



# Workzone

# Training

## Learner Handbook

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## ACKNOWLEDGEMENT OF UNDERSTANDING

Workzone Training requires each learner to read and understand the information contained in this Learner Handbook prior to enrolment or commencement of training.

To ensure sound judgment and decision making, and to provide the opportunity for potential learners to raise issues, concerns and questions prior to commencement of training, Workzone Training makes the Learner Handbook available to the learners by providing it through the Workzone Training website at: [www.workzonetraining.net.au](http://www.workzonetraining.net.au)

For any concerns, questions or clarifications please contact Workzone Training at:

### **SOUTH AUSTRALIA**

**Address:** 12 Circuit Drive, Hendon SA 5014

**Email:** [training@workzonetraining.net.au](mailto:training@workzonetraining.net.au)

**Contact number:** 1300 005 150

### **NORTHERN TERRITORY**

**Address:** Unit 2, 68 Benison Road, Winnellie, NT 0820

**Email:** [training@workzonetraining.net.au](mailto:training@workzonetraining.net.au)

**Contact number:** 1300 005 150



## INTRODUCTION

### WELCOME

Welcome to Workzone Training and congratulations on choosing to undertake training to further enhance your skills, knowledge and career options.

Workzone Training Learner Handbook is specifically tailored to provide a snapshot of the training and assessment delivered by Workzone Training and includes information on your rights and responsibilities and our commitment to deliver quality training and assessment.



You will find useful information about our policies and procedures and external support contact details. Workzone Training also provide information pertaining to the regulations governing training organisations.

We look forward to providing you support and assistance throughout your dealings with us. Please feel free to contact Workzone Training with any queries.



## ABOUT WORKZONE TRAINING

### CORE BUSINESS

Our core business is to provide specialist accredited training and assessment services for a range of competencies within the Vocational Education and Training system in accordance with the relevant Acts and Regulations.

Workzone Training is responsible for issuing nationally recognised Statements of Attainment to those course participants who have been deemed competent.

### OUR MISSION

To actively contribute to the development of skilled personnel to meet today's industry expectations and future economic growth.

### OUR VISION

To raise industry expectations and outcomes of quality training.

We believe that true success is about knowledge of training, assessment, and industry, which in turn contributes to positive and progressive improvements that raise the bar on quality, safety and performance. The training and assessment services we deliver are of the highest of contemporary industry standards, flexible, practical, enjoyable and rewarding.

Workzone Training is affiliated with and works in collaboration with local, state and commonwealth road authorities, road contractors, traffic management companies and are across civil construction industries and remain unequivocally focused on contributing to the current and future development of the resources and infrastructure industries.

### TRAINERS AND ASSESSORS

All training and assessment courses are delivered and assessed by qualified trainers and assessors with extensive industry experience, who undertake regular professional development and continuously build industry-relevant skills.

### OUR TRAINERS



## **OUR TRAINING SCOPE**

Workzone Training deliver a range of Nationally Accredited short courses through the approval of the Australian Skills Quality Authority (ASQA). Our authorised code is 45807. Approval requires us to adhere to many strict national standards. This gives our learners and stakeholders confidence in the training that Workzone Training deliver, as it is delivered to the highest standards available.

We are responsible for the compliance of training and assessment for all units of competency listed on our scope which can be found here -

<https://training.gov.au/Organisation/Details/45807>

Workzone Training are responsible for the issuance of AQF certification documentation in the form of Statements of Attainment.

