

Name: _____

Talented Training Pty Ltd



Student Handbook

Talented Training Pty Ltd (RTO ID# 45144)

ABN: 80 609 214 959

Ph. (07) 3375 5822

Email: info@getskilledaus.com.au

Web: <http://www.getskilledaus.com.au>

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Welcome

Thank you for choosing to study and enroll with Talented Training Pty Ltd, we hope you enjoy this challenging, rewarding, and fun learning journey.

The courses and programs we provide are developed and delivered in partnership with our clients, to build for an effective learning experience and transfer of learning. They expose students to a variety of experiences and challenges and provide a mix of theory and practical training.

Please take the time to read this handbook and keep it in a safe place in case you need to refer to it during your studies. It provides up-to-date information in relation to our enrolment process, the way we deliver training, how we assess, the standard of service you can expect from us, and your responsibilities as a student with us.

Your employer may refer to this handbook also, in relation to our policies and procedures so please feel free to share, or direct them to our website at www.getskilledaus.com.au.

Our aim is to equip you with the knowledge, skills, and confidence you need to enter the workforce or to undertake further study.

If you have any questions or comments during your course, please feel free to contact us.

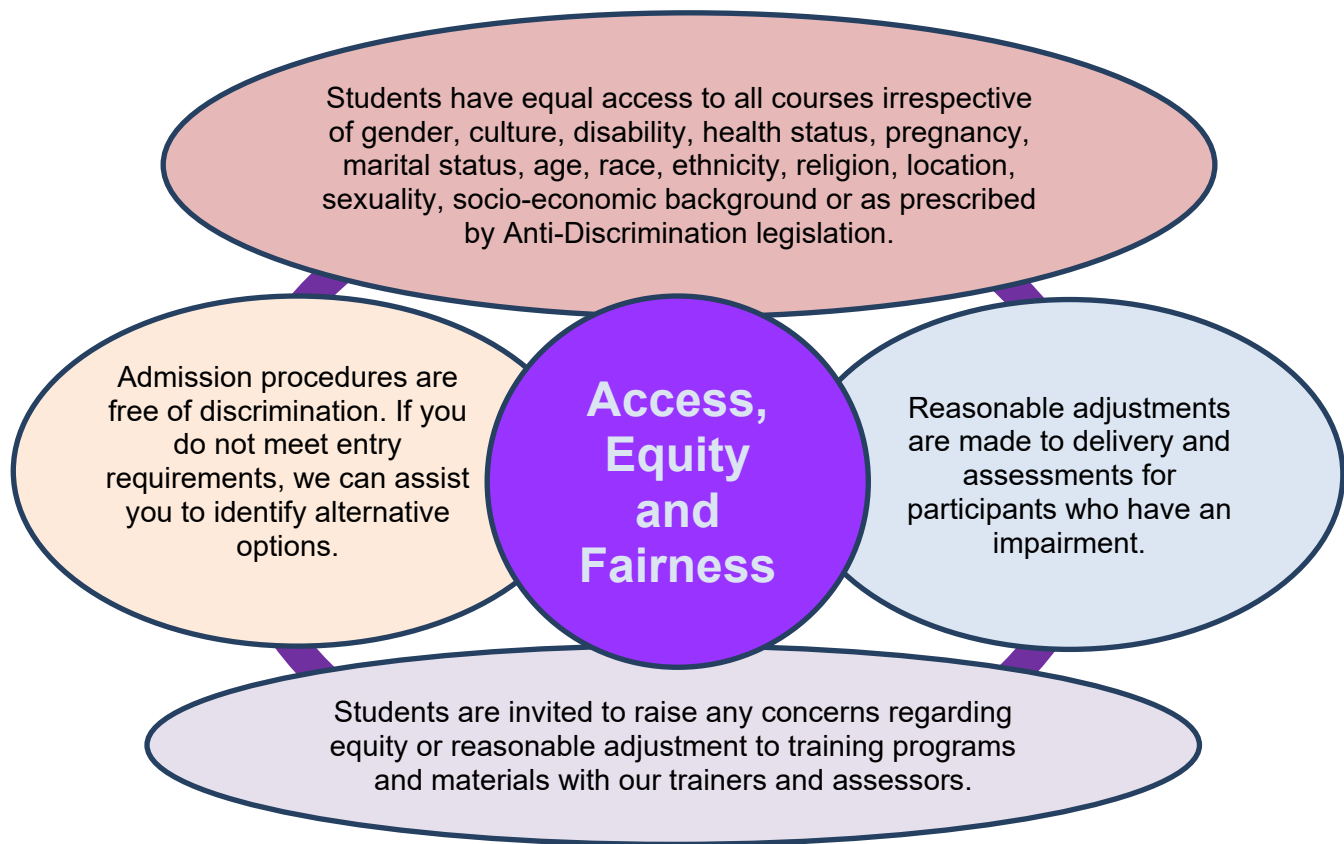
Please refer to our website for further course information.

