



PO-04 – Participant Handbook

2023

WELCOME

Welcome to My Trade Start. We trust your training experience with us will be rewarding and beneficial to future your career in the Automotive Industry.

Introduction

This handbook explains the services offered by My Trade Start and the essential standards of registration which guide how we operate as a Registered Training Organisation (RTO). We encourage you to familiarise yourself with the contents of this handbook, which contains important information about our training services and the commitments we make to you as a Trainee/Apprentice/Student of My Trade Start.

Services provided to Trainees/Apprentices/Students follow the policies and procedures developed to meet the VET Quality Framework.

It also explains the processes for enrolment in RTO programs and for recognition of existing qualifications and / or competency. Also included are details about the rights and responsibilities of all Participants in the training programs, including how to make a complaint or appeal against a decision or an assessment, or against any RTO Employees.

For more information on the qualification that you have expressed interest in and wish to enrol into, please visit our website <http://www.mytradestart.com.au/>

The information listed in our Website will help to explain the duration of the Qualification as well as employment pathways upon successful completion of the Qualification. If more information is required please don't hesitate to contact us via the different options listed at the end of this handbook

RTO Information

Registration

My Trade Start is a Registered Training Organisation (RTO) (RTO ID 40733), registered with the Australian Skills Quality Authority (ASQA).

My Trade Start is a nationally recognised training organisation providing training, assessment and qualifications services for its clients, staff and members of the public.

Available Courses

- AUR30620 – CERTIFICATE III IN LIGHT VEHICLE MECHANICAL TECHNOLOGY
- AUR31120 – CERTIFICATE III IN HEAVY COMMERCIAL VEHICLE MECHANICAL TECHNOLOGY
- AUR32420 – CERTIFICATE III IN AUTOMOTIVE REFINISHING TECHNOLOGY
- AUR32120 – CERTIFICATE III IN AUTOMOTIVE BODY REPAIR
- AUR30320 – CERTIFICATE III IN AUTOMOTIVE ELECTRICAL TECHNOLOGY
- AUR20220 – CERTIFICATE II AUTOMOTIVE AIR CONDITIONING TECHNOLOGY

Features of training with My Trade Start

- Automotive industry specific training
- Training delivered one day a month at our training facility located in Auburn or the students workplace upon request.
- Training that attracts government funding and incentives where applicable
- Diverse range of automotive qualifications offered
- Customised training which is contextualised to the workplace needs
- Individual needs approach to learning
- High completion rates
- Provision of comprehensive feedback to both learner and employer
- Established industry consultative structures supporting up- to- date resources and delivery
- Specialised literacy supports available to learners
- Recognition of Prior Learning is offered to each learner
- Career and vocation advice provided
- Delivery of automotive school based traineeships and apprenticeships

How does My Trade Start Training work?

Training delivered by My Trade Start takes place at either the My Trade Start training facility located in Auburn 2144 NSW and or in the workplace through Trainer facilitated one-on-one theory and practical sessions. As our qualified Trainers visit the learners workplace regularly for assessments there is every opportunity for the employer to become actively involved in the training of their employees, also benefitting from the exchange of direct feedback, assistance and mentoring offered by My Trade Start trainers.

My Trade Start delivers training and assessment at regular intervals throughout the entire duration of the qualification. The delivery is planned so that the foundation units of competence are completed prior to the more complicated units of competence with our trainers constantly monitoring and guiding learners throughout the delivery of their training. This way the learner can build on their knowledge and experience as the training progresses. In turn the employer will set tasks for the learner which reflects this progress.

All learners are treated equitably and given every reasonable opportunity to acquire the competencies of the qualification or training provided.

TRAINING PROGRAM

Traineeship/Apprenticeship

The training that the learner is about to undertake will lead to a Nationally Recognised Qualification or Statement of Attainment. It will involve learning new skills, whilst gaining knowledge and experience which will give the learner a greater capacity to perform their job.

School Based Traineeships & Apprenticeships

School Based Traineeships and Apprenticeships are delivered in conjunction with the Board of Studies Industry Curriculum Framework Course for Automotive.

My Trade Start is committed to providing quality automotive training to schools reflective of the needs and expectations of Industry. It is involved with both School Based Traineeships and Apprenticeships by providing advice, support, training and assessment services.

The learner undertakes a Certificate II Level Traineeship or commences a Certificate III Level Apprenticeship while at school. The learner combines the HSC, part-time paid work, structured on the-job training and formal training to achieve a qualification or partial qualification (statement of attainment).

Most apprenticeships in NSW consist of a term of up to four years' full-time employment. For School Based Apprenticeships, the total term is 5 years; this term is broken down into a two year part-time (undertaken during school) and 3-year full-time component (post school). While Certificate II traineeships have a full-time term of one year, for School Based Trainees the term is two years part-time.

A School Based Trainee will be enrolled in the relevant qualification at a Certificate II level. They must complete the selection of units of competence set by the Board of Studies (BOS) and complete a minimum of 130 days of paid employment, or as specified in the relevant Vocational Training Order. My Trade Start encourages School Based Trainees to complete 160 days at work as time on the job improves the outcome achieved by the learner. They must also complete their formal training component by the end of Term 3 before the HSC, to ensure the learner receives appropriate credit for the HSC.

School Based Apprentices will be enrolled in the relevant trade course, at Certificate III level, from the beginning of their apprenticeship. The formal training component to be completed while at school is generally equivalent to what a full-time apprentice would complete in their first year as specified in the relevant Vocational Training Order. They must complete the selection of units of competence set by the Board of Studies and they must also complete a minimum of 130 days of paid employment during year eleven and twelve as a first-year apprentice.

My Trade Start encourages the School Based Apprentices it trains to complete 160 days at work as time on the job improves the outcome achieved by the learner.

School Based Apprentices must complete the BOS formal training component prior to sitting their HSC to ensure the learner receives appropriate credit for the HSC. They must complete the minimum number of days of paid employment by 31 December of the HSC year to be eligible for their ATAR.

A plan for the learner post-HSC is also developed to ensure they have a forward pathway to continue on with their apprenticeship.

Both the on-the-job and off-the-job training undertaken by School Based Apprentices/Trainees can contribute to their HSC. School based apprentices will commence full-time employment as a 2nd year apprentice from the January after their HSC, providing that they have successfully completed both their on-the-job and off-the-job training program during their senior high school years.

School based learners will receive training from an My Trade Start Training Officer at their workplace.

Pre-Apprenticeship Courses

My Trade Start works with organisation's wishing to run pre-apprenticeship courses. These courses involve participants undertaking a set number of units of competence toward a Statement of Attainment outcome. The participants receive a mix of classroom and workshop based learning sessions and work placement experience. My Trade Start is the RTO responsible for providing training and assessment services, maintaining learner records and issuing of Statements of Attainment.

My Trade Start will ensure all relevant paperwork is completed prior to course commencement and Training Officers are allocated to the scheduled pre-apprenticeship course.

