing how they should be trained. Training Package qualifications are recognised throughout Australia regardless of where or how the qualification was gained.

As a learner, it is advisable that you familiarise yourself with the Construction, Plumbing and Services or Resource and Infrastructure Industry Training Package, relevant to your area of training. Training Packages include the following information:

- Training guide including applicable legislation
- Assessment guidelines, instruments and process
- Competency-Based Training and Assessment
- Qualifications Framework
- Customisation Guidelines
- Packaging Rules
- Key Competencies

All information regarding National Training Packages can be accessed through the website www.training.gov.au.

Learner Enrolment

Learners are required to undergo a selection, enrolment and induction procedure prior to enrolment. This is as follows.

Selection

All Learners will be selected in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package.

Our Access and Equity Policy ensures that learner selection decisions comply with equal opportunity legislation.

Enrolment

The enrolment process may vary according to your individual circumstances.

Entry requirements can be dependent on the type of enrolment and/or course you are undertaking. Entry requirements are outlined with the relevant Course Information Summary located on our website www.centurytraining.com.au/courses.

You will be assisted through this process by our administration staff.

- Enrolments confirmation will be provided, in writing, by our administration staff after receipt of enrolment documentation
- By signing the enrolment, you acknowledge you have read this RTO information handbook and understand your rights and obligations
- It is your responsibility to ensure that our office is informed of any change of circumstances including mailing address and contact details. You may be required to provide additional evidence as to your identity or eligibility to enroll in specific, or funded courses
- You must advise Century Training if you have any special need concerning your training prior to commencement of training
- If you are seeking Recognition of Prior Learning or Credit for previous academic studies, please advise us so that you can be provided the appropriate documentation
- Please check all personal details including your full name for Certification purposes

Induction

At the commencement of your course you will be provided with an induction by your trainer which includes information on health and safety, complaints & appeals and any other issues that could affect you in your course.

Collection of Unique Learner Identifier (USI)

Your USI is a unique number given to you which will help keep your training records and results together in an online account controlled by you. By having a USI, you will be able to access your training records and results (transcripts) whenever you need them. For example, for a new employer or when you enroll to study at a new training organisation.

From 1 January 2015 all RTO's must report a USI for every learner enrolled. Century Training does not provide USI numbers, they are generated electronically when learners log into the www.usi.gov.au website.

If you do not have a USI, please go to www.usi.gov.au and follow the prompts to obtain your number.

If you do have a USI, please ensure you write this clearly on your enrolment form, and make sure you provide your first name, surname and date of birth, to enable us to verify this number.

If you would like us to obtain your USI number on your behalf, you will need to provide us with permission, fill in a form and send us a copy of one form of identification such as a Drivers Licence, Medicare card, Australian Passport or similar.

Fees

The fees for each unit of competency can be found on the relevant Course Information which can be downloaded on our website www.centurytraining.com.au/courses.

A 20% non-refundable deposit is due at the time of enrolment. Upon enrolment, a Tax Invoice for the full course amount will be issued outlining the deposit amount required. A placement within the course will not be secured until the deposit has been paid. Remaining fees are to be paid on or before the commencement of training. Payment methods include – direct deposit, MasterCard, Visa, debit Card and cash. A receipt of payment will be issued.

Refunds

The Manager/Director shall refund in the following circumstances;

- A fee refund, less the non-refundable deposit, is given if the learner cancels before commencement of the course.
- Where a learner seeks a refund on the basis of an incorrect charge being accepted by the company.
- Where a learner seeks a refund following cancellation of the enrolment prior to the commencement of the course, a full refund (less a non-refundable deposit, if applicable) shall be made.
- After commencement of the course, fees are non-refundable except at the discretion of the General Manager.
- In the unlikely event of course cancellation by Century Training, full fee refund including the non-refundable deposit is made to learners.
- Where a learner's enrolment has been terminated due to disciplinary action, fees will not be refundable.
- Refunds to be made by Electronic Funds Transfer (EFT) in favor of the learner.

Fees Paid in Advance

Century Training does not accept fees paid in advance.

If at any time in the future Century Training will maintain a separate ledger in their accounting system to ensure these fees are safeguarded.

Recognition of Prior Learning (RPL)

RPL Procedure

What is it?

RPL recognises what you have already learned from other courses, from life experience, from work experience and from any training provided at work, and measures this against the course you are doing or want to do. If what you have learned at work or elsewhere is relevant to the course, you may not have to do those parts of the course again.

Is RPL an easy option?

Please note the assessment of RPL applications is a demanding process and generally takes more training time than actually training the competencies, therefore this process is not a 'cheap' option and the fees are generally not discounted heavily.