We wish you the best of luck with your studies.

Regards

Samuel Fulcher
Chief Executive Officer
On behalf of the team at
TALENTED TRAINING PTY LTD

Access, Equity and Fairness



Quality and Continual Improvement Focus

Talented Training believes in and practices a Quality philosophy to ensure all training and assessment services meet our customer requirements and expectations. We have policies and procedures in place which support the quality and compliant delivery of accredited training and assessment activities.

Talented Training uses a systematic approach to address continual improvement opportunities by following the Plan, Do, Check, Act (PDCA) continual improvement cycle, focusing on the following areas particularly:

- Training and assessment services, processes and resources
- Organisational planning, policies, and systems
- Professional development of trainers, assessors, and RTO support staff
- Interaction with industry, the VET sector, and the National Regulator (ASQA)



For any enquiries, contact our Compliance Manager on Ph. (07) 3375 5822, or Email: info@getskilledaus.com.au

Client Service

Talented Training has sound management practices to ensure effective client service, including:

- the timely issue of student assessment results and qualifications,
- a quality focus that includes a Recognition of Prior Learning Policy,
- a reasonable and equitable Fee and Refund Policy,
- a clear and fair Complaints and Appeals Policy,
- a Student Support Procedure which includes student welfare and guidance services, in addition to consideration of language, literacy and numeracy support programs,
- information being disseminated, understood, and applied which is appropriate to our registration as an RTO¹, and
- all fees and charges are made known to students and clients; course content and assessment procedures are explained, entry requirements and delivery methodology are described, and vocational outcomes are defined – all prior to a student's enrolment.

Marketing and Advertising

Talented Training offers clear and factual information that allows clients and students to make informed decisions regarding the services and unit of competency they can obtain. Talented Training markets its vocational education and training products and services 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. All advertising is conducted in accordance with the provisions of the Standards for RTOs (2015), consumer protection legislation, and carries the organisation's RTO number (RTO# 45144). No guarantee of success or specific work outcomes are identified for learners within the marketing material.

Training and Assessment

Training and Assessment Strategies

Talented Training develops detailed Training and Assessment Strategies for each of its courses delivered, seeking to ensure that raising the quality of the training being delivered (including all training resources) and assessment being undertaken (including all assessment resources) is of a standard satisfactory to ensure the desired outcomes of training programs for students.



¹ RTO stands for 'Registered Training Organisation'

We strive to offer innovative and industry responsive training, informed through our client and industry consultation activities.

Suitable and Sufficient Resources

Talented Training provides quality training to its students by having access to suitable resources, facilities and equipment to deliver its courses. This includes access to relevant training rooms, learning aids, machinery, tools, workplaces, or simulated workplace environments that appropriately reflect a workplace the student is likely to work in once qualified.

Talented Training will also ensure appropriate amount of training for each course to ensure effective outcomes for students in line with industry expectations, Training Package and AQF² requirements.

Trainers and Assessors

Talented Training ensures that training and assessment is conducted by trainers and assessors who have vocational competencies at least to the level being delivered and assessed; and possess current, extensive industry skills directly relevant to the courses being provided.

Assessment

Talented Training has an assessment system that ensures assessment (including RPL³) is conducted in accordance with the Rules of Evidence and the Principles of Assessment, as well as the requirements of the relevant Training Package. Talented Training requires students to demonstrate all of the skills and knowledge outlined in the unit of competency criteria, and their ability to perform tasks in a variety of situations, adapt to different contexts and environments, and perform tasks to an appropriate level expected by a workplace.

Before a student is assessed, they are given the opportunity to practice and attempt activities either in the training room or on the job-site. The student has three occasions to attempt an assessment to achieve a Satisfactory outcome.

To ensure no students are disadvantaged, assessors will make Reasonable Adjustments to assessment tasks or processes to accommodate individual needs.



Talented Training has a plan for, and implements, systematic validation of assessment practices, resources and judgments; as a key part of its continuous improvement program.

² AQF stands for Australian Qualifications Framework

³ RPL stands for Recognition of Prior Learning

Training Delivery

Training delivery involves face to face facilitation, coaching, reference manuals, visual presentations, practical demonstrations, and simulations. Students are encouraged to apply their learnings in their workplaces, and employers are urged to mentor and encourage each employee's learning journey with us.

Talented Training will either deliver these units individually or link several units together as a 'cluster' to make the training more relevant to you, and to avoid unnecessary duplication.