Other Programs

If you are undertaking a training program that is not defined above, you are engaging in learning directly with My Trade Start. This learning is without the parameters of a National Training Contract, please refer to your enrolment contract for more specific detail. Please continue reading for more information which relates to traditional learner's, school based trainees/apprentices and pre-apprenticeship courses.

The Enrolment Process

The employer is to make contact with an Australian Network Provider (ANP) which will then come to the workplace to have the training contract signed by the employer and the learner. From there the ANP will notify My Trade Start of the relevant learner details. A My Trade Start Training Officer will then contact the employer to arrange a suitable time and date for the induction visit. At this induction the Learner and the Employer are provided with details of the program including payment options for the applicable student fee. Induction will also include navigation through this Handbook,

the Training Plan, receipt of signed Training Plans and other useful resources such as the Training Department's website and the Student Management System.

Pre-Enrolment Preparation

The following information is designed to help learners enter into the contract agreement fully aware of what their responsibilities are. At this stage the learner must:

1. Let My Trade Start know of any medical reason or disability that may interfere with training completion.
2. Let My Trade Start know of any reading or writing issues that may affect training completion.
3. Let My Trade Start know of any application for Recognition of Current Competences/Recognition of Prior Learning.
4. Attend the induction meeting and be available for training visits by the Training Officer which will occur at least every 4 to 6 weeks.

THE TRAINING PLAN

A training plan is a requirement under the Apprenticeship and Traineeship Act 2001 and is developed by a Registered Training Organisation (RTO) in consultation with the employer and apprentice/ trainee. It is a contract between the learner, the employer and My Trade Start which describes what training is to be undertaken, who provides the training and conducts the assessments and how, when and where this will occur. It identifies the qualification, units of competency and the proposed training and assessment strategies the learner, employer and My Trade Start will undertake to achieve a successful outcome.

The learner, employer and My Trade Start will sign the training plan to ensure all parties are clear about the content, method and training structure, delivery and assessment requirements. The training plan will include the name and contact details of the provider, approximate visit dates for training visits and support services provided by My Trade Start, if enrolled learners have a disability, or are long-term unemployed or are of Aboriginal or Torres Strait Islander background. The My Trade Start Training Officer will contact the learner to confirm their next visit and what will take place during that visit.

The Training Plan is a working document to be used for the duration of the Training Contract and must be updated as necessary to reflect the current status of training. A copy of the current Training Plan, including any updates, must be kept by the My Trade Start, employer and learner, with a copy always accessible in the workplace

Delivery

This is the period of time during which training occurs, during this time the learner must:

1. Let My Trade Start know of any changes to personal information.

2. Agree to complete and show training materials as identified in the training plan, such as workbooks, to the training officer.
3. Agree to practise skills shown in the workplace.
4. Be prepared to accept on-the-job help from the employer or designated supervisor and take opportunities to meet workplace skill proficiencies.
5. Agree to complete any requests for feedback through surveys to assist My Trade Start improve its products and services.
6. Observe and put into practice WHS policies and all workplace practices as instructed by the employer such as Equal Rights and Anti-discrimination acts.
7. Keep a copy of the current Training Plan, including any updates, as well as keep a copy in the workplace.
8. Let My Trade Start know within 5 days of termination of employment.
- 9.

The Employers Involvement and Responsibilities. (Pre-Program and Delivery)

The following information is designed to help employers understand and fulfil their contractual obligations in relation to their trainees and apprentices.

Training is delivered at either My Trade Starts training facility located in Auburn or upon request in the workplace on a once a month basis and the employer/supervisor must:

1. Withdraw the learner from routine work duties, with pay, for a minimum of 3 hours per week, averaged over a four-week cycle, for the purpose of undertaking formal training/learning/assessment activities.
2. Retain a copy of the current Training Plan, including any updates, in the workplace, as provided by the RTO.
3. Provide a safe working environment according to legislation and regulatory requirements including WHS policies and all workplace practices and the Anti-Discrimination Acts.
4. Instruct the learner in the correct use and handling of all machinery and equipment including the use of any hazardous substances used in the workplace.
5. Instruct the learner on workplace policy and procedures according to their work tasks, job role, responsibilities and skills.
6. Provide opportunities for the learner to practise their skills.
7. Ensure that the learner is provided with all information from My Trade Start with regard to direct workplace schedules, monitoring and assessment requirements or any changes advised by My Trade Start.
8. Ensure that the learner and the supervisor/employer are available to meet with the Training Officer on the scheduled days/time.
9. Ensure that the employer/supervisor provides feedback to the Training Officer regarding the learner's training progress.
10. Ensure that the employer/supervisor assists the Training Officer in assessment, monitoring and the review of the learner's training.
11. Liaise with the learner's Training Officer about training progress.
12. Contact the My Trade Start Training Officer if additional assistance is required.

MY TRADE START Involvement and Responsibilities

My Trade Start is a Registered Training Organisations (RTO) that will deliver direct workplace support to you and your employer. My Trade Start issues Nationally Recognised Qualifications and Statements of Attainment and is responsible for ensuring that the learner is trained and assessed in a manner consistent with National Standards of competency and performance.

My Trade Start Training Officer will;

1. Establish and maintain records of the learner's progress and performance.
2. Monitor the learner's progress throughout training.
3. Assess the learner's skills and knowledge.
4. Validate assessments utilised as part of the assessment process.
5. Provide employers and learners with feedback about progress.
6. Utilise valid and reliable assessment tools and instruments to assess the learner's competencies.
7. Talk with the employer/supervisor regarding the learner's workplace training progress.
8. Provide the learner with appropriate training and assessment materials.
9. Issue a certificate and/or a statement of attainment according to the learner's level of performance.
10. Provide a safe and healthy training and assessment process.
11. Provide the learner with training and assessment that is free from harassment, bullying, victimisation, racial vilification and discrimination.
12. Ensure the learner's workplace has the necessary work, resources, and facilities needed to successfully undertake on-the-job training. Where if appropriate, seek alternative arrangements to support the on the job component of the training described in the training plan
13. Explain and offer skills recognition to the employer and learner.
14. Ensure the Training Plan is maintained and kept up to date and a copy provided to the employer and learner.
15. Provide training and assessment in accordance with the VET Quality Framework, the Training Package, the Apprenticeships & Traineeships Act 2001 and the provisions of the State Training Authority, Apprenticeships and Traineeships Training Program (ATTP) and Training Plan Guidelines.

The Learner's Prior Learning and Experience

Credit Transfer

My Trade Start will recognise qualifications and units of competence which the learner has gained from other Registered Training Providers. My Trade Start will give the learner credit for Nationally Accredited Qualifications or Statements of Attainment previously obtained if the learner can provide supportive evidence, such as a 'Statement of Attainment'. Once the evidence is produced and verified, as in line with the VET Regulator's Guidelines, the credit transfer will be applied to the learner's training plan against the relevant unit(s) of competence.

Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC):

RPL & RCC recognises knowledge and skills which the learner may have already obtained from other courses, life experience, work experience and from training provided at work. This learning is then measured against the qualification they are enrolled in.