It can often take more time for a student to compile RPL evidence and match it to the course criteria than it takes to study the qualification, so please use RPL wisely. Therefore, undertaking an RPL process is not necessarily an 'easy' way to get a qualification. It is not a matter of time served or amount of experience you have, but the specific and relevant learning which can be assessed according to the set competency standards.

Participants need to be committed to supporting their case by locating and providing suitable evidence and documentation. This often requires a significant effort.

Evidence provided must be;

- current (i.e. not older than 5 years)
- authentic (evidence must demonstrate your personal input into the process)
- valid (it must address the competencies you are applying it to)
- sufficient (enough evidence to show competency)

Why apply? – *What's in it for me?*

It is important to apply for RPL if you think you already have experience that might be relevant to your course. The advantages of applying for RPL are:

1. You can work out whether your experience is similar to that required by the course.
2. If you have already achieved some of the learning outcomes of the course, you might not have to do those sections of the course again. This could mean finishing your course much earlier, or not having such a heavy course load.
3. It recognises that you are entering a course with many skills – that you are not a total beginner.

How it works – *What happens?*

If you decide to apply for RPL you will be asked to complete an application form giving details of your relevant experience, skills and knowledge.

An RPL assessor will help you identify what evidence you need to provide for a successful application. When you feel you have gathered together sufficient evidence, the RPL assessor will review your application and arrange a formal interview with you.

At the interview, the assessor will examine your documented evidence and ask questions to determine whether you are eligible for recognition of prior learning. After the interview, you will be notified of the RPL decision. If your application is successful, you will not be required to do certain parts of the course program.

If your application is unsuccessful you can appeal against the decision if you believe it was unfair.

What do I do now?

If you think you might be eligible for RPL you need to ask for an RPL application form.

If you are not sure about whether to apply for RPL you should discuss with the Training Coordinator.

RPL Responsibilities

Learner

- Completion of Application for RPL.
- Collection and collation of supporting evidence.
- Arranging and preparing for interview to discuss evidence provided.

Assessor:

- Briefing applicant about the RPL process & requirements.
- Providing the applicant with support throughout the RPL process.
- Conducting the RPL interview and assessing the adequacy of the evidence presented by the applicant.
- Providing feedback on the applicant's success in demonstrating the nominated learning outcomes.
- Submission of RPL records to allow the appropriate reports and credentials to be issued to the Applicant.
- Advising applicant on available follow up options.
- Issuing the applicant with their certification.

Principles of Assessment for RPL

Century Training aims to ensure that its RPL process is valid, reliable, flexible and fair. This is to ensure that when the RPL takes place with the applicant, the level of service provided is of a high standard and meets the four principles above. We also ensure that the RPL process is structured to minimise the time and cost to applicants by providing guidelines, information and access to resources, including assessors.

RPL Risk Management & Quality Assurance

The applicant may wish to seek recognition for up to 100% of his/her training, therefore, increasing the risk associated with the recognition. In this case, it is important to remember that as the level of risk increases there should be a corresponding increase in the rigor of the RPL processes. This increased rigor can be achieved through requiring more evidence of higher quality and the involvement of more assessors to review the evidence and make the final assessment decision.

RPL – High Risk Licencing Training

Workplace Health and Safety Queensland does not allow RPL of high-risk licencing training or assessment. All learners must complete the theory and performance components of the assessment process.

However, if suitable documented evidence is provided of prior use of the machinery (i.e. expired licence) the applicant may be able to use that evidence to modify the training needed to achieve competency.

Century Training in conjunction with Workplace Health & Safety require sufficient evidence of this experience. Expired Licences and Licences from overseas jurisdictions are not recognised for full RPL, the assessment process must still occur.

Training Delivery

Enrolment Processing

The completed enrolment and other relevant forms are received and processed. A file will be set up for each course into which the learner enrolment and other relevant forms will be placed. This information is stored securely.

Training Delivery

Administration will be responsible for the preparation of all training sessions.

The assigned trainer will be responsible for the delivery of all training sessions.

The relevant course documentation will be supplied to the learner and addressed by the trainer during the first training session.

During the course of the training program the trainer will prepare, train, monitor, encourage and assist the learner to successfully achieve competency.

The trainer will arrange for assessments in consultation with the learner.

Re-Scheduling / Course Cancellation

In the event class numbers are not adequate, learners will be notified by administration with 48 hours' notice. Applicants will be offered a revised course date.

In the event the course will not be run due to inclement weather or cancellation of trainer/assessor, learners will be notified by administration by telephone as soon as possible, preferably providing 24 hours' notice. Applicants will be offered a revised course date.

In the event of the RTO no longer delivering the course, learners will be notified by administration and will be provided with assistance to transfer to another facility.