Workplace Referee Reports (Third Party Reports)

A Workplace Referee is one of your experienced supervisors or colleagues within your workplace (or within your industry) who can report on the range and quality of work performed by you, in relation to the learning program you are undertaking. Wherever appropriate, they will be asked to provide examples of how you have applied the skills and knowledge you have gathered through your training at work. This may be through completion of report templates or logbooks.

You are encouraged to be a part of this process with your referee in relation to how you apply your learnings at work and any support you may need from them to maximise the success of your training program.



Our assessor will follow up any queries or clarification with either the referee directly or yourself, and add it to the portfolio of evidence being gathered which will support your assessor's judgement of competence.

If you have any queries about this process, please do not hesitate to speak with your assessor directly.

Submission, Feedback and Re-assessment

- Students must submit each task with a completed and signed Assessment Task Cover Sheet.
- Written and theoretical tasks will be assessed within 14 days of submission by the assessor.
- Each task will be marked as Satisfactory or Not Satisfactory. A unit of competency or cluster of units will be marked as Competent once all tasks for the unit or cluster have been marked as Satisfactory.
- Students have up to three attempts per assessment task. Where a task (or answer provided) is marked as Not Satisfactory, the student will be provided with feedback and be given the opportunity to re-attempt the task/answer.
- Where a student exhausts their attempts at re-assessment, the student will be required to

participate in further training and be re-assessed. This may attract a fee.

- Students will receive detailed feedback for each task either in written or verbal form, from their assessor.

Assessment Appeals

Students have the right to make an appeal against an assessment decision by following Talented Training's Complaints and Appeals Procedure.

- Students have 6 months from the date of the assessment decision to make an appeal, in line with the RTO's Student Records Retention period (located in the Records Management Policy).
- Students will not be victimised or discriminated against for seeking a review or appeal.

Course Admission

All applications for enrolment must satisfy Talented Training's course admission process by meeting all pre-requisite and course entry requirements (qualification and/or experience, as well as foundation skill levels) as detailed in the relevant course information prior to acceptance into the course/s.

All potential students are encouraged to check the competencies and/or performance outcomes of courses to ensure they understand the requirements prior to enrolment. Talented Training will provide assistance in clarifying the suitability of the course to the learner's skill development requirements.

Enrolment and Induction

Prior to enrolment, students are required to go through this Student Handbook. If there are any queries about a particular course, our policies, procedures, enrolment process, where to go, or what to bring, please do not hesitate to contact our main office on (07) 3375 5822.



Enrolment Kit

If not already provided, an Enrolment Kit will be forwarded to the student shortly prior to commencement of the training program. For those students who are undertaking their program within their workplace, this kit may come from their organisation's Training or HR Manager.

Please complete all forms and return to either your trainer or by emailing info@getskilledaus.com.au. Please note, if a student is under 18 years old, a parent or guardian must also sign.

The Enrolment Kit contains the following:

- Enrolment Form,
- Student Handbook (i.e. this book),
- Course information specific to the course you are enrolling in, and
- a Language, Literacy and Numeracy (LLN) evaluation exercise for completion.

What to Bring to your Training Session

- Completed Enrolment paperwork (if not already sent in to us),
- Proof of Identification e.g., birth certificate; driver's license, Medicare card, passport, over 18 Card etc. which must include a photo, as per instructions on the Enrolment Form,
- Pen and a notepad, and
- USI number if it has already been allocated (please refer to the USI section on the following page for further explanation). There is also a section on the Enrolment Form to guide you in allocating your USI.



When payment of your enrolment fee and completed paperwork is received, we can provide either yourself (or your employer if they are paying for the course on your behalf) with a receipt.

Explanation of Disability categories⁴

There is a section in our enrolment form listing the national categories of disability, defined as⁵:

Hearing/Deaf

Hearing impairment is used to refer to a person who has an acquired, mild, moderate, severe, or profound hearing loss after learning to speak, communicates orally, and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

Physical

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

Intellectual

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in

⁴ Extract from AVETMISS VET Provider Collection Specifications Release 8.0 November 2018

⁵ Please note that disability, in this context, does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

Learning

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities, but do not by themselves constitute a learning disability.

Mental Illness

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering and/or distress to which represents a departure from a person's usual pattern and level of functioning.

Acquired Brain Impairment

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional, or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

Vision

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness, or injury.

Medical Condition

A Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired, or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma, or diabetes.

Other

A disability, impairment, or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

Contact Details

It is important that the following information is accurately noted on the enrolment form and that, if any of this information changes, Talented Training is notified at the earliest opportunity. Please ensure that the below information is clearly written and legible.

- Correct and clear spelling of student name (according to what is on your identification),
- Current email address, and
- Current residential address.

Please note that **THE STUDENT** is responsible for ensuring Talented Training has up-to-date contact details.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number assigned to every student which allows all national training records to be linked. This makes it easier for the student to find, collate, and authenticate the nationally recognised training achievements.