RCC recognises what the learner has learnt through other formal training. If the learner supplies the Training Officer with a qualification or statement of attainment the training officer will need to determine that the units of competence previously achieved are still current. That is, the learner still uses these competencies and can demonstrate the necessary capabilities. Assessment may be required by the training officer to determine this.

My Trade Start's policy on RPL is in line with the NSW RPL Framework using a holistic/workplace task recognition approach suitable to support recognition for alternative qualifications and units of competency. My Trade Start will maintain on-going records for all subsidised training and all enrolled learners as evidence of Recognition of Prior Learning, such as observation of workplace performance or collection of work samples.

If at any time during training delivery, the learner feels that they could obtain a unit or units of competence via RPL/RCC they must raise this with the Training Officer and who will discuss how to proceed.

The Training Officer will develop with the learner a pathway to achieve RPL/RCC for the unit(s) of competence requested. This pathway will then be incorporated into the training plan.

Validation

Validation is the process whereby the Training Officer will establish the authenticity of the learner's prior experience and competencies (RPL & RCC).

The Training Officer will examine and verify all forms of evidence as well as independently check, informing the learner and supporting their decision about evidence authenticity.

Independent checking can include Third Party verification and authentication of qualifications and/or results. These processes will support the validating of "formal evidence".

Assessment is the process of identifying, gathering and interpreting information about a learners' knowledge. The central purpose of this is to provide information on the learner achievement and progress and set the direction for ongoing learning.

Reporting is the process of communicating information about learner progress and achievement gained from the assessment process. Its purpose is to support learning by providing feedback to learners and Stakeholders.

ASSESSMENTS

Assessment reporting within an outcomes approach

For each assessment learners undertake they will be required to demonstrate their skills, answer questions, complete their workbook and collect or demonstrate evidence about the work that they do. These assessments will include:

- Written Assessments – Knowledge through questioning
- Third-Party Report– Practical Observations from employer
- Third-Party Evidence – Work Evidence Job Cards
- Observation Assessments – Practical Observations from My Trade Start training officer.

The Training Officer will then compare the skills and the evidence produced against a set of competency standards and judge whether the learner is competent.

N.B. The key point is that if they are assessed as not yet competent they do not fail. They simply undertake additional training and resubmit for assessment at a later date.

What does competency mean?

Competency means that the learner has acquired the specified skills, knowledge and ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competencies conform to National Standards, the standard or level of competence that must be achieved, as defined by industry through an endorsed training package, a nationally accredited course or licensing standards where applicable. This means the knowledge and skills the learner attains are transferable and therefore applicable to other workplaces nationally.

Being competent means:

- a) Knowing how to do the job or task.
- b) Understanding why it should be done a certain way.
- c) Being able to do different tasks at the same time.
- d) Dealing with everyday problems that may occur.
- e) Understanding workplace policies and procedures.
- f) Establishing effective relationships with others in the workplace.

The assessor will want to be certain that you can do these things not just once, but repeatedly, even when things are not going smoothly.

Employability Skills

Employability skills are an important part of effective and successful participation in the workplace. The inclusion of employability skills ensures development of a full range of transferable skills, attitudes and behaviours required for successful participation in the workplace. More information on employability skills for particular qualifications can be found at:

<http://employabilityskills.training.com.au>

What if there are things I do not know or cannot do?

Sometimes assessment can highlight particular areas in which the learner needs more education. For example, the learner may show that they can drive a tractor, but they might not be sure about some of the maintenance procedures that apply to the tractor or how it is used in their workplace.

This is called a 'skill gap'. A skill gap is not a failure, it is recognition that more training is required; simply it means that the learner will need to learn how to do that part of the job. The skills gap will be resolved by training provided by both the employer/supervisor and the My Trade Start Training Officer.

How will and where will the learner be assessed?

Together with your Training Officer and employer/supervisor, the learner will plan and schedule their assessments so that they occur in the correct order and at the best time. It means the learner should always know when they will be assessed. As well, the training plan will be flexible so as to take advantage of any unexpected opportunities for assessment.

For example, the learner and the employer/supervisor will have a better understanding than the assessor about things like:

1. The appropriate times for the learner to demonstrate particular skills.
2. Who in the workplace would be best to discuss the learner's work and provide evidence to support their skills and knowledge.
3. What evidence might be available from the workplace.

Applying the learner's skills in the workplace is a very important part of their training, therefore the majority, if not all of your assessment, will take place on-the-job in the work environment.

What feedback will the learner receive?

After an assessment, immediate feedback will be provided verbally by the Training Officer to the learner. If there are delays, talk to the My Trade Start Training Officer. The Training Officer will also record in writing the feedback they supply to the learner on the assessment evidence.

In addition to the final assessment decision, the learner is also entitled to receive clear and detailed feedback about how they performed.

Plagiarism/Authenticity

Please note that unless there are exceptional circumstances, which have been discussed and approved with your My Trade Start Training Officer, all work completed in the workbooks should be that of the learner. The answers should not be copied from any other learner or completed by a co-worker or by anyone else other than the learner. If My Trade Start's Training Officer finds that the work in the workbook is not that of the learner it will not be accepted for marking and the Training Officer will then provide the learner with a new blank workbook for further completion. My Trade Start's Training Officer will notify the workplace supervisor of any concerns that they may have in relation to plagiarism or authenticity.

Accessing Records

The employer and learner can access training and assessment records at any time during and after completion of training. Should My Trade Start's Registered Training Organisation cease to operate during or after learners have completed training, they will be transferred to another training provider, their records will be kept by My Trade Start the association, where they will still be able to access them. Also, copies of records will be forwarded to the Australian Skills Quality Authority (ASQA) for storage.

My Trade Start will keep records of the learner's Certificate or Statement of Attainment and transcript once the learner has completed training. If the learner is currently in training, My Trade Start will also keep records of all information relating to that training.

All records can be accessed by contacting MY TRADE START by phone, fax or email on the following details: Phone: 02 9891 6900, Email: info@mytradestart.com.au

Your Record Management

My Trade Start will keep all learner assessment records for seven (7) years from date of completion and then learner assessment outcomes, including a copy of the qualification/statement of attainment for a further twenty-five (25) years.

My Trade Start is required to treat the learner's assessment records and other details as confidential. They can only be shared with nominated people and organisations, such as the State Training Authority.

Privacy

My Trade Start will collect and store the learner's personal details. During training My Trade Start will also record the learner's progress. This information is utilised to measure the performance of

both the learner and My Trade Start and also to advise the employer of the learner's outcomes and where applicable of our future products and services.

Where State or Commonwealth funding supports training, My Trade Start is obliged to submit the learner's personal and progress details to the State Training Authority for research, statistical analysis, program evaluation, post completion survey and internal management process evaluation.

My Trade Start DOES NOT share, rent, or sell personal information which learners have provided to us. The confidentiality of the information we collect from the learner and the employer is protected under the *Privacy and Personal Information ACT 1998*.

Employers have access to information only about the learner's progress and assessment. If they require further information about the learner's records permission from the learner will need to be obtained.

Access and Equity

The learner should notify My Trade Start if there is anything they are aware of, at any time, which may affect their training or assessment. For example, a disability or a language, literacy or numeracy issue. We are committed to adapting or customising training and assessment to meet the learner's needs.