## **LOCATION AND CONTACT DETAILS**

### South Australian Training Centre

12 Circuit Drive, Hendon SA 5014

PO Box 258, Port Adelaide, SA 5015

Phone: 1300 005 150

Email: [training@workzonetraining.net.au](mailto:training@workzonetraining.net.au)

Website: [workzonetraining.net.au](http://workzonetraining.net.au)

Office hours:

7.30am – 4.30pm Monday to Friday

Public transport access:

Adelaide Metro- <https://www.adelaidemetro.com.au/plan-a-trip/timetables>

Tapleys Hill Rd - Route 118 Stop 33 or Route 115 Stop 32

### Northern Territory Training Centre

Unit 2, 68 Benison Road, Winnellie, NT 0820

PO Box 1627, Berrimah LPO, NT 0828

Phone: 1300 005 150

Email: [training@workzonetraining.net.au](mailto:training@workzonetraining.net.au)

Website: [workzonetraining.net.au](http://workzonetraining.net.au)

Office hours:

7.30am – 4.30pm Monday to Friday

## **COURSE REGISTRATION**

### **PROCEDURES**

Course registration can be completed through the Workzone Training website or by contacting the Workzone Training Team. It is important to read all the requirements for each course prior to registration.

Learners under the age of 18 years of age require parental consent to attend training. Contact the Workzone Training team for assistance.

Learners are considered enrolled once the full fee is paid. Please refer to the Workzone Training website for individual course costs.

### **PROOF OF IDENTITY**

To establish identity and for regulatory compliance a course participant must bring to the course original photo ID. Eg. - current Australian Divers License. Entry to the course will not be permitted if not produced.

### **UNIQUE STUDENT IDENTIFIER – USI**

Every year almost four million Australians undertake nationally recognised training. All students doing nationally recognised training need to have a Unique Student Identifier (USI).

To create a USI, please follow the link: <https://www.usi.gov.au/students/create-your-usi>

To check if you have a USI or the find your USI, please follow the link: <https://www.usi.gov.au/faqs/ihave-forgotten-my-usi>

### **WHAT IS A USI?**

The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia;
- from all training providers you undertake recognised training with;
- will give you access to your training records and transcripts;
- can be accessed online, anytime and anywhere;
- is free and easy to create; and
- stays with you for life.

### **WHO NEEDS A USI AND WHY?**

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating prerequisites when undertaking further training.



## TRAINING INFORMATION

### THE AUSTRALIAN QUALIFICATIONS FRAMEWORK

The Australian Qualifications framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

For learners:

- AQF encourages lifelong learning and assists students to plan their careers and learning at whatever stage they are within their lives and wherever they live
- AQF qualifications allow students to start at the level that suits them and then build up their qualifications as their needs and interests develop and change over time
- AQF supports national standards in education and training
- AQF qualifications are recognised across Australia
- AQF ensures understanding of what each qualification name and level means

For Employers

- AQF supports national standards in education and training
- AQF qualifications are recognised across Australia
- AQF ensures understanding of what each qualification name and level means

For education and training providers

- AQF includes policies and guidelines for credit transfer, articulation and recognition of prior learning
- Policies for issuing qualifications ensures consistency and protections of qualification titles

For accrediting authorities:

- AQF provides the standard for each qualification ensuring consistency for qualification accreditation
- AQF applies to all states and territories

A Registered Training Organisation (RTO) delivers accredited training under the VET sector and complies with the guidelines of the National Skills Framework.

### VET QUALITY FRAMEWORK

The VET quality Framework is a set of standards and conditions that ASQA uses to assess whether an RTO (such as Workzone Training) meets the requirements for registration. As a compliant organisation, Workzone Training has ongoing registration until our next review in March 2024.

The VET quality Framework comprises:

- Standards for NVR Registered Training Organisations
- The Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements

## **NATIONALLY AGREED STATEMENTS OF SKILLS AND KNOWLEDGE**

Units of competency are nationally agreed statements of the skills and knowledge required for effective performance in a particular job or job function.

Units of competency describe work outcomes as agreed by industry. As such, they do not describe the procedures necessary to perform a particular role, but rather, identify the skills and knowledge, as outcomes, that contribute to the whole job function. Each unit of competency describes:

- a specific work activity and what it involves,
- skills (and level of skills) that are needed to perform the work activity,
- conditions under which the work activity may be conducted,
- knowledge and skills required to perform the work activity,
- foundation skills essential to performing the work activity and
- how course participants can show they are competent in the work activity.

## **ELEMENTS OF COMPETENCY**

Elements of competency describe the outcomes of the significant functions and tasks that make up the competency. Elements also describe actions or outcomes that are demonstrable and assessable.