USIs are available online, at no cost to the student and will stay with them for life, with a record of any nationally recognised course completed since 1 January 2015. A student may create a USI directly by going to the www.usi.gov.au website; students' page. If there are any difficulties, please go through the 'Help Centre' section on the USI website or contact Talented Training directly. Please note that Talented Training is unable to issue certificates for accredited training without having a USI number on record, as mandated through legislation.

Issuing Certificates

Statements of Attainments

A Statement of Attainment is provided within thirty (30) days, if a student has:

- successfully completed their course (i.e. a unit of competency or skill set),
- submitted all required paperwork and identification (including a valid USI number), and
- paid all course fees.

Replacement Certificates

If a student requires a replacement certificate, they can make a written application to Talented Training requesting the replacement certificate, to info@getskilledaus.com.com. This application will need to be authenticated by the Compliance Manager.

There will be no cost to the student for the re-issue of a certificate.



Fees and Refunds

Talented Training is committed to informing students about their rights as a consumer and providing them with value for money training and assessment services. In certain circumstances, students may wish to apply for a fee refund where they have paid Talented Training in advance for their participation in training and assessment services.

Fees

- All fee amounts to pay must be made available to the student prior to enrolment to ensure an informed decision can be made.
- Talented Training does not use a commercial “shopping cart” system to collect online payments for courses. Fees are paid upon the issuing of an invoice.
- In accordance with the Standards for Registered Training Organisation RTOs 2015, no more than \$1500 of individual students’ monies will be held in advance of any course⁶.
- Students will be advised of any payment plan options available upon enquiry.
- All courses attract a deposit per student of \$150 to secure their place in the course, with this amount deducted from the total course fees.
- Fees may be reduced where there is RPL assessment involved (i.e. an assessment-only pathway).
- All fees must be fully paid before a certificate is issued.
- Course Fees include all texts, equipment and products.
- Receipts will be issued electronically for all amounts paid, upon request.

Re-Assessment Fee

If a student is not found competent, re-assessment fees apply.

Additional training is provided at no additional charge.

Refunds

Requests for refunds need to be made in writing to Talented Training and be accompanied by any supporting documentation. Submitting an application does not guarantee a full or partial refund.

- Fee refund requests are processed in a timely manner, with the aim of not disadvantaging the client with unnecessary and/or lengthy delays.

⁶ This does not apply when an employer is paying for a course on the student’s behalf, only if the student is paying for themselves.

- When a course is cancelled (or rescheduled where a student cannot attend) by Talented Training, the student is entitled to a full refund or credit for a future course (at the student's discretion).
- If a student withdraws their enrolment for a course, a refund may be applicable based on timeframes of notice given to the RTO and/or the circumstances causing the withdrawal. Such timeframes will be fair and clearly described by the RTO and may include forfeiting of the deposit paid, at the discretion of the Training Manager.
- Refunds are to be made to the student, organisation or third party who originally paid the fees, unless written permission has been received by the payee that the fees may be refunded to another party.

Refund Entitlements

Refunds of fees may be given in the circumstances outlined below:

Circumstance	Entitlement
Course cancellation by Talented Training	The client will be entitled to either a full refund or to transfer fees paid to another course within a reasonable timeframe.
Withdrawal prior to course commencement	If a client or student requests a refund at least five (5) days prior to course commencement, they will be entitled to a full refund. Alternatively, the client may transfer fees paid to another student (e.g. an employer may submit a written request to transfer an enrolment from one employee to another), on the proviso the replacement student meets the criteria for course entry.
Withdrawal within five (5) days of course commencement or after course commencement	A refund will not be provided to the client unless the client can provide a medical certificate or evidence of extreme personal hardship. The refund shall be equal to any fees paid, minus the deposit already paid.

Lateness

As all courses delivered by Talented Training are short-courses (i.e. not full qualifications delivered over a longer period of time), if a student is 30 or more minutes late for a course for which they have enrolled, without prior agreement received from Talented Training (in writing), this constitutes cancellation. If the student wishes to attend the class, they are required to re-enrol and consequently pay the deposit again.

Please ph. (07) 3375 5822 or email us at info@getskilledaus.com.au for any queries.

Recognition of Prior Learning (RPL)

RPL is a means of measuring skills acquired through work or life experiences, through informal training or through past qualifications obtained from formal studies.



Talented Training acknowledges these forms of learning are valid pathways for recognition of competency achievement during the RPL assessment process. If an RPL assessment is successful for one or more units of competency, the student may finish their course earlier. Students who consider they may qualify for RPL are asked to complete a self-assessment questionnaire and discuss this pathway with their trainer.

The fees for RPL may differ according to the units of competency being assessed and whether any gap assessment may be required. RPL candidates are encouraged to contact us for a quote prior to commencing this process formally.