Talk to the employer/supervisor or the My Trade Start Training Officer about this. If we are not made aware of the issue, we cannot assist the learner in achieving the desired outcomes. All learners will be treated equitably, having regard to their particular needs and backgrounds, in order to ensure the provision of every reasonable opportunity for them to acquire particular competencies for their qualification.

The induction process is a good opportunity for the learner to bring up any issues or concerns that they may have in regard to completing the traineeship/apprenticeship. The Training Officer is able to make adjustments to the training where necessary to accommodate learner needs.

Language, Literacy & Numeracy

Should the learner require additional support in the areas of language, literacy and numeracy (LLN), My Trade Start will provide an experienced and qualified LLN Training Officer who will visit the learner in conjunction with the assigned Training Officer to ensure the learner's training progresses with minimal delay or disruption.

This LLN Training Officer will ensure the learner receives the additional support which is required so they can competently achieve the required outcomes of the traineeship/apprenticeship.

Qualifications & Statements of Attainment

At the completion of training and assessment My Trade Start will issue one of the following:

1. QUALIFICATION CERTIFICATE

This is presented upon successful completion of all units of competency and when the qualification packaging rules have been met. The certificate incorporates a transcript which lists the National units of competency that have been successfully completed.

2. STATEMENT OF ATTAINMENT (SOA)

This is presented upon successful completion of units of competency if the whole qualification was not completed.

Both the Qualification and the Statement of Attainment issued by My Trade Start are Nationally Recognised. Certificates and SOA's will be posted to the workplace address depending on the learner's approval and/or the learner's last known home address. If the learner would like us to post the qualification/statement of attainment to an alternate address, please contact the My Trade Start Training Department on (02) 8832 4499 .

Please note that on Completion of the training program My Trade Start will only issue one copy of a Qualification Certificate/Statement of Attainment.

Should for any reason the learner requires another copy of the Qualification Certificate or Statement of Attainment, one can be re issued. However, a fee of \$110 (GST Inclusive) will apply. Once My Trade Start receives payment the qualification or statement of attainment will be mailed to the nominated address.

THE SUPPORT STRUCTURE

My Trade Start understands the pressures that can occur from time to time when working and studying at the same time. To assist learners and employers with any event or hardship that may occur from time to time we offer a broad range of assistance measures and can suggest support organisations. Should the learner or employer need assistance we strongly recommend that you use your Training Officer as your first line of contact or support.

cancelling the Training Program

Traineeships/apprenticeships can be cancelled through mutual agreement between the learner and the workplace. Cancellation cannot be forced by the employer and a learner cannot simply resign without the consent of the employer/supervisor.

When cancelling a traineeship/apprenticeship the employer is required to submit an application for cancellation with the State Training Authority. Both the employer and the learner must keep signed copies of this application. The employer must also inform My Trade Start upon cancellation.

What happens after you complete your training?

Once My Trade Start issues the qualification, learners may have the option to progress into another qualification to further their career prospects.

In order to finalise the traineeship/apprenticeship learners will need to supply a copy of their qualification to the State Training Authority. The employer should receive a letter from the State

Training Authority around the time of the learner's completion that will outline where to send the certificate.

Once this has been supplied, the State Training Authority will issue the learner with a Certificate of Proficiency that demonstrates that the learner has completed the time on the job and the qualification and the traineeship/apprenticeship will be finalised.

For more information on the learner's traineeship/apprenticeship you can contact State Training Authority on 13 28 11.

Changing a Vocation

Should you or your employer wish to change your qualification during your training, a Change of Vocation form must be completed and submitted to The Department of Education and Communities NSW. The form must be accompanied by a copy of a new training plan. Change of Vocation must be arranged by mutual agreement between the employer and learner. Both the employer and the learner must keep signed copies of this application.

The employer must also inform My Trade Start upon Change of Vocation.

Change of Vocation forms and further information can be obtained from My Trade Start, please phone (02) 8832 4499.

Extension of Training Term

Should you or your employer wish to apply to extend the term of your qualification during your training for whatever reason, an Extension of Term form along with a revised training plan must be completed and submitted to The Department of Education and Communities NSW at least three months prior to the original completion date. Examples of when an extension may be required include but are not limited to you being absent from work for an extended period of time or if you have a learning difficulty or if it is perceived that there is not adequate time available to complete.

Extension of Term must be arranged by mutual agreement between the employer and learner. Both the employer and the learner must keep signed copies of this application.

The employer must also inform My Trade Start upon Extension of Term.

Extension of term forms and further information can be obtained from My Trade Start, please phone (02) 8832 4499

Licensing

Motor vehicle repair businesses in New South Wales are regulated by the Motor Vehicle Repairs Act. The Act requires all motor vehicle repair businesses to be licensed and the trades' people working in those businesses to be certified. These licensing functions are performed by the Office of Fair Trading in NSW which also mediates disputes between motor vehicle owners and repairers.

If the learner is completing a technical qualification with My Trade Start it is essential that the Office of Fair Trading in NSW be contacted upon completion, to ensure the appropriate licence to carry out servicing and/or repairs on vehicles is applied for.

For further information, contact the Office of Fair Trading in NSW on 133 220 or visit:

www.fairtrading.nsw.gov.au

Learners Under 18 Years of Age

My Trade Start recognises that learners who are under 18 years of age require additional care and support. We adhere to the Child Protection (Working with Children) Regulation.

All our Training Officers are subject to working with children checks, in accordance with requirements established by the Office of The Children's Guardian, to ensure they are eligible and suitable to work with this group of learners. Any Training Officer who is found to be ineligible to work with those under the age of 18 years will not be employed in that capacity. As well, any Training Officer whose eligibility status changes during their employment with My Trade Start must notify us of this change immediately.

We will also gather the parent/guardian contact details for all learners under the age of 18 years at the induction visit so an information letter regarding the learners training can be posted to them, also ensuring them of a point of contact should they have any queries regarding the learner's training or progress throughout the term of their training contract.

ALCOHOL & OTHER DRUGS

My Trade Start has a drug and alcohol awareness policy which is in line with the NSW Drug Summit in 1999 and the NSW Summit of Alcohol Abuse in 2003. This policy supports prevention, early intervention and referral in regard to drug and alcohol abuse. It states that it is not acceptable for our Training Staff or learners to attend training or employment whilst under the influence of alcohol or other drugs. The policy is applicable to and communicated to both our training staff and training participants upon induction. Training Officers must note that this policy has been communicated to learners on the induction paperwork.

Training Officers receive training on drug and alcohol abuse upon employment so as they are able to provide leadership which promotes values, attitudes, life skills and attributes which will aid in the prevention of drug abuse. As our Training Officers are onsite in your workplace there is ample opportunity for learners to discuss issues with them and seek assistance.

We recognise that drug issues vary between cultures; therefore, education is only one facet of a drug abuse management plan. We are also supportive of rehabilitation and assisting learners to maintain employment and training whilst ensuring their training needs are met.