## **PERFORMANCE CRITERIA**

Performance criteria specify the required performance in relevant tasks, roles, skills (including foundation skills) and the applied knowledge that enables competent performance.



## TRAINING DELIVERY METHOD

Training through Workzone Training is available via various pathways, including the following:

- Internal Delivery - your training is conducted in a classroom environment and you are required to attend class.
- Workplace based delivery - your training and assessment is conducted at your workplace. You may still need to come to Work zone Training in Hendon if you are not able to perform all of the training and assessment at your workplace.
- Recognition of Prior Learning (RPL) – recognition of skills developed through previous training, work or life experience, which matches a unit(s) of competency in a training course. If you have sufficient evidence and experience, you may be granted recognition and will not have to complete the unit.



## UNDERSTANDING TERMINOLOGY

Assessment – means the process of collecting evidence and making judgements on whether competency has been achieved. This confirms that a learner can perform to the standard expected in the workplace, as expressed in the relevant training package. Workzone Training use terms Competent (C) or Not Yet Competent (NYC) to record assessment results.

Competent (C) – you will be assessed as competent when your trainer/assessor has collected sufficient evidence that meets all of the performance criteria of the unit.

Employability Skills – are non-technical skills which play a significant part in contributing to an individual's participation in the workplace. They may be defined as skills required to gain employment.



Evidence – Your trainer/ assessor is required to collect various forms of evidence in order to assess your competence. This may be in the form of questioning and discussions, observation of physical activities, written assessment or other forms of evidence for both practical and theory training.

Not Yet Competent (NYC) – if you are assessed as not competent in a unit of competency, this means that you may require further training.

Statement of Attainment – Once you have successfully completed your course (unit(s) of competency), you will be issued with a Statement of Attainment which details that you have successfully completed.



Resources – This refers to the learning materials, workbooks or other equipment you need to complete your training in practical and theory units.

Trainer/ Assessor - is a person who has relevant industry experience and qualifications to deliver training and assessment.

Unit of competency – is a statement that refers to the skills and knowledge you need to be able to perform a job. A unit of competency is made up of various elements and performance criteria which explicitly details the tasks that you need to demonstrate to be deemed competent.

## **RESPONSIBILITIES**

### **BE COMMITTED TO:**

- Provide accurate information when enrolling.
- Satisfy course pre-requisites by providing adequate evidence to satisfy participation. Comply with all training and assessment processes and procedures.
- Take responsibility for their own wellbeing and safety and that of the wellbeing and safety of others during the course.
- Report hazards and /or incidents immediately to the trainer and assessor as their duty of care.
- Meet requirements in relation to equipment or materials required (as set out in the relevant course outline and course preregistration).
- Actively make enquiries and ask questions regarding their training and assessment needs, goals and objectives to ensure understanding.
- Actively participate in learning and commit to achieving stated training and assessment goals and desired outcomes.
- Inform the trainer and assessor in the first instance of any concerns, grievances or issues should they arise and work towards the 'spirit of middle ground' to resolve any disputes and settle them in a fair and rational manner.
- Be courteous, kind, and respectful towards others.
- Be punctual by arriving at the scheduled start time.



## **OUR COMMITMENT IS TO:**

- Provide a detailed description of the unit/s of competency associated with training and assessment.
- Provide opportunities to practice learnt skills and application of knowledge acquired throughout the training.
- Record outcomes of assessment and provide access to learning and assessment results and records on request.
- Provide training materials where required and recommend other resources for further learning opportunities.
- Provide support in preparation for assessment and advise where, when and how the assessment will occur.
- Assess skills and knowledge by observation, questioning and using assessment tools developed specifically for the assessment purpose.
- Provide constructive feedback and suitable remedial pathways if gaps in learning are identified.
- Advise of the appeals process and options for further assessments if dissatisfaction with results.
- Provide a supportive, safe, orderly, and cooperative learning environment free from intimidation, discrimination and bullying.
- Work towards the 'spirit of middle ground' to resolve any disputes and settle them in a fair and rational manner.
- Be accountable and transparent in all communications, acting responsibly with honesty and integrity.