Sufficient, current, valid, authenticated, supporting evidence must be supplied and the RPL candidate must satisfy underpinning knowledge and practical skill criteria to enable a decision to be made. Assessors will guide candidates through the required evidence, professional conversations, and timeframes involved for this assessment method.

There may be occasions where the student cannot produce evidence of past work, life or learning experience which meet the Rules of Evidence. On these occasions, it may be appropriate for the student to undertake an assessment-only pathway, whereby they undertake the same theory and practical assessment tasks as other students do for the courses, but are not required to participate in the training component.

Please ph. (07) 3375 5822 or email us at info@getskilledaus.com.au for all queries, including copies of the relevant self-assessment questionnaire to determine if you would be a suitable candidate for this pathway, as well as a copy of the full process involved.

Credit Transfer

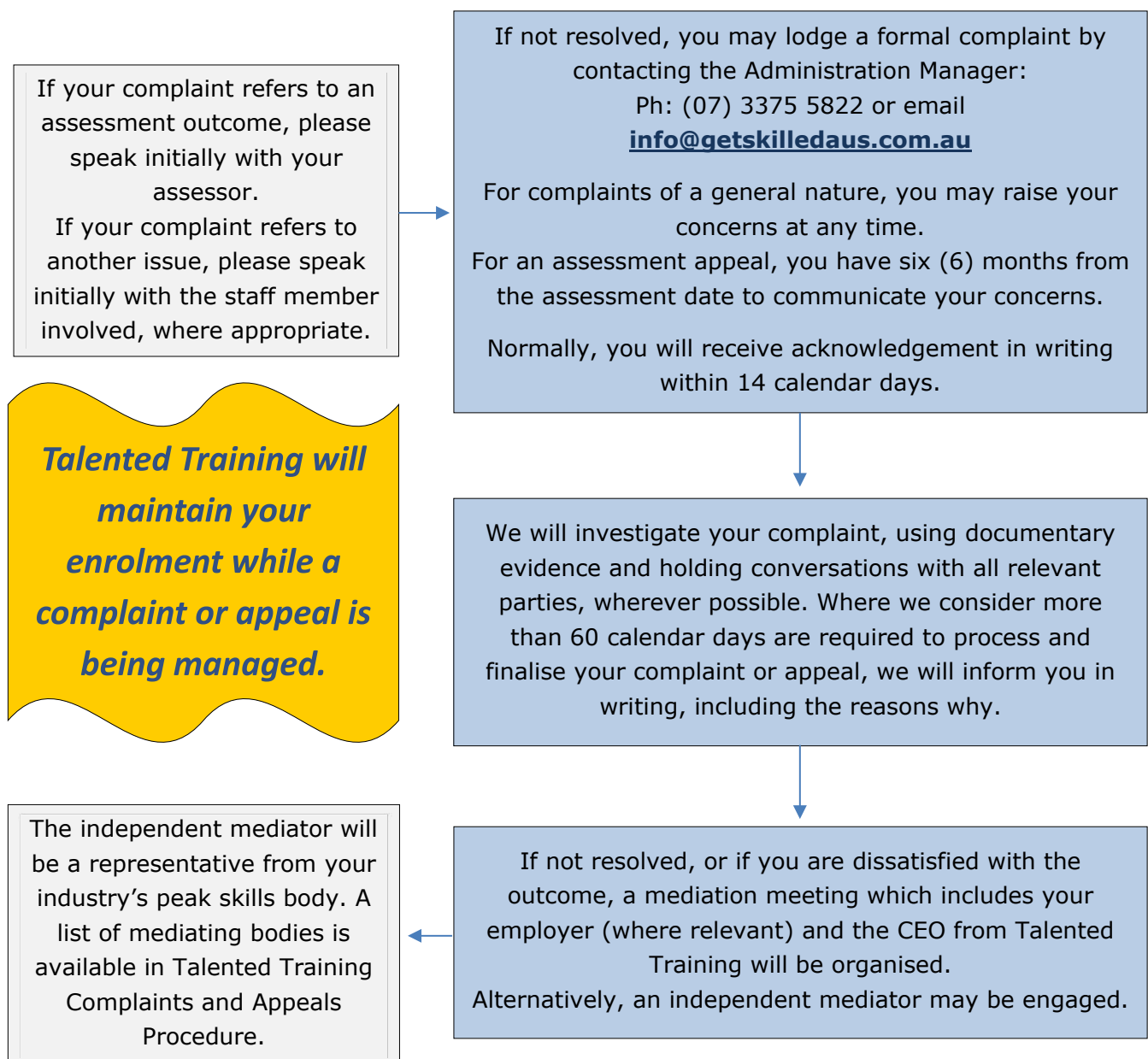
Talented Training recognises and accepts any Australian Qualifications Framework qualifications and Statements of Attainments that are issued by other Registered Training Organisations. Credit will be given for units of competency for which a certificate or Statement of Attainment is produced, after it has been verified by us.