In the event the RTO ceases operation, learners will be contacted by management and will be provided with assistance to transfer to another facility.

In the event an enrolled learner cannot contact the RTO, contact the Commonwealth Ombudsman 03 9667 2501 www.ombudsman.gov.au.

A full refund will be offered for any course that is cancelled by the training facility.

Timeframes

Learners undertaking short courses will generally complete training and assessment on the day. For high risk licencing units, where there are additional supervised logbook hours to be achieved, it is anticipated these will be completed and assessments booked within 12 months of completion of formal training. Should a learner exceed the 12-month timeframe for completing formal training and additional workplace experience (logbook hours), the learner will be required to re-sit Formal Training, at their expense.

Records Processing and Maintenance

The training coordinator or nominated person will be required to maintain all training records in accordance with organisational policies and procedures, government regulations and training package requirements.

Assessment

National Recognition for Credit Transfer

Century Training is obliged to recognise all applications for credit transfer based on AQF qualifications or Statements of Attainment awarded by another RTO relevant to our scope of registration. The procedure will include:

- Credit Transfer for all AQF Qualifications with the same qualification code and name as that being applied for
- Credit Transfer for all National Training Package Units of Competency with the same unit code and name as that being applied for
- Credit Transfer for all accredited courses with the same course code as that being applied for
- Check eligibility of learner to receive Credit Transfer by viewing copies of Statement of Attainment/s, Academic Records and/or Certificate/s and/or the use of course mapping guides available from the state/territory registering body. Qualification results must be competency based and a direct correlation must be established between competencies being claimed and those achieved.

Issuing Assessments

- Your trainer/assessor will issue your assessment to you upon request with the relevant Assessment Cover Sheet.
- Cover sheet must include...
 - date the assessment was issued.
 - competency number
 - competency name
 - learner's name, and
 - learner's signature (to be signed by learner prior to submission).

Issuing Assessment Results

- Assessments marked *Competent (C)* will be filed in the applicant's assessment file and marked off on the Assessment Record Form.
- An Assessment Feedback Form will be returned to the applicant indicating *Competent* or *Not Yet Competent*.
- If *not yet competent* – your assessor will return the assessment outlining what needs to be done to achieve competency. You may then arrange for further assistance and testing.

Re-Assessment

All learners are provided with an opportunity for reassessment when they have been assessed as 'not yet competent' on all or part of the assessment.

For short courses, the trainer will provide feedback upon issuing the assessment result and the RTO will be in contact with the learner immediately to determine the appropriate course of action to be undertaken regarding re-assessment.

For candidates who are assessed as 'not yet competent' on all or part of the assessment on high risk licencing units, the assessor and the candidate need to discuss the assessment outcome and decide on the appropriate course of action to be undertaken by the candidate prior to a reassessment. This may include;

- Further training
- Further workplace experience

Candidates undertaking a reassessment within two calendar months of the initial assessment will only be required to complete the section of the assessment in which they were assessed as not yet competent.

Candidates who undertake an assessment two calendar months after the initial assessment are required to re-take the whole assessment.

All re-assessments must be undertaken within 12 calendar months, or the candidate will be required to undertake the training again.

Re-assessments incur a fee of \$350, payable by the learner.

Complaints & Appeals

Century Training recognises that sometimes situations may arise in which a learner feels that he / she has not been treated fairly or in accordance with company rules and procedures. For this reason, Century Training provides its learners with procedures for resolving complaints and appeals.

An appeal may occur as a result of:

- Academic unfairness
- Discriminatory behaviour relating to assessment

If a learner is not satisfied with their assessment result he/she may lodge an Assessment Appeals Form, which is available from the Registered Training Organisation (RTO).

He/she is required to complete each of the relevant sections and return it to the RTO, Century Training, who will take the necessary actions.

Procedure

All complaints need to be recorded and for authenticity a *Complaint Form* or *Appeal Form* is to be completed and issued to the RTO by the complainant. When the complaint is documented, it is given to the RTO person responsible for initiating any action to be undertaken.

The Complaints procedure is as follows:

- RTO staff to request *Complaint Form* or *Appeal Form* be completed by complainant
- RTO staff to investigate the matter which prompted the complaint and/or consult with other persons involved in the complaint
- RTO to negotiate with complainant to resolve the situation, if possible, and/or mediate between individual and other persons to resolve the situation
- Should the issue still not be resolved, arrangements will be made to engage an independent third party mediator. If any costs are involved in this process, they will be shared equally between the complainant/appellant and the RTO, Century Training.
- RTO will record each step taken to resolve the complaint in *Complaints and Appeals Record Sheet*
- File Complaints and Appeals Record Sheet in Complaints file.