Prevention initiatives include education relating to drug and alcohol abuse, Language Literacy and Numeracy Support, School Based Apprenticeship and Traineeship programs and access and equity policies.

We offer learners referral advice to organisations which are experienced with providing information and assistance.

For more information on Alcohol and Drugs use the link or phone numbers below:

Australian Drug Information Service (ADIS)

ADIS provides support, information, advice, crisis counselling and referral to services in NSW.

You can call ADIS 24 hours a day, 7 days a week

Ph: 9361 8000 (Sydney) or free call: 1800 422 599 (For NSW regional and rural callers)

Family Drug Support - Support Line

Family Drug Support assists families throughout Australia to deal with alcohol and drug issues in a way that strengthens relationships and achieves positive outcomes.

Ph: 1300 368 186 (24 hours a day, 7 days a week)

NSW Health Department

Offers further information about drug use and finding assistance;

www.health.nsw.gov.au

Extra Support

Additional support is available if the learner is experiencing personal problems or concerns. My Trade Start suggests that the learner notifies the employer and the Training Officer (details do not need to be provided and confidentiality will be ensured) so that the learner's training will not be affected.

Below is a list of free services you can contact if you or your learner require additional support:

Beyondblue

For the cost of a local call, the beyondblue info line provides callers with access to information and referral to relevant services for depression and anxiety related matters **Ph: 1300 22 4636**

www.beyondblue.org.au

Kids Help Line.

Kids Help Line is Australia's only free, confidential and anonymous, telephone and online counselling service, specifically designed for young people aged between 5 and 25. The service aims to empower young people by assisting them to develop options, identify and understand the consequences of a particular course of action, facilitate more productive relationships with family and friends, and provide information on local support services. Kids Help Line counsellors are fully qualified professionals who undergo additional accredited training at Kids Help Line. **Ph 1800 55 1800 www.kidshelp.com.au**

Lifeline

Lifeline is a crisis line for people to call when they are feeling distressed. Lifeline's services operate from 60 locations nationally, with a presence in every State and Territory within Australia. **Ph 13 11 14 www.lifeline.org.au**

Reach Out!

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. The aim of the service is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways we know work for young people.

au.reachout.com

CounsellingOnline

CounsellingOnline is a service where you can communicate with a professional counsellor about an alcohol or drug related concern, using text-interaction.

This service is free for anyone seeking help with their own drug use or the drug use of a family member, relative or friend. Counselling Online is available 24 hours a day, 7 days a week, across Australia.

Telephone Free call: 1800 888 236 (Counselling) Email: counsellingonline@turningpoint.org.au

FEES, FUNDING AND REFUNDS

Government Funding Eligible Trainees/Apprentices

Learners of My Trade Start undertaking a Traineeship or an Apprenticeship are subject to a compulsory Student Fee.

We supply a quality training product subsidised by the State Training Authority and as a requirement of that funding My Trade Start, like all other Registered Training Organisations (RTOs), is required to charge a compulsory Student / Administration Fee that aligns to the State Training Authority.

The learner or the employer may pay the fee, however it is the responsibility of the learner to ensure the fee is paid. The fee amount changes annually, please contact My Trade Start to confirm current administration fees.

If the learner is undertaking the course as part of an apprenticeship clause 15.3 of the Vehicle Manufacturing, Repair, Services and Retail award states:

- a)** Any costs associated with all fees for prescribed courses and prescribed textbooks (excluding those textbooks which are available in the employer's technical library) incurred by an employee in connection with training specified in, or associated with, the training contract must be reimbursed to the apprentice within 6 months from the commencement of the apprenticeship or the relevant stage of the apprenticeship, or within 3 months of the registered training organisation commencing training, whichever is the later, unless there is unsatisfactory progress;
- b)** Direct payment of the fees and textbooks, within 6 months from the commencement of the apprenticeship or the relevant stage of the apprenticeship, by an employer to the training provider satisfies the requirement for reimbursement in clause 15.3(a) above.

Refunds

1. Withdrawal from a course after the enrolment has been confirmed will incur an administration fee of 25% of the full learner fee.
2. Withdrawal from a course after units commenced or resource materials supplied will incur a Fee Per unit completed.
3. Discretion may be exercised by the RTO Manager if the learner can demonstrate that extenuating circumstances led to their withdrawal.
4. Refunds will be paid via electronic funds transfer using the authorised bank account nominated by the learner on the REFUND REQUEST FORM.

Exceptional circumstances where you may be eligible for a refund could include but not limited to: extended hospitalisation (supported by a medical certificate) or extenuating personal circumstances.

FEES AND INVOICING STRUCTURES

The cost of training and assessment will be invoiced to the learner/Employer as instructed on enrolment.

The fee for training will be charged in instalments throughout the duration of training. All fees are GST exempt. Should training be cancelled once it has commenced, any fees paid will not be refunded.

Apprenticeships

\$500.00 initial (non-refundable)

\$750.00 at 9 months

\$750.00 at 18 months

Traineeships

\$500.00 initial (non-refundable)

\$500.00 at 9 months

School Based Trainees & Apprentices

Both school based apprentices and trainees are exempt from administration fees for the duration of their training with My Trade Start.

ADDITIONAL FEES

My Trade Start will only issue one copy of the learner's Qualification or Statement of Attainment. If an additional original is required to be re-issued, My Trade Start will charge a fee of \$110 (GST Inclusive). Once we have received payment the Qualification or Statement of Attainment will be posted to the nominated address.

Learners may be given the opportunity to obtain an additional qualification during their training period. Please note that completion of an additional qualification will incur an additional fee. Fee details are outlined in the Pricing list associated with the qualification that is being undertaken. This fee is on top of any other charges associated with the training.

FEE EXEMPTIONS

NSW Exemptions

There are equity groups who are exempt from fees and they are people who are of Aboriginal or Torres Strait Islander background or those with a recognised disability. If the learner falls into either of these categories, please discuss fee exemption with the designated Training Officer or directly with My Trade Start Training Department staff by calling (02) 8832 4499.

APPEALS, COMPLAINTS AND GRIEVANCES

Complaints and grievances

My Trade Start recognises that differences and grievances can arise from time to time. Quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

1. Advise us if you are dissatisfied or have any concerns about our products, services, processes or policies.
2. Advise us if you think you or your learner has been treated unfairly or unjustly.

The above can be done by emailing info@mytradestart.com.au or by contacting us 02 8832 4499 to inform us of your concern. We will then discuss the matter with you and endeavour to resolve the problem.

My Trade Start will thoroughly assess your concern and consult with you to achieve a suitable outcome. We will also review the solution to ensure that it has been suitable and effective, ensuring you remain satisfied. You will be provided with a written response from My Trade Start regarding the solution to your concern.

If you are not satisfied with the resolution you should contact State Training Authority, ASQA or the National Training Complaints Hotline.