If there are any changes to the agreed services, Workzone Training will advise all students affected as soon as practicable. This may include the following changes:

- any new third-party arrangements
- changes to existing third-party arrangements
- change in Workzone Training ownership
- Workzone Training ceasing operations as an RTO

Workzone Training will contact the students initially by face-to-face if within the Workzone premise at Hendon, then phone, email and letter communication will follow to ensure all students have been informed in a timely manner.

If Workzone Training ceases to operate, Workzone Training will endeavor to ensure that before Workzone Training is no longer registered;

- you will have either completed your course;
- transferred to a new training provider;
- source an alternative provider for you to consider transferring to; or
- issue you with your Statement of Attainment if you have completed the requirements.

## TRAINING AT WORKZONE TRAINING

### COURSE DELIVERY

Workzone Training ensures the following resources are in place:

- Trainers and assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- Appropriate equipment and facilities.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- workplace based training.



Workzone Training delivers face to face courses in our purposefully built facility which includes practical areas that appropriately simulate workplace operational situations that reflect workplace conditions.

### RECOGNITION OF PRIOR LEARNING (RPL)

All learners have the opportunity to apply for recognition of prior learning. This means that you can submit evidence for a Unit(s) of Competency, and have it assessed by a qualified assessor without completing the training.

If you think you have the necessary knowledge and skills to of a Unit(s) of Competency at the required standard, you need to contact Workzone Training administration team to discuss options.

### RECOGNITION PROCESS

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that recognition is an assessment process, not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a learner through:

- previous formal/informal training;
- work experience; and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the learner is entitled in relation to a competency. The main focus of recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the learner to present evidence and demonstrate pre-existing competence to justify a claim for recognition and present their case to the satisfaction of the assessor and that not all units of competencies may allow for RPL.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be scanned and returned to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

### **RECOGNITION DECISION**

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- full requirements of the unit(s) of competency;
- any regulatory requirements;
- authenticity - that it is your own evidence and can be authenticated;
- that you can perform the competency consistently and reliably;
- is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- sufficiency - there is sufficient evidence to make a judgment.



The recognition process may include the necessity to demonstrate the application of skills. Where it is identified that this is required to assist the assessor in their judgement of competency, this will be arranged at either the learner's workplace or at 's training facilities.

Workzone Training is committed to ensuring that all judgments made by trainers against the same competency standards are consistent. Your trainer will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency.
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you of the outcome of your application for RPL and advise where gap training and/or assessment is required.

## CREDIT TRANSFER

Workzone Training recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). Where a learner has completed a unit/s of competency prior to enrolling with Workzone Training that is included in the course in which the learner is enrolling, the learner may apply for recognition. This may result in the learner not having to complete the same unit of competency again. This is known as credit transfer. Should you wish to seek credit transfer, contact the Workzone Training Staff to discuss options.

## COMPETENCY BASED TRAINING

All programs delivered by Workzone Training are assessed under the principles of Competency Based Training. The aim is to assess the learner's ability to complete the activities in each unit to the appropriate level.

All assessment results are recorded in Workzone Training's Learner Management System. Learners will be informed of their performance throughout the course and told the outcome at the end of it.

Certification documents or a Statement of Attainment are electronically issued to successful learners and recorded in 's Learner Management System.



## EVIDENCE REQUIREMENTS

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements may be determined by the Unit of Competency, employability skill requirements, industry expectations, government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Workzone Training assessment tools have been designed to meet the requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

1. Specific assessment tasks
2. Practical Demonstrations
3. Observation reports
4. On the job performance observations
5. Certificates and awards
6. Current licenses
7. Third party reports
8. Question responses
9. Tests



The evidence must demonstrate the following:

1. That you can do the job or task to the required standard
2. Understand why the job should be done in a particular way
3. Handle unexpected issues or problems
4. Work with others 'in a team'
5. Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
6. Know the workplace rules and procedures



## ASSESSMENT

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. To be assessed as competent (C), you will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. Competency is simply about demonstrating that you can do the task with confidence to the required industry standard as endorsed by the training package or VET accredited Course.