Action on Complaints

Authentic complaints and non-conformances are investigated immediately and resolved by the Manager/Director as soon as possible. In the case of personal complaints, these are also documented as a corrective action and resolved through management. The outcome of each complaint is documented on the Corrective Action Register.

If for any reason the complaint/appeal is not finalised within 60 calendar days, Century Training will notify you in writing of the reasons for the complaint/appeal not being finalized and provide you with regular weekly updates, in writing, on the progress of your complaint/appeal.

Roles and Responsibilities

Overview

Successful achievement of your training program will be based on mutual respect between yourself and your trainer. A positive working and learning environment is achieved in the following manner:

- Respect for the rights and opinions of others;
- A safe working environment;
- Equal opportunity for all;
- A fair and just complaints procedure;
- Access to relevant learning materials;
- Access to support staff.

All personnel working with **Century Training** aim to ensure that any anti-discriminative and/or sexual harassment acts are dealt with immediately and are not tolerated.

Learner

You must ensure that you:

- Registered for USI (Unique Learner Identified) prior to enrolment www.usi.gov.au;
- Attend the required training sessions on time;
- Take an active part in training activities;
- Assist in the development of your training schedule (if applicable);
- Keep your training log book (if applicable) and other documents in a safe place;
- Complete all set assessment tasks;
- Follow safe working practices always;
- Use and look after your learning resources;
- You are assessed and signed off.

Century Training (the RTO)

The Registered Training Organisation must ensure that:

- You are given all the support and encouragement that is necessary to ensure that you successfully achieve the competencies stated in your training program;
- You are actively involved in the development of the training schedule (as applicable);
- You are provided with the necessary training/learning materials/resources;
- Your Training Log Book (if applicable) and any other documents are signed and up-to-date;
- All assessment records are kept up-to-date and meet with the National VET Regulations;
- You receive the original copy of your Statement of Attainment;
- Quality control procedures are in place and adhered to always.

Disciplinary Action

Learner Conduct

Learners are expected to display a high level of personal responsibility for their learning process and for their interaction with staff members and other learners.

Anyone displaying inappropriate or dangerous behaviour, (e.g. disruptive class behaviour, refusal to follow WH&S procedures) will be required to attend a disciplinary meeting to discuss the necessary changes they need to make. If these changes are not implemented, the learner may be dismissed from the course.

Attendance

Training programs may challenge learners' resolve and endurance. They are fundamentally practical, vocationally orientated courses requiring a steadfast commitment. Therefore, regular and punctual attendance at classes is **essential** for successful completion of the course.

Learners who do not display regular attendance at their course will be required to attend a disciplinary meeting.

Procedures

- Designated staff member will investigate incident of learner misconduct and/or poor attendance
- Details of misconduct and/or poor attendance will be documented including:
 - Date, time and location of incident(s)
 - The actual behaviour(s)
 - Witness statements
 - Effects on other learners, staff or learners
 - Prior discussions about the problem
- A disciplinary interview will be arranged with learner concerned as soon as possible after the incident
- The learner will be advised that they may have a third-party present during the interview
- The incident will be discussed with learner to ascertain the following:
 - Learner's view of incident including extenuating circumstances
 - Learner's view of the consequences and effects of their action
 - Learner's thoughts and feelings about their future behaviour
- An agreed plan of action and time scale for review will be negotiated for necessary behaviour change on the part of the learner
- Learner will be advised of consequences if plan of action is not followed
- Details of disciplinary interview and action plan will be recorded
- Learner's signature will be obtained on record of interview and action plan
- Learner will be provided with a copy of the document
- The following corrective measures will be provided if behaviour continues:
 - Oral warning (or counseling)
 - Dismissal

- The following guidelines are to be followed during dismissal proceedings:
 - Focus on the dismissal and its causes
 - Present an objective, straightforward and firm decision
 - Hold a brief, businesslike and private interview
 - Avoid personal accusations and feelings
 - Provide information on course fee refund if relevant
 - Provide learner with Statement of Attainment qualifications if applicable
- Details of every step in disciplinary action will be recorded
- Documentation will be filed in learner's file

Legislation

National VET Regulations for RTOs

As a Registered Training Organisation, **Century Training** has agreed to operate within the Principles and Standards of the *National VET Regulations* for Registered Training Organisations.

Legislative Requirements

Century Training will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Industry Standards will be met always. All Learners are to familiarise themselves with legislation that is relevant to their training. This includes legislation relating to the following:

- Workplace Health and Safety
- Workplace harassment, victimisation and bullying
- Anti-discrimination including equal opportunity, racial vilification, disability discrimination
- Vocational education and training
- Apprenticeships and traineeships (if applicable)

Following is a list of legislation and accompanying information that may be applicable to you:

General Legislation

Anti-Discrimination Act 1991

An Act to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct.