1. State Training Authority - 13 28 11
2. ASQA - www.asqa.gov.au
3. The National Training Complaints Hotline - Ph: 1800 000 674

Instances where you may require assistance include but are not limited to;

- Being given false information by My Trade Start
- The communication process with My Trade Start has broken down and the transfer of information is either incomplete or misunderstood
- Confusion about what to do
- Being unable to carry out a task successfully due to lack of training time and resources
- not agreeing on the quality levels being provided by My Trade Start

- Your expectations of the service delivery not being met
- Availability of resources and suitable alternatives are not being provided

Assessment Appeals

There is an assessment appeal process in place should the employer/supervisor or the learner believe the assessment process was inappropriate or unfair.

Should this occur you should discuss the issue firstly with the Training Officer and if a satisfactory arrangement is not reached, you may complete a formal assessment appeal form (located in the back of this handbook). This is then lodged with the My Trade Start RTO Manager who will review the issue and consult with you to find a solution. Should you be dissatisfied with the outcome, the My Trade Start RTO Manager will arrange for an alternative Training Officer to reassess you.

If no satisfactory solution is reached you can appeal to State Training Authority, ASQA or the National Training Complaints Hotline:

(a) State Training Authority - 13 28 11

(b) ASQA - www.asqa.gov.au

(c) The National Training Complaints Hotline - Ph: 1800 000 674.



FO-05 COMPLAINTS, GRIEVANCES & APPEALS FORM

Instructions:

- This report is governed by the Complaints, Grievances & Appeals Procedure
- The RTO General Manager must complete this report after responding to a Complaint, Grievance or Appeal
- Complaints, Grievances and Appeals correspondence must be attached to this report
- Once complete, forward the report with original documents to the RTO General Manager

REPORT DETAILS			
Learner Name			
Employer / Company			
Contact Phone:			
Contact Email:			
Nature of Complaint, Grievance or Appeal:	<input type="checkbox"/> Complaint	<input type="checkbox"/> Grievance	<input type="checkbox"/> Appeal
Description of the Complaint, Grievance or Appeal:			
Learner Signature		Date	
Employer Representative Name			
Employer Representative Signature		Date	
My Trade Start OFFICE USE ONLY			
Date Received:			
Action Taken:			
Completed By:	Signature:	Date:	
Outcome			

Please return this form to My Trade Start

Email : info@mytradestart.com.au / 11-13 Byrne Street, Auburn NSW 2144

Complaint Handling Principles

My Trade Start will apply the following principles to its complaints handling:

1. Local Level Resolution

Any Trainee/Apprentice/Student with a complaint or appeal is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the student, at which time the matter in dispute can be raised and a resolution sought.

2. Resolution by Trainer/Assessor

Should the matter still remain unresolved or should be considered inappropriate at local level resolution, the student is encouraged to contact their Trainer/Assessor for assistance. Assistance may be by means of a mediated discussion. If the Trainer/Assessor cannot find a suitable solution for you, or you are not comfortable involving them (for example, they may be the person you have an issue with), you may talk with the RTO General Manager about your concerns.

3. Resolution by the RTO General Manager

Should the matter still remain unresolved or should be considered inappropriate following local level resolution and resolution by trainer, the student is encouraged to contact the RTO General Manager for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

The RTO General Manager will ask you to put your concerns in writing by completing a Complaint Form, and will review and help to resolve your concerns and will give you a written response to your complaint explaining the outcome including the reason for the decision.

The Complaint Form can be obtained by contacting My Trade Start.

4. Resolution by Arbitration

Should the matter still remain unresolved following reporting to the RTO General Manager, the General RTO General Manager will appoint an independent arbiter or panel to review the dispute and suggest an amicable solution.

A complainant who remains not satisfied with the process applied by My Trade Start following review by an independent party may refer their grievance to the Australian Skills Quality Authority (ASQA).

Students are to be advised that ASQA will require the student to have exhausted all avenues through My Trade Start internal complaints handling procedure before taking this option. My Trade Start considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within My Trade Start internal arrangements.

Feedback

Trainees/Apprentice

As My Trade Start has the prime responsibility for monitoring the training, undertaking the assessment and issuing the qualification, it is extremely useful to receive feedback from employers and Trainees/Apprentice who are covered by the Training Agreement. An Evaluation Form will be forwarded to you during the term of the Training Agreement or course of face-to-face training.

My Trade Start is audited from time to time by the State/Territory Training Authorities. Please feel free to offer your genuine feedback should you be contacted by a representative of the State/Territory Training Authority.

Do not be concerned by this contact as a random sample of students is selected for a brief telephone audit. The RTO must participate in the National Student Outcomes Survey, managed by the National Centre for Vocational Education and Research (NCVER). You may receive a survey from NCVER at some point during your training. If you are selected by NCVER, please take the time to complete the survey.

Students

Your Trainer/Assessor may also wish to receive feedback on their work with you. If asked please take the time to complete this form, it is however, not mandatory.

Please be assured that any evaluation of services is confidential and only used for the purposes of improving the quality of our service to our students.

Refer to the [Complaints, Grievances & Appeals Procedure](#) for more information.

1. Participant Disciplinary Procedure

In the event a participant disciplinary issue arises, the following approach is taken:

- a) The Trainer/Assessor will counsel the participant by addressing inappropriate behaviour and articulating the desired standard.
- b) If the inappropriate behaviour continues, the Trainer/Assessor will re-enforce the desired standard and inform the RTO General Manager.
- c) If further counselling is required the RTO General Manager will discuss behaviours and options to be taken with the participant.
- d) If inappropriate behaviours continue a participant may be terminated from the program/course.

2. Marketing and Advertising

My Trade Start abides by strong ethical standards in relation to marketing our services.

We market vocational education and training services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

My Trade Start will not state or imply that courses other than those on the Scope of Registration are recognised by State Training Authorities.

My Trade Start will:

- a) Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.
- b) Not state or imply that courses other than those within the Scope of Registration are recognised by the Australian Skills Quality Authority.
- c) Ensure that the application and selection processes are explicit and defensible and access and equity principles are observed.
- d) Comply with the requirements for the use of National and State/Territory logos.

3. Issuance of Certificates

Qualifications and Statements of Attainment are issued to those participants who successfully meet the requirements set out in the [Australian Qualifications Framework](#) (AQF) for nationally accredited qualifications and/or or units of competency.

In the circumstance where a participant withdraws from a program, on request they will be issued a Statement of Attainment against units of competencies for which have been deemed competent. The RTO General Manager is responsible for ensuring participants meet the specified requirements for the Qualification or Statement of Attainment, and for issuing the appropriate course certificates. Refer to the [Training Administration Procedure](#) for more information.

Administration fees may apply for reissuing Qualifications, Transcripts and Statements of Attainment. Participants can contact My Trade Start for more information regarding reissuing qualifications/transcripts. Reissued certificates will carry the original date of issue and the original certificate code number.

Participants are encouraged to store original certificates safely and securely, and when required to furnish these, keep hold of the originals. Allow the original to be sighted, but only hand over certified copies.

Certificates and Qualifications

Certificates awarded

On successful completion of your training program My Trade Start will issue a nationally recognised Certificate.