### PRINCIPLES OF ASSESSMENT

There are four key principles that are a part of the assessment process:

<b>FAIRNESS</b>	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
<b>FLEXIBILITY</b>	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"><li>• reflecting the learner's needs;</li><li>• assessing competencies held by the learner no matter how or where they have been acquired; and</li><li>• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li></ul>
<b>VALIDITY</b>	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"><li>• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;</li><li>• assessment of knowledge and skills is integrated with their practical application;</li><li>• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li><li>• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li></ul>
<b>RELIABILITY</b>	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

## **RULES OF EVIDENCE**

The Rules of Evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

<b>VALIDITY</b>	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
<b>SUFFICIENCY</b>	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
<b>AUTHENTICITY</b>	The assessor is assured that the evidence presented for assessment is the learner's own work.
<b>CURRENCY</b>	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

## **ASSESSMENT RESULTS**

Results of assessment are provided to learners as soon as practicable. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the learner is received in advance.

## **REASONABLE ADJUSTMENT**

Learners with disabilities or learning difficulties are encouraged to discuss with Workzone Training any 'reasonable adjustment' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for Workzone Training to accommodate or where other adjustment may be more appropriate.

Also note that reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

## **STATEMENTS OF ATTAINMENT**

Once a learner has successfully completed all assessment requirements for their applicable course, the learner will be electronically issued with a Statement of Attainment.

The learner should allow 28 calendar days from the date of completion of the course for the issuance of a Statement of Attainment. It is Workzone Training's aim to have it to you within a week, please contact the Workzone Training Team if you have not received it within this time.

## **IMPORTANT INFORMATION**

- Statements of Attainment will only be issued to learners whose financial status is up to date.
- Self-enrolled learners must pay all course fees prior to attending the training.

Statements of Attainment can be re-issued to a learner, upon written request. Replacement certification documentation will incur a fee of \$99 per request.

## **SMOKING/ DRUGS/ ALCOHOL**

Smoking is prohibited in all areas at Workzone Training other than the designated smoking areas outside.

Workzone Training is committed to ensuring the health, safety and welfare of all employees, visitors and learners by providing a safe working environment. Learners who are adversely affected by drugs and alcohol are deemed not fit for work as they pose a hazard to themselves, other learners and our trainers and employees.

In line with this, any learner who is adversely affected by either alcohol or drugs, in the opinion of the trainer, will be turned away from training. Workzone Training shall not be held responsible for any cost incurred by an individual, employer or organisation as result of not being able to complete any training due to "Fitness for Work" issues.

## **EVALUATION AND FEEDBACK**

As a matter of quality assurance and continuous improvement, Workzone Training relies heavily on the feedback from learners. Workzone Training encourages all learners to provide feedback and complete an evaluation survey.

Participation in the survey is highly valued, but voluntary. Workzone Training will fully protect learner's anonymity and the confidentiality of learner's responses within the limits of the law.

## **FACILITIES AND TRAINING ROOMS**

You may be allocated a work area to complete activities in your training. You are responsible for the tools and equipment, cleanliness and general housekeeping for this area. All classrooms must be left clean and tidy and all learners are required to place all rubbish in the provided receptacle.

Any participant found stealing or deliberately damaging Workzone Training equipment will face disciplinary action.

It is important to adhere to the safety requirements directed by your trainer/assessor, including wearing the appropriate Personal Protective Equipment (PPE).

## **MOBILE PHONES**

Mobile phones are to be turned to silent during training at all times.



## CODE OF CONDUCT/ DRESS CODE

All Workzone Training participants are expected to take responsibility for their own learning and behaviour during both training and assessment.

Workzone Training reserve the right to exclude, suspend or reprimand a course participant when standards of their behaviour and actions don't meet or aspire to our prescribed standards of behaviour. Breaches of behaviour either in class or workplace / worksite may result in suspension or exclusion from a training and assessment course.