Copyright Act 1968

An Act relating to copyright of materials and the protection of certain performances, and for other purposes.

Equal Employment Opportunity (Commonwealth Authorities) Act 1987

An Act to require certain Commonwealth authorities to promote equal opportunity in employment for women and persons in designated groups and for related purposes.

Freedom of Information Act 1982 (Commonwealth)

An Act to give to members of the public rights of access to official documents of the Government of the Commonwealth and of its agencies

Human Rights and Equal Opportunity Commission Act 1986

An Act to establish the Human Rights and Equal Opportunity Commission, to make provision in relation to human rights and in relation to equal opportunity in employment, and for related purposes.

Human Rights means:

- (a) The rights and freedoms recognised by the International Convention on the Elimination of All Forms of Racial Discrimination, a copy of which is set out in the

Schedule to the *Racial Discrimination Act 1975*; and

- (b) The rights and freedoms recognised by the Covenant; and
- (c) The rights and freedoms declared by the Declarations or recognised or declared by any relevant international instrument.

Industrial Relations Act 1999 (State)

An Act relating to industrial relations in Queensland, and for other purposes. The principal object of this Act is to provide a framework for industrial relations that supports economic prosperity and social justice.

National Vocational Education and Training Regulator Act 2011

The objects of this Act are:

- (a) to provide for national consistency in the regulation of vocational education and training (VET);
- (b) to regulate VET using:
 - (i) a standards-based quality framework; and
 - (ii) risk assessments, where appropriate; and
- (c) to protect and enhance:
 - (i) quality, flexibility and innovation in VET; and
 - (ii) Australia's reputation for VET nationally and internationally; and
- (d) to provide a regulatory framework that encourages and promotes a VET system that is appropriate to meet Australia's social and economic needs for a highly educated and skilled population; and
- (e) to protect learners undertaking, or proposing to undertake, Australian VET by ensuring the provision of quality VET; and
- (f) to facilitate access to accurate information relating to the quality of VET.

Privacy Act 1988

An Act to make provision to protect the privacy of individuals, and for related purposes in accordance with the National Privacy Principles.

Right to Information Act 2009 (State)

An Act to give a right of access to information in the government's possession or under the government's control unless, on balance, it is contrary to the public interest to give the access.

Vocational Education, Training and Employment Act 2000 (State)

An Act to provide for vocational education, training and employment. The objectives of this Act are--

- (a) To establish a system for the effective and efficient provision of high-quality vocational education and training to meet the immediate and future needs of industry and the community; and
- (b) To provide mechanisms for employees, employers, associations of employees or employers and the community to advise government on vocational education and training needs and priorities to meet those needs; and
- (c) To support the continued development of high-quality training by and within industry; and
- (d) To facilitate the provision of vocational education and training that is relevant to employment and encourages the generation of employment opportunities; and
- (e) To regulate the registration of training organisations within the State; and
- (f) To further the commitment by the States, the Territories and the Commonwealth, in partnership with industry, to work together to increase the participation of Australians in an integrated national vocational education and training system that allows for local diversity; and
- (g) To promote a community commitment towards supporting young people in the compulsory participation phase; and
- (h) To implement initiatives that are consistent with the ministerial declaration 'Stepping forward: improving pathways for all young people'.

Vocational Education, Training and Employment Regulations 2000 (State)

Regulations to support the Vocational Education, Training and Employment Act 2000

Whistleblowers Protection Act 2001 (Qld)

This Act's principal object is to promote the public interest by protecting persons who disclose--

- Unlawful, negligent or improper conduct affecting the public sector
- Danger to public health or safety
- Danger to the environment.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces.

Workplace Relations Act 1996

The principal object of this Act is to provide a framework for cooperative workplace relations which promotes the economic prosperity and welfare of the people of Australia.

All relevant legislation is available on the following websites

www.austlii.edu.au

www.legislation.qld.gov.au

Policies & Procedures

Access and Equity

Century Training supports equal opportunity in the selection of employees and learners and ensures that people are not discriminated against on the basis of sex, pregnancy, race, beliefs, marital status, physical or intellectual disability, sexual preference or age. This means that all employees and learners are entitled to equal consideration and respect in their dealings with **Century Training**.

Century Training ensures employees and those seeking employment, learners and those seeking enrolment, are treated equitably. This means:

- Selecting people based on their skills, aptitude and relevant qualifications including life experience
- Recognising and valuing different skills and ideas
- Ensuring a workplace and learning environment, which is free from discrimination and harassment
- Giving everyone an equal chance to develop skills and make the most of their talents
- Supporting employees and Learners to combine work, study and family responsibilities.