Alternatively, the Unique Student Identifier (USI) website contains a record of all accredited training completed after 1 January 2015. We will give credit for units listed on a student's USI Transcript, after it has been verified by us through the USI website.

Please speak with your trainer prior to starting your training program or contact our office if you would like to pursue this option.

Complaints and Academic Appeals Procedures

The processes for making complaints and academic/assessment appeals are represented in the following diagram, with the full written procedure available on our website or by emailing info@getskilledaus.com.au.



Privacy and Personal Information Protection

Why we collect your personal information - As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information - We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information - We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.



We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority (please note, we do not disclose your information to overseas recipients).

How the NCVER and other bodies handle your personal information - The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact Talented Training using the contact details listed in this Handbook.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.desegov.au/national-vet-data/vet-privacy-notice>.

Surveys - You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact Talented Training to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Student information will not be disclosed to overseas recipients. Student photographs will not be displayed publicly or included on any marketing or training materials without prior written consent.

Training and Assessment Evidence Retention



Assessments are retained by Talented Training for six (6) months after a student has been issued with a Statement of Attainment, complementary to the academic appeals time period. After this time, a student may request return of their assessments (through the Compliance Manager); alternatively, they will be destroyed; with the evidence of judgement paperwork (i.e. assessment summaries and signoff sheets) being retained under secure, confidential measures, for a further period of 30 years, as per our legal obligations.

Sexual Harassment and Bullying

Sexual Harassment

The policy of Talented Training is that sexual harassment is unacceptable and will not be tolerated under any circumstances. We believe that all people onsite (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity. Sexual harassment is against the law. All Talented Training employees must ensure that all persons on site (including visitors) are not subject to sexual harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

Vilification and Bullying

Neither vilification or bullying of any kind will not be tolerated. Everybody has the right to an environment free of harassment on the basis of race, gender, age, religion, or sexual preference.

All Talented Training employees (and employees of any third parties or contractors it engages) must ensure all persons on site (including visitors) are not subject to this behaviour. They must also ensure that people who make complaints, or act as witnesses, are not victimised in anyway.

The policy of Talented Training is designed to ensure that both staff and clients are supported in upholding federal and state legislation on human resource management. Our full set of policies can be sent to those who wish to view their parameters.

What to do if these Circumstances Occur?

A student has the right to feel safe and to have full opportunity to achieve the potential in their study. Don't let harassment interfere with life; seek help immediately.

There are several options for seeking help whilst undertaking study with Talented Training. The course of action chosen should be what the student is most comfortable with. Do not ignore sexual harassment, vilification, or bullying, thinking it will go away – often discrimination gets worse and silence may give the impression that bad behaviour is acceptable.

A student may:

- Tell the person they are making them uncomfortable and ask them to stop, or
- Make a complaint to Talented Training, as per the process outlined in this Handbook (this can be done with the assistance of a staff member, if desired).



If a student witnesses bullying, they should report the matter to their trainer, assessor or Administration Manager, who are required to act in accordance with the RTO's Complaints and Appeals Procedure.

Health and Safety Policy



Talented Training is committed to providing a safe and healthy workplace. Staff will work together with all relevant employees and key stakeholders on workplace health and safety matters.

Talented Training has established procedures for risk management, adhered to by all employees, contractors and visitors. At all times, immediate action will be taken to correct any unsafe condition that has arisen under Duty of Care obligations.

Talented Training management, through WHS meetings and the continuous improvement process, monitor and review workplace health and safety control measures, and address areas requiring rectification.

Workplace Health and Safety Responsibilities:

Students have duties under Section 29 of the Work Health and Safety Act 2011.

- take reasonable care for his or her own health and safety,
- take reasonable care that his or her actions or omissions do not adversely affect the health and safety of other persons, and
- comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person conducting the business or undertaking to comply with this Act.

NOTE: Students who do not comply with these legal requirements are in breach of the WH&S Act and can be fined under its legislative requirements. Such persons are also in breach of the Student Code of Conduct and can face disciplinary action.

Mobile Phones and Pagers

Talented Training focuses on equal access to learning opportunities for all students and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties, or interferes with the conduct of classroom operations.