Course participants are expected to participate in and contribute to their training activities, carry out tasks within reason as instructed by the trainer and assessor and complete these tasks to the best of their ability in a timely manner. Repeated failure to complete set tasks or attend scheduled training and assessment may result in suspension from the course.

Course participants are required to follow all Workzone Training directions from the trainer and assessor, not act in a non-discriminatory manner, respect the rights of other course colleagues, facilitators, and visitors.

Should a course participant act in a way that Workzone Training deems to be misconduct we may implement disciplinary action in the form of suspension and / expulsion from a course.

Breaches of behaviour /misconduct include:

- Abusive behaviour and physical violence
- Theft, fraud, violence/assault including cheating / plagiarism
- Breach of confidentiality
- Serious negligence including health and safety non-compliance
- Discrimination, harassment, intimidation, bullying or victimisation due to religious, cultural, racial and gender differences, sexual orientation, marital status, age, disability, or socio-economic status.
- Affected by drugs or alcohol and unfit to participate in training and assessment.

Work boots or enclosed shoes, long sleeve shirts and trousers, hi-vis vests are required for practical activities on the road and singlets must not be worn at any time.



## PERSONAL ITEMS

Do not leave valuable items such as money, jewellery, laptops or mobile phones in work areas or training rooms. Workzone Training will not be held responsible for any items lost.

## EATING AND DRINKING

Eating and drinking is not permitted in any classroom. There is a designated break out room for eating breaks available. This area is to be utilised by all learners who wish to eat and drink at Workzone Training.

## SESSION TIMES

Workzone Training require students to attend training 15 minutes prior to the specified time for training. Return promptly and on time from your designated breaks.

## ATTENDANCE

If you are ill or there are extenuating circumstances that prevent you from attending your course, you may be required to provide a medical certificate to be moved to a future dated session.

You must notify Workzone Training as soon as possible of absence from any courses.

## SAFETY

For your own safety and the safety of others, you must follow all safe work practices as instructed by your trainer. All Personal Protective Equipment (PPE) that is provided must be worn at all times. If you notice any hazards at Workzone Training, it is your responsibility to ensure you report this to your trainer immediately.

At the beginning of training, each participant will participate in a safety induction. Any accident or injury sustained must be reported immediately.



## FIRST AID

If you injure yourself in the course of training at Workzone Training, please report immediately to your trainer for assistance. Workzone Training has designated staff members trained in first aid and will assist participants with injuries or illness or refer to a medical specialist.

## TRAINING SUPPORT

Workzone Training may direct you to the following professional help and additional guidance if requested or required.

- Reading Writing Hotline: 1300 655 506
- English Language Support Services: 1800 882 661
- Aboriginal, Multicultural, Languages and Learning Resource Centre: (08) 8301 4850
- Ethnic Link Services (non-English speaking background) (08) 8440 2200
- Equal Opportunity Commission: 1800 188 163, (08) 7322 7070
- Training Advocate: 1800 006 488
- Mediation Services: (08) 8379 2910
- Disability Services: 'Life Without Barriers' 1800 935 483
- Lifeline: (24-hour service) 13 11 14
- Interpreting and Translating Centre (SA): 08 8226 1990; or National 13 14 50
- Beyond Blue: 1300 22 46 36
- Relationships Australia: 1300 364 277
- Department of Veteran's Affairs: 1800 555 254
- Open Arms Veterans & Families Counselling Support: 1800 011 046
- Domestic Violence Support: (24-hour service) 1800 737 732

In the case of an emergency dial '000' to report an emergency to the appropriate authorities.

The Workzone Training Team are available for general assistance whilst you are onsite at Workzone Training Hendon site.

## ACCESS AND EQUITY

Access and Equity and Equal Opportunity (EO) is the fair treatment of all persons and is concerned with ensuring all persons are free from discrimination and harassment in the workplace in accordance with the following principles:

- Access to appropriate training programs and services; and Equity, through the fair and appropriate
- allocation of resources and participant involvement in training and assessment;
- Equality, without discrimination during assessment; and
- Increased opportunity to participate in training and assessment.