Century Training is committed to supporting full access to the organisation's range of services and employment opportunities by people from disadvantaged groups. This includes those disadvantages socially, geographically, educationally, physically and intellectually, racially or by gender.

However, **Century Training** also ensures the highest standards of service delivery through the employment of the best qualified staff most suited to the available positions.

Century Training ensures that learners derive maximum benefit from the course and will select learners based on their ability to fulfill the course entry requirements. This includes assessment and support to identify language, literacy and numeracy difficulties.

Century Training informs learners of its Access and Equity policy **prior to enrolment** through its Code of Practice.

Access of Records

Century Training Learners have access to their personal records whenever required, and it is also made available to the learner at the time of enrolment. Before accessing the personal information, a learner must first provide **Century Training** with photo proof of identify.

Disability Discrimination and Anti-Discrimination

Every consideration and assistance will be given to those persons with disabilities wishing to participate in construction industry training.

Persons will only be disqualified on the basis of failing to meet the specifications stated in Workplace Health and Safety guidelines or other regulatory body rulings.

Anti-Discrimination legislation has been passed by Commonwealth and State governments to reflect support for the principles of equality, dignity and fairness in the community. The Anti-Discrimination Act promotes equality of opportunity for everyone by protecting them from unfair discrimination, sexual harassment and other forms of objectionable behaviour.

Under the Anti-Discrimination Act you can complain if you feel you are being directly discriminated against because of your:

- Sex
- Marital status
- Pregnancy
- Parental status
- Breast Feeding
- Age
- Race
- Impairment
- Religion
- Political belief or activity
- Trade Union activity
- Lawful sexual activity
- Gender identity
- Sexuality
- Family responsibilities
- Association with or relation to a person with any of the above attributes.

EEO & Sexual Harassment

It is both illegal and against the policies of the **Century Training** for any person, male or female, to sexually harass another person by:

- Making repeated and unwanted verbal or sexual advances, sexually explicit derogatory statements or sexually discriminating remarks in the workplace which are offensive to the person involved,
- Causing the person to feel threatened, humiliated, patronised, harassed, or interfering with the person's job performance
- Undermining job security, creating a threatening or intimidating work/training environment.

Any agent or employee, who believes they have been subjected to sexual harassment, should complain by making a report, to the Manager/Director either verbally or in writing, of the alleged act.

A confidential investigation of all such complaints will commence immediately. The key factors in the investigation would be to establish that the sexual harassment was either unwanted and/or persistent.

Any agent or employee, who is considered, after appropriate investigation by the Company, to have sexually harassed another agent or employee, will be subject to appropriate disciplinary action. Depending on the circumstances, this will range from a warning being placed in the offender's personnel file to and including summary dismissal and/or Police involvement.

Given the nature of this type of complaint, the Company also recognises that false accusations of sexual harassment can have serious effects on innocent people. Accordingly, disciplinary action against the complainant may follow false accusation(s).

We trust that all Company employees and agents will continue to act responsibly to maintain a pleasant working environment free of actions, which can be defined as sexual harassment.

External Review

Century Training has agreed to participate in external monitoring and audit processes required by the Australian Skills Quality Authority (ASQA). This covers random quality audits, audit following complaint and audit for the purpose of re-registration or extension of scope.

Support Services

Century Training offers a range of support services to assist learners who may require assistance to complete their chosen course.

Language, Literacy and Numeracy

Step 1

During the enrolment process, learners will be notified of the Language, Literacy and Numeracy requirements of the course and are encouraged to discuss any areas of concern prior to enrolment.

Step 2

If it is indicated that LLN support is required, **Century Training** will request the learner to conduct a Language, Literacy and Numeracy support tool indicator. This will allow Century Training to determine the level of support required. **Century Training** has a range of options available including but not limited to, offering offer additional training assistance, flexible delivery and assessment and other activities deemed appropriate.

Step 3

If the level of support exceeds the availability of **Century Training**, the learner will be referred to other agencies to seek the support they require. Costs associated with this referral process are at the expense of the learner.

Other Special Needs

Students with other special needs are encouraged to discuss support services with Century Training staff. Examples of support may include:

- Hearing Impairment – Course information and notes may be provided to the learner prior to course commencement for the learner to pre-read. Depending on the level of hearing impairment, a learner may wish to bring a support person with sign language skill. This person would assist in the communication between the learner and the trainer in both course delivery and assessment.
- Sight Impairment – Delivery and assessment could be offered verbally in a classroom situation, or reader software could be utilised.
- Physical handicaps – depending on the level of handicap, delivery and assessment may be a combination of verbal and written.
- Intellectual handicap – the delivery time for the course may need to be extended as support would be required to ensure the learner understands all delivery and assessment. Depending on the level of handicap, delivery and assessment may be a combination of verbal and written.