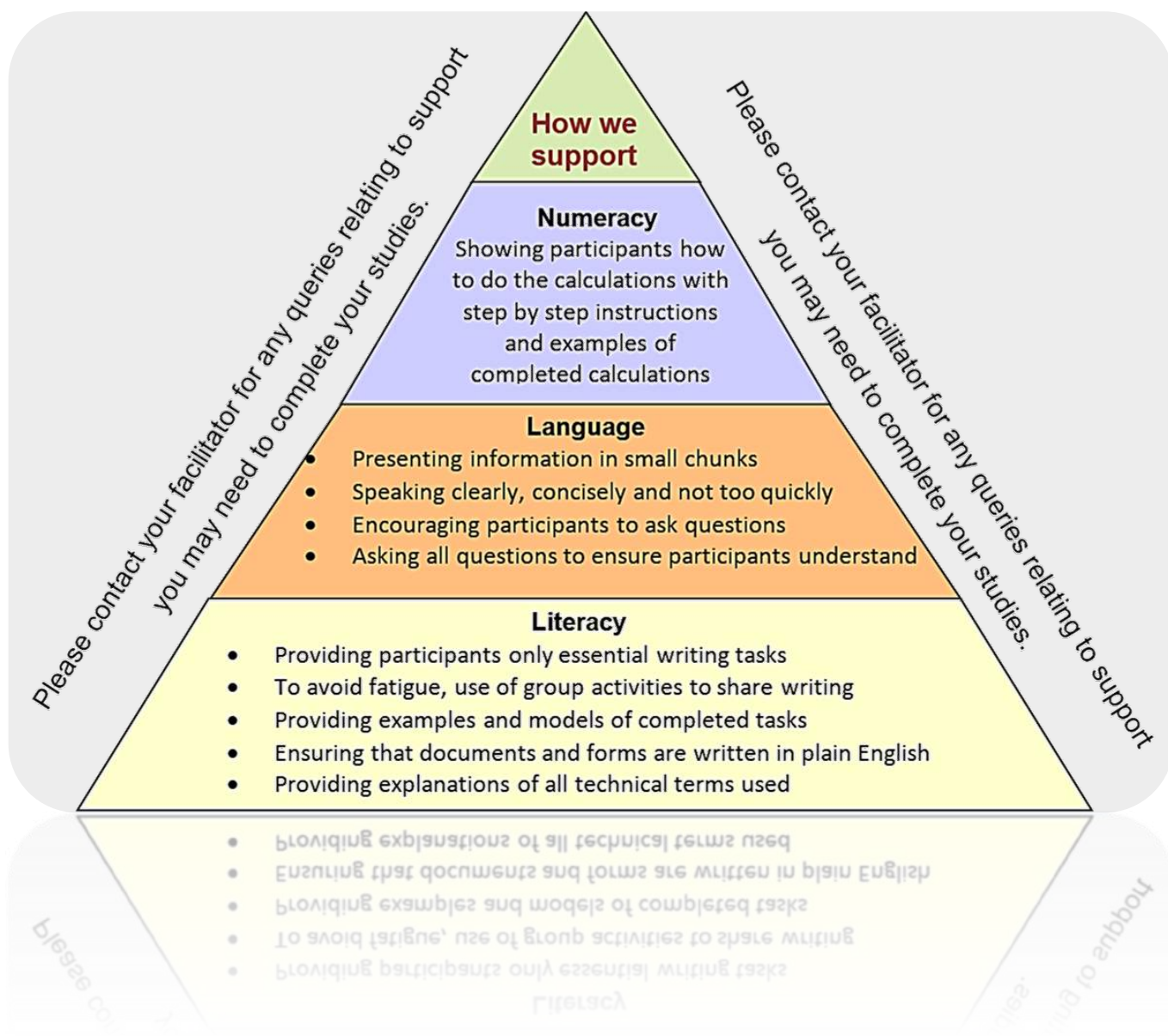
Mobile phones and pagers should be turned off before entry into training rooms or any training and assessment environments unless prior arrangements have been made with the trainer or person in charge. Only in emergencies will permission be given for mobile phones or pagers to be left on during training and assessment activity. If permission is granted, students must leave the room to answer calls.

Language, Literacy and Numeracy (LLN)

Talented Training is committed to assisting students with differing abilities for success in study. Prior to a course, students are required to undertake an LLN test (also referred to as a skills-check) to determine their current levels of language, literacy, and numeracy.

This document is designed to provide the trainer with the necessary information required to provide coaching support and/or make any adjustments to an individual's training or assessment that will maximise their success. The results of the LLN will be discussed with the student and they will be provided with the opportunity to discuss any specific learning needs directly with their trainer.

This LLN test is not designed to eliminate anyone from training, but to support successful completion.



Student Support Services

Requirements such as alternative formats, adaptive technology, and adjustments for disabilities will be identified in partnership with the student and provided for where practicable. Inclusive practice in training is about using a range of teaching strategies to meet individual needs, and providing learning experiences that:

- consider differing learning styles or preferences,
- recognise the differences among learners, and
- ensure no one is excluded.