Workzone Training is committed to providing opportunities to all people for advancement, regardless of their background. We ensure that our learner selection criteria are non-discriminatory and provide fair access to training.

## DELIVERY AND ASSESSMENT

All Assessments conducted by Workzone Training will conform to the Principles of Assessment for Standards for Registered Training Organisations 2015. This means that we will consider assessment that reflects the learner's needs; assessing competencies held by the learner and drawing from a range of assessment methods appropriate to the context, the unit of competency and assessment requirements, and the individual.

Assessment usually takes place by way of written assignments and practical assessments; however, it is at Workzone Training's discretion as to what assessment is used. At the beginning of the unit, the learner will be made aware of the assessment method.

Workzone Training will make different assessment methods available to accommodate the learner; this forms part of Workzone Training's flexible delivery approach to learning.

If a learner is not happy with an assessment decision, they have the right of appeal. This is outlined in our complaints and appeals policy which is on our website: <https://workzonetraining.com.au/>

## **LANGUAGE, LITERACY AND NUMERACY SUPPORT**

Language, literacy, and numeracy (LLN), refers to the ability to speak, listen, read, and write in English as well as use of mathematical concepts, operate digital systems and tools during training & assessment.

Workzone Training believes that language, literacy and numeracy (LLN) are crucial underpinnings to learning. LLN issues can be a major disadvantage for learners in their training. Workzone Training provide learners an opportunity through the registration process to advise of any LLN issues to maximize their potential to successfully complete a course.

If you are aware of any issues regarding LLN, please disclose this to Workzone Training to ensure we can support your needs. Workzone Training has access to a range of LLN support and we can refer you to these to enhance your skills.

Help and support is only a phone call or email away:

**Email:** [training@workzonetraining.net.au](mailto:training@workzonetraining.net.au)

**Call:** 1300 005 150

All discussions are private and confidential, allowing each Learner every opportunity to:

- Identify and articulate their specific learning needs in a supportive environment, free from discrimination and/ or prejudice, and
- ask questions at any time.

Where support and/or additional training and guidance is outside Workzone Training's scope to provide, these individuals will be provided contact information to external agencies for assistance.

Workzone Training encourages Learners to read the LLN requirements of the course they're proposing to undertake which can be found on each course information page of the website. By enrolling in a Workzone Training course, you are acknowledging that you have the basic skills required as described on each.



## **POLICIES AND PROCEDURES**

Policies and procedures influence how we operate as an RTO but also as a registered Australian company. Workzone Training trainers, assessors and training support personnel have a responsibility to represent themselves professionally and in the best interest of industry, education, and training.

It is crucial that all learners are aware of the Workzone Training's policies that may impact them as a participant of Workzone Training.

### **COMPLAINTS AND APPEALS POLICY AND PROCEDURE**

The full policy and procedure is accessible under the Resources section of the Workzone Training website.

### **COMPLAINTS AND APPEALS FORM**

[Please use this link to access the complaints online form.](#)

[Please use this link to access the appeals online form.](#)

## **PRIVACY POLICY**

### **SUMMARY**

Workzone Training is committed to protect the privacy and personal information of all its stakeholders.

The Australian Privacy Principles (or APPs) are the cornerstone of the privacy protection framework in the Privacy Act 1988 (Privacy Act). They apply to any organisation or agency the Privacy Act covers.

There are 13 Australian Privacy Principles and they govern standards, rights and obligations around:

- the collection, use and disclosure of personal information;
- an organisation or agency's governance and accountability;
- integrity and correction of personal information;
- the rights of individuals to access their personal information.

Workzone Training collects, uses and discloses personal information under the following guidelines:

As a registered training organisation (RTO), we collect personal information so we can process and manage enrolment in a vocational education and training (VET) courses. The RTO will not be able to enrol learners who fail or refuse to provide personal information.

Workzone Training are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act) to disclose the personal information collected 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.

Workzone Training are authorised by law (under the NVETR Act) to disclose learners' personal information to the relevant state or territory training authority.