Management and Administration

Century Training has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards learner fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Learner records are managed securely and confidentially and are available for learner perusal on request. **Century Training** has adequate insurance policies.

Marketing and Advertising

Century Training markets vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Privacy

Century Training collects certain personal information from staff and Learners to facilitate effective and efficient service provision. **Century Training** ensures the privacy of individuals in the following ways:

- Only collects information with knowledge and consent of individuals
- Only uses personal information for the purpose for which it was collected
- **Does not** re-sell, distribute or share personal information to a third party without prior consent of the individual
- Ensures that personal information will not be disclosed to other state institutions or authorities except if required by law or other regulation
- Ensures that demographic and other statistical information is not linked to any personal information that can disclose the identity of an individual.

From time to time **Century Training** may use the contact details of individuals to provide information on its training programs or other services.

Individuals can gain access to the personal information held by **Century Training** by producing photo identification and provide any necessary corrections.

Century Training has implemented technology and security systems, policies and measures to protect the personal information regarding staff and Learners from: unauthorised access, improper uses, alteration, unlawful or accidental destruction and accidental loss.

Quality Management Focus

Century Training has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from Learners and other stakeholders via Learner and Stakeholder Evaluation Forms for incorporation into future programs.

In order to monitor the company's performance in relation to customer satisfaction and quality training outcomes it is essential that all Learners and stakeholders complete an Evaluation Form.

It is the trainer's responsibility to ensure that the Evaluation Form is given to each learner upon completion of every training program.

The evaluation forms will be collated and discussed at the next staff meeting, where learner and stakeholder feedback will be the focal point. Appropriate actions will be determined and recorded on a Corrective Action Register (CAR) and the process begun.

Reasonable Adjustment

Century Training is committed to supporting individuals with a physical or intellectual disability to enjoy full access to employment opportunities and training programs offered by the organisation and encourages them to participate as fully and independently as possible.

Century Training:

- Reflects positive attitudes and is inclusive of people with a disability.
- Strives to develop positive, informed and non-discriminatory attitudes to the needs of learners with a disability amongst staff and learners.
- Makes reasonable adjustment in its workplace, training venue, service delivery, operations, resources and assessment procedures in order to cater for individuals with a disability.
- Arranges support services and equipment in consultation with individuals with a disability.
- Ensures that individuals with a disability are consulted on all matters that affect them in relation to their disability.
- Respects individuals' rights to privacy.
- Works co-operatively with external agencies to achieve optimal outcome for individuals with disabilities.
- Encourages learners with a disability to discuss their needs upon enrolment.
- Allows carers or interpreters to accompany learners with a disability free of charge.
- Provides resources to assist learners with a disability obtain maximum value from the training programs.

SANCTIONS

Century Training will honour all guarantees outlined in this Learner Handbook. We understand that if we do not meet the obligations of this Learner Handbook or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

Learner Services

We have sound management practices to ensure effective learner service. In particular, we have learner service standards to ensure timely issue of learner assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes *Recognition of Prior Learning Policy*, a fair and equitable *Refund Policy*, a *Complaints and Appeals Policy*, and an *Access and Equity Policy*. Where necessary, arrangements will be made for those Learners requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and Learners.

Our learner information will ensure that all fees and charges are known to Learners before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

We have an Open-Door policy for learner services related to training and assessment. Our trainers/assessors are available face-to-face or via the telephone at all times during business hours for guidance and support.

Training and Assessment Standards

Century Training has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of Learners.

Welfare and Guidance Services

Learners requiring welfare or guidance services will be given access to a list of services available to them. This list will include the Training Ombudsman at the Queensland Department of Employment and Training, LLN services and Disability services.

This list will be reviewed and maintained by the Administration Officer.

Workplace Health and Safety

Century Training recognises that safety is an essential part of all its activities and aims to safeguard, so far as is reasonably practicable, the health, safety and welfare at work of all its staff, participants and visitors. We encourage an attitude of mind which accepts good safety practice as normal.

Learners should always conduct themselves in a safe manner. The Work Health and Safety Act 2011 and subordinate legislation requires that employers and others ensure the health and safety of people who may be affected by workplaces, workplace activities or specified high risk plant.

To meet these requirements Century Training will provide safe systems of work, a safe environment, safe plant and equipment and staff who are competent. The Work Health and Safety Act 2011 requires that you look after your own health and safety and that of others.