Partial completion of qualifications

If you are unable to achieve the full qualification or if you only enrolled for some of the units of competency, you will be issued with a Statement of Attainment with a list of the units achieved. Further units can be achieved at a later date through re-enrolment in a course and the full qualification can be achieved in stages.

Information appearing on certificates

Certificates and Statements of Attainment will include the following:

- My Trade Start name, logo and contact details
- The name of the person receiving the credential
- The title and code of the qualification/accredited course and units
- A unique certificate number
- The date of issue
- Signature of My Trade Start authorised signatory
- The Nationally Recognised Training logo
- The Australian Qualification Framework (AQF) logo (qualifications only)

Where appropriate, units completed and/or national competencies achieved will be identified. Provision of certificates and replacement certificates. Certificates and Statements of Attainments will be provided on successful completion of training. Qualifications are issued under the authority of the Australian Skills Quality Authority and are recognised nationally within the Australian Qualifications Framework.

Replacement Certificates are available on request by completing a Re-Issue of qualification/SOA form from RTO Administration. A \$25 fee will apply.

National recognition

My Trade Start accepts and recognises the qualifications and Statements of Attainment awarded by other Registered Training Organisations. Refer to Credit Transfer.

4. Quality Assurance and Improvement

Regular reviews of procedures, structures and methodologies to ensure that they remain appropriate and effective will be conducted. These reviews will cover such areas as but not limited to:

- Feedback & stakeholder input
- Assessment Guidelines structure and procedures
- Assessor Standards
- Training Strategies
- Application of industry or workplace standards
- Recognition procedures
- Grievance and appeals procedures
- Competency logging and reporting processes
- Communication and feedback processes
- Trainer/Assessor reviews/feedback

Outcomes of these reviews will be addressed directly by RTO General Manager. Refer to the [Quality Assurance Policy](#) and the [Continuous Improvement Procedure](#) for more information.

5. Feedback from Participants

Quality Indicators

My Trade Start is required as an RTO to collect feedback from participants and report the results of the feedback to ASQA (Australian Skills Quality Authority, the government body which is responsible for the RTOs compliance. This information is referred to as Quality Indicators, and is provided anonymously.

We will forward to participants a Quality Indicator learner questionnaire for completion and return to us. This questionnaire will generally be provided once you have finished your training. However, if you are enrolled in a qualification which is delivered over a period of more than one year, you may also receive a request to complete an additional learner questionnaire during the term of your training.

Participants are required to complete and return the questionnaire directly to My Trade Start, and will be provided with a return envelope to assist the process.

Ongoing Feedback & Evaluation

In addition to the Quality Indicators learner questionnaire, participants will also receive an evaluation form at the completion of the training course they attend. This evaluation form will be completed anonymously, and will be collected by trainers at the end of each training session and provided to the RTO.

All feedback received from participants will be used by My Trade Start to improve their processes, operations and resources on an ongoing basis. If you wish to provide feedback at any other stage (i.e. not wait until you receive the evaluation form), this can be done by providing feedback to any employee, their manager or supervisor, in any number of ways e.g. verbally, in writing or by email. You may also send an email direct to info@mytradestart.com.au

6. Fee, Refund and Cancellation Procedure

My Trade Start does not accept payment of more than \$1000 a student prior to qualification/course commencement. Following commencement, where My Trade Start requires payment of additional fees in advance from the Student, at any given time, the total amount does not exceed \$1,500. Before enrolment the complete cost of the course will be made available to ensure clarity with all associated fees and charges. All fees are required to be paid by a specified date and this will be printed on an invoice which will clearly state the full cost training, payment options and the payment due date. Failure to pay outstanding fees will result in the cancellation of a student's enrolment and no Statement of Attainment or Qualification will be issued unless a full payment of all outstanding debts is made.

A refund of all or part of the enrolment fee may be granted in the following exceptional circumstances:

- You have overpaid the enrolment fee
- You have enrolled in a course that has been cancelled by My Trade Start
- You formally advise My Trade Start in writing that you are withdrawing from the course at least five (5) working days before the course commences
- Extended illness or hospitalisation (at least 2 weeks) resulting in extended absences from class can also result in a partial refund (needs to be supported with a medical certificate)

A refund is **not** usually granted in the following circumstances

- Job change
- Change in work hours
- Inconvenience of travel to the training centre
- Moving interstate

If a student wishes to request a refund they need to formally advise My Trade Start in writing requesting a refund and explain the reason why. A copy of the original invoice will also need to be attached to the request. Please send to the mailing or email address below and a member of the My Trade Start Team will be in contact within 14 days of the refund request being received to explain the outcome.

Reading and Writing Hotline

Telephone: 1300-655-506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call from anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Apprenticeships Support Network

Telephone: 1800 639 629

Website: <http://www.australianapprenticeships.gov.au/>

The Australian Apprenticeship Centre will be able to advise you.

Adult Migrant English Services (AMES)

Telephone: 1800 114 707

Website: <http://ames.edu.au/>

This organisation offers assistance with the focus on assisting trainees with English as a second language.

LEGISLATION THAT AFFECTS YOU

There is a range of legislative and regulatory requirements which affect training. Please see below for more information regarding these.

Work Health & Safety (WHS)

My Trade Start is dedicated to ensuring a safe and healthy learning environment in accordance with WHS legislative requirements. Therefore, it is vitally important that the learner adheres to workplace policies and procedures at all times and follow the instructions of the employer and our Training Officer.

Human Rights

The following legislation applies to learners during the training contract, as well as during all training and assessment that is undertaken. You are required to treat all persons fairly as they themselves are treated fairly. You are not to bully, harass, victimise or racially vilify anyone. The following should be adhered to at all times:

- *Anti-Discrimination Act 1977* (NSW)
- *Racial Discrimination Act 1975* (Cth)
- *Sex Discrimination Act 1984* (Cth)
- *Australian Human Rights Commission Act 1986* (Cth)
- *Disability Discrimination Act 1992* (Cth)
- *Age Discrimination Act 2004* (Cth)

If learners are being treated unfairly they are encouraged to speak to their employer and/or their My Trade Start Training Officer. The RTO Manager and HR Manager are also obligated to take all allegations against My Trade Start staff seriously and investigate them fully.

Child Protection

The Child Protection (Working with Children) Act 2012 prevents sex offenders from working with children and young people under 18 years of age and incorporates the checking of those who want to work with children and young people. All My Trade Start Training Officers are required to sign a declaration acknowledging the *Child Protection (Working with Children) Act 2012*, and undertake a Working with Children Check. Employers must adhere to – Children and Young Persons (Care and Protection) Act 1998 and Children and Young Persons (Care and Protection) (Child Employment) Regulation and the Code of Conduct.

Privacy

My Trade Start collects and stores learner personal details. During training we record the learner's progress and report back to the employer/supervisor. Where State or Commonwealth funding supports training, we are obliged to submit personal and progress details of our learners for research, statistical analysis, program evaluation, post completion survey and internal management purposes to the State Training Authority.

WE DO NOT share, rent, or sell personal information that learners provide. The confidentiality of the information we collect from learners is protected under the *Privacy and Personal Information Act 1998* (NSW) and the *Privacy Act 1988* (Cth).