- Information collected will be used for the services Workzone Training provides, including for audit purposes;
- If Learners' information is required by any other third party, Workzone Training will obtain the express written consent from the Learners prior to the release of any information:

All reasonable steps are taken to protect the security of personal information, including taking appropriate measures to protect both electronic and hard copy information.

The full policy is accessible under the Resources section of the Workzone Training website.



## FEES AND REFUND POLICY

### SUMMARY

Workzone Training has developed a fair and equitable process for determining course fees, refunds and payment options. A non-refundable administration fee of **\$30** will be subtracted from any refund granted under the terms and conditions outlined in this policy.

Cancellation of a course registration requires five (5) working days' notice in writing via email or letter.

No refunds shall be made for late withdrawals, late arrivals to a course, nonattendance, leaving a course early, non-completion of a course or if deemed not competent.

One (1) transfer or substitution is allowable within the following three (3) month period before the fee for service is forfeited.

If you do not notify Workzone Training in writing within the refund period, you will not be eligible for a refund. All refunds will be paid to the person or organisation that originally paid the fees. Refunds will be paid within one calendar week of the date the request is received.

Please refer to the refund table.

REFUND TYPE	REFUND CALCULATION
Enrolment cancellation / withdrawal from training within the refund period	<ul style="list-style-type: none"><li>- Full refund less the administration and processing fee <b>(\$30)</b></li><li>- Future payments may be cancelled for learners under payment plans</li></ul>
Withdrawal from course outside the refund period	<ul style="list-style-type: none"><li>- No refund; or</li><li>- In some cases, upon the discretion of the RTO, the calculated refund less the administration and processing fee <b>(\$30)</b></li></ul>

### EXCEPTIONS

In the unlikely event that Workzone Training is unable to deliver your course in full:

- you will be offered a refund for the part of your course that has not been assessed;
- the refund will be paid to you within two weeks of the date on which the course ceased being provided;
- alternatively, you may be offered enrolment in a suitable alternative course at no additional cost to you. You have the right to choose whether you would prefer refund for the part of your course that has not been assessed or to accept a place in another course.

The full policy is accessible under the Resources section of the Workzone Training website.

### TRANSITION OF SUPERSEDED COURSES

The nationally recognised training courses delivered by Workzone Training may be superseded by a new training package competency.

If required, Workzone Training will apply to add the replacement training package competency to its scope as soon as practicable but no later than 12 months from the date of publication of the replacement competency on the national register.

Workzone Training will manage the transition of learners to the updated course as soon as is practicable, but no later than 12 months from the date of publication of the replacement competency on the national register. There may or may not be a fee payable to transition to the updated course.

### LEARNER RECORDS

All learner records are subject to Workzone Training's Privacy Policy. However, learners may reasonably access their files by notifying. The management will endeavour to give learners prompt access to their own files where reasonable notice is given.

### RECORD KEEPING POLICY FOR ASSESSMENTS AND LEARNER INFORMATION

Workzone Training has effective administrative and records management procedures in place that maintains learner data in a secure and confidential manner.

Records of results, qualifications and Statements of Attainment for learners currently enrolled are stored in individual learner files. Electronic files are kept up to date and backed up regularly, with the backup copy being kept in a secure location. All learner records are stored for retention archiving and retrieval as outlined in ASQA's General Direction.

### **WORKPLACE HEALTH AND SAFETY (WHS)**

Workzone Training is committed to providing a safe and healthy learning and work environment. The safety of our learners and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Workzone Training encourages all persons to regard accident prevention and safety as a collective and individual responsibility. Near misses, incidents and accidents must all be reported to a staff member.

Workzone Training has First Aid and Emergencies Procedures in place and the appropriate staff will take action may the need arise.

Workzone Training will:

- provide a safe working environment with adequate facilities and amenities;
- maintain safe working conditions through continuous monitoring of the work environment;
- ensure that employees have enough information about workplace health and safety, particularly about the reporting of health and safety issues;
- provide learners enough information and supervision, allowing them to learn in a safe manner;
- integrate continuous improvement into WHS performance.