You must;

- Follow instructions given by Century Training for the health and safety of yourself and others
- Use personal protective equipment if it is provided and you have been trained in its use
- You must not;
 - Deliberately interfere with or misuse anything provided for workplace health and safety
 - Deliberately do something that could endanger the workplace health and safety of any person
 - Deliberately do something where you could injure yourself

The following advice represents good safe practices and should be followed by all;

- Follow instructions
- Report anything that could injure or harm a person
- Report any faults or malfunctioning equipment immediately
- All accidents should be reported immediately to a responsible person in the area where they occur
- Make sure you know what to do in an emergency
- If in doubt, ASK

Emergency Evacuation Procedure

At the commencement of your course, the trainer will outline the emergency evacuation procedure in detail through the learner induction.

During an emergency evacuation, please ensure you;

- **Remain calm, proceed to the nearest fire exit and leave the building quickly without running**
- **Assemble at designated Emergency Assembly Area**
- **Call “000” or (“112” from a mobile phone) for Emergency Services and report fire/emergency**
- **Give the exact location of the emergency and the number of casualties. Ask the likely time of arrival of the emergency service**
- **Check those assembled outside building to ensure everyone is accounted for**
- **DO NOT GO BACK INSIDE THE BUILDING**

Fire Regulations

A fire extinguisher must be kept in working order at the work/training site.

- In the event of a fire please advise your local fire department.
- Sound the general alert.
- Ensure everyone in your local area is aware of the fire warning.
- Evacuate the building, assemble in the designated assembly area, and report to your trainer.

Cleaning/Maintenance

It is the responsibility of **each staff member** to ensure that the workplace/training area is kept both tidy and clean always. It is the responsibility of **each learner** to ensure they clean up after themselves.

Smoking

Because of the dangers to health caused by smoking, and the duty of Century Training to provide, as far as is reasonably practicable, a working environment which is healthy, Century Training promotes our training venue to be a NO SMOKING ZONE.

Should a learner request a designated smoking area, smoking will be strictly permitted on the outdoor mezzanine area. Please ensure you consider other learners in your presence, stick to this area only and use the bins provided.

Alcoholic Beverages

All employees/training Learners are to have a 0.00% Blood Alcohol Content (BAC) always. This is a mandatory requirement and failure to adhere to this policy will result in instant dismissal for staff and removal from the learning environment for Learners.

Prescribed Drugs

Employees/training Learners can take prescription drugs during working hours, only if they do not affect the individual's working/training (if applicable) or reasoning capacity.

Illegal Drugs

Any employee/training learner caught using or dealing in illegal drugs of any kind will be dismissed instantly without warning and Police action will be taken.

Medical Emergencies

Please ensure you advise staff if you have a medical condition which may affect your participation or attendance at Century Training.

Please ensure you fill in the Next of Kin on your enrolment form to enable Century Training staff to contact your family or emergency contact person in the event of a medical occurrence.

Should a medical emergency arise for someone else whilst you are at Century Training, you should protect yourself from any danger, ensure bystanders are not at risk, and then look at assisting the casualty if you are suitably qualified to do so. DO NOT MOVE THE CASUALTY unless they are in direct danger and you are qualified to do so. Notify a staff member immediately. Any staff member will know who to contact and the procedures to follow.

Information Sources and Websites

Organisation	Website or Contact	Information
Department of Industry – Skills	www.training.gov.au	Training Packages, Qualifications and Courses, Units of Competency, RTOs, GTOs, Industry advisory bodies.
ASQA (Australian Skills Quality Authority)	www.asqa.gov.au	National VET Regulator Standards for RTOs
AQF (Australian Qualifications Framework)	www.aqf.edu.au	Information on National qualifications for schools, VET sector and Higher Education
Australian Institute of Training and Development	www.aitd.com.au	National association for professionals involved in training, learning and human resource development in Australia. Membership required.
Australian Flexible Learning Framework	www.flexiblelearning.net.au	E-learning skills development opportunities, resources and support including toolboxes
DET (Department of Employment and Training, Qld)	www.training.qld.gov.au	State training requirements and information
Centre for Training Materials	www.training.qld.gov.au Follow the links – Registered Training Organisations → Centre for Training Materials	Transition Guides
QTIS (Queensland Training Information Service)	www.training.qld.gov.au Follow the links – Registered Training Organisations → Funded Programs	Search for Apprenticeships /Traineeships; qualifications and courses; RTOs; User Choice status; Commonwealth funding and conditions.
Legislation Online	www.legislation.qld.gov.au	All relevant legislation
Australian Apprenticeships	www.australianapprenticeships.gov.au	Australian Apprenticeships Centres and information
VET Training	www.training.com.au	VET Sector links and information
Workplace Health and Safety Department	https://www.worksafe.qld.gov.au/	Information on training for WHS
Commonwealth Ombudsman	www.ombudsman.gov.au	Contact in the event cannot contact RTO