Wherever possible and appropriate, Talented Training's trainers will assist students with support arrangements. These arrangements may include:

- negotiating with a student's workplace supervisor for work-release or on-the-job scheduling for training or assessment activity,
- re-scheduling training or assessment activity to suit a student's other work or personal commitments,
- referring students to local community services for external support (information on services available in each area where Talented Training provides training programs is maintained by the RTO's Compliance Manager and available from Talented Training's administration staff upon request), and
- referring students to employer-provided assistance programs (refer below).



Many employers of students already have in place Employee Assistance Programs (EAPs) where access to paid counselling services is provided. With the student's permission, liaison with an employer's HR personnel may be appropriate to assist access to these services, which often also include financial counselling.

Student Conduct

All students are entitled to participate in training and undertake assessment in conditions that are free of disruption from others. If a student engages in disorderly, offensive, or aggressive conduct towards the assessor or other students, they will be told to leave the assessment area immediately.

Drugs, Alcohol and Articles Considered Dangerous

Talented Training prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being run by the organisation. The penalties for serious misconduct are exclusion from courses for a specified period of time at the discretion of the Training Manager.

Cheating

A student shall not cheat or attempt to cheat in any assessment. A person, whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where an assessor believes that a student is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor will prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter will then be referred to the Training Manager for appropriate action.

If a student engages in fraudulent activities such as copying, using unauthorised notes or aids, or exposing worked papers so that another student may copy them, they will be liable to disciplinary action. The penalty for this will be an instruction for the student to leave the assessment area immediately.



Misconduct

Misconduct of a student is any behaviour which:

- Disrupts the learning of others,
- Prevents staff members from performing their duties,
- Endangers the health and safety of staff or students, and/or
- Interferes with the conduct of Talented Training Pty Ltd operations

The following examples of behaviour constitute misconduct if a student participates.

Vandalism and Theft

- Defaced equipment, furniture or fixtures on premises under the control of Talented Training,
- Stealing.



Safety and Hygiene

- Did not wear appropriate safety clothing or used safety equipment inappropriately,
- Refused to follow safety or hygiene regulations.

Failure to Comply with Directions

- Refused to obey emergency procedures,
- Smoked a cigarette in a non-smoking designated building or area,
- Refused to obey trainer/assessor direction when given for safety of class,

Verbal Abuse

- Shouted at a member of staff or other person whilst under control of Talented Training,
- Used inappropriate or offensive language, signs, or body gestures,
- Used language to threaten a member of staff.



Physical Abuse

- Became involved in a physical argument,
- Became involved in a behaviour not appropriate to surroundings,
- Used physical threatening actions to intimidate or assault another student or staff member.

Weapons

- Carried a weapon on their person on premises under the control of Talented Training Pty Ltd,
- Used an object as a weapon to threaten or intimidate another person on premises under the control of Talented Training.

Disciplinary Action

Disciplinary action will be taken and a student may be penalised if they act in a way contrary to the student rights and responsibilities as set out in this Handbook. A student can appeal against certain penalties (refer to Complaints and Appeals Policy). A penalty may then be reduced, removed, or enhanced.

Consequences of Misconduct

If a student has acted in, or engaged in any misconduct:

- The student shall be immediately suspended for 24 hours from attendance at class.
- The trainer, assessor or staff member shall advise the Training Manager immediately and provide a written statement, which details the circumstance of the student suspension.
- The student will be advised of a time to attend a meeting with the person issuing the

disciplinary action and the Training Manager.

The student will be provided with the reason for this disciplinary action in writing, and any comments the student makes in relation to the misconduct, along with the disciplinary action taken as a result will be documented.

The student will be advised in relation to their right of appeal against certain penalties. The Training Manager will give the student a reasonable opportunity to be heard in relation to the misconduct and may then either:

- Modify or dismiss the charge
- Reprimand and warn the student against repetition of the breach of discipline
- Suspend the student for a period not exceeding 14 days, which shall include any period of suspension.

Talented Training reserves the right to notify a student's employer where disciplinary action is involved.

Third Party Providers

For some courses under Talented Training's scope of registration, we partner with other specialist organisations who provide the training and assessment services for your course on our behalf. This is because they have the expert facilitators and resources you require to complete your training at the highest level of quality.

You will be informed if this arrangement is in place for your particular course.

All of our third-party arrangements are registered with the national regulator and we have a rigorous monitoring regime to ensure our partners are providing quality services on our behalf.

All of our same policies and procedures apply to these courses and activities; and we encourage feedback on the quality of service you receive under these arrangements as part of our monitoring and continual improvement program.

If you have any queries at all about our third-party providers, please contact the Compliance Manager at info@getskilledaus.com.au

GetSkilled Australia



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(07) 3375 5822

RTO: 45144

www.getskilledaus.com.au