Other legislation

- *The Apprenticeship and Traineeship Act 2001* (NSW) applies directly to the administration of traineeships/apprenticeships within NSW. It sets out the roles and responsibilities of the employer, My Trade Start and also the learner.
- *Workers Compensation Act 1987* (NSW)
- *Disability Discrimination Act 1992* (Cth)

- *National Vocational Education and Training Regulator Act 2011 (Cth)*
- *Consumer and Competition Act 2010 (Cth)*
- *Fair Work Act 2009 (Cth)*

WORK HEALTH & SAFETY (WHS)

Please note: Training Officers are advised not to persist in training/assessing in an unsafe environment.

The safety of staff and learners is of primary importance in all activities carried out by My Trade Start. We observe all work health and safety legislation within our operations.

We are dedicated to ensuring a safe and healthy work and learning environment in accordance with legislative requirements and best practice.

This policy is in accordance with the following relevant legislation and regulations:

- *Work Health and Safety Act 2011 (NSW)*
- *Work Health and Safety Regulations 2011 (NSW)*
- *Workplace Compensation Act 1987 (NSW)*
- WHS Consultation, Coordination & Cooperation Code of Practice

Our mode of delivery, employment- based training and assessment is undertaken at the learner's workplace and the WHS policies and procedures of that organisation are applicable to our Training Officers. We consult, cooperate and coordinate with workplaces in regard to the WHS of our Training Officers whilst they are onsite delivering training and/or assessment. We have a duty of care to ensure that training and assessment is carried out in a safe environment. At the induction visit our Training Officer undertakes a WHS assessment of the workplace to identify any hazards or unsafe situations in the learning environment. The induction also covers an explanation of these requirements.

The WHS assessment looks at the layout of the learning environment, manual handling, exits and evacuation plans, access points and pathways, noise and WHS signage. This WHS Training Location Inspection Checklist is contained within the Induction Checklist documentation.

The WHS training location assessment allows for a determination to be made in relation to whether the learning environment is safe or unsafe and for comments to be made on particular points of interest. Items or hazards that require further action are graded via a risk matrix and discussed with the workplace employer. The consultation with the workplace concentrates on the necessary action to take, who is responsible within the workplace, the date to be resolved and a review date. The Training Officer follows up on the identified hazards at the subsequent visits until the situation is satisfactorily resolved. This is documented on the training location inspection action list.

All My Trade Start Training Officers are responsible for:

- Maintaining a safe working and learning environment at each training and/or assessment event by assisting to eliminate or minimise risks in the learning environment/workplace.
- Ensuring they receive a WHS induction or site specific safety information or training from the workplace where relevant.
- Providing detailed information to the workplace in relation to the training environment and the nature of work to be carried out at each visit, inclusive of any plant and equipment to be used during training, health and safety risks associated with the training, relevant emergency procedures and WHS arrangements.
- Consulting with the workplace, My Trade Start and key staff regarding any changes and new tasks which affect WHS.
- Discussing any PPE requirements for the visit and ensuring correct PPE is applied.
- Completing the WHS checklist upon induction and following up as necessary with the employer and My Trade Start.
- Completing the WHS section on each workplace visit form.

GLOSSARY OF TERMS

Access & Equity – Ensuring training services are responsive to the diverse needs of all employers and learners. My Trade Start has developed and will continue to develop and implement policies, processes and procedures so that the benefits of participating in training are available to everyone on an equitable basis regardless of their location or circumstance.

Administration Fee – An annual fee which is payable by the learner to My Trade Start for the administration costs associated with the training delivery.

Australian Skills Quality Authority (ASQA) – The Australian Skills Quality Authority (ASQA) is the national regulator for Australia’s vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Australian Apprenticeship Centres (ACC’s) – 'One-stop shops' that provide information, recruitment and administration services and support to employers and Australian Apprentices.

Apprenticeship – A system of training regulated by law or custom which combines on-the-job training and work experience while in paid employment with formal (usually off-the-job training). The apprentice enters into a contract of training or training agreement with an employer, which imposes mutual obligations on both parties. Apprenticeships are open to anyone of working age, and do not require any entry qualifications and are offered on a full-time basis.

Australian Qualifications Framework – 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. The AQF was first introduced in 1995 to underpin the national system of qualifications in Australia, encompassing higher education, vocational education and training and schools. The AQF 2011 provides the complete set of AQF policies and objectives and information about the governing and monitoring arrangements for the AQF. The qualifications are: Senior Secondary Certificate of Education; Certificate I; Certificate II; Certificate III; Certificate IV; Diploma; Advanced Diploma; Associate Degree; Bachelor Degree; Bachelor Honours Degree; Vocational Graduate Certificate; Vocational Graduate Diploma; Graduate Certificate; Graduate Diploma; Masters Degree; Doctoral Degree; Higher Doctoral Degree.

Australian school-based apprenticeships – A mix of academic, vocational and technical education and training and paid employment which enables Years 11 and 12 students to get a senior secondary certificate and credits towards a vocational qualification. In some areas, students can also access Australian school-based apprenticeships through one of the Australian Technical Colleges.

Assessment – The process of collecting evidence and making judgments on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

Competent – Having the necessary ability, knowledge, or skill to complete a task successfully to the required standard. A learner whom has acquired specified skills and knowledge and the ability to perform particular tasks and duties to the standard required in the workplace within the relevant industry is deemed competent.

Competency – Competency means that the learner has acquired the specified skills, knowledge and the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competencies conform to National Standards or the level of competence that must be achieved, as defined by industry through an endorsed training package, a nationally accredited course or licensing standards where applicable. This means the knowledge and skills attained are transferable and therefore applicable to other workplaces nationally.

Continuous Improvement – An ongoing evaluation process to improve products, services, methods or processes through the measurement of their efficiency, effectiveness and flexibility as part of the normal operations of a training organisation.

Credit transfer – The recognition and granting of status or credit by an institution or training organisation to learners for units of competency completed at the same or another institution or training organisation.

Department of Education and Communities NSW (DEC NSW) – The department's goal is to improve the social and economic wellbeing of the people of NSW through a responsive and innovative education and training system whilst assisting:

- NSW Businesses and Organisations to meet their current and future skills needs.
- In the provision of Legislated and Regulated Information around Traineeships and Apprenticeships.
- In providing access for the vocational training system in NSW for Industry, RTO's and Learners.

Employer/Employer Representative – A person or business who employs a learner and who gives the individual instruction on the tasks they must complete as part of their employment.

Employability skills – The skills which enable people to gain, keep and progress in employment, including skills in the clusters of work readiness and work habits, interpersonal skills and learning, thinking and adaptability skills.

Feedback – The information collected from stakeholders in regard to training delivery which is used to continually improve My Trade Start products and services.

Group Training Organisation (GTO) – A company or organisation that employs apprentices and trainees and places them with one or more host employers who are usually small to medium-sized businesses. The host employers provide on-the-job training and experience, while the group training company organises off-the-job training and handles recruitment, job rotation and payroll.

Host Employer – An organisation that hosts, under a written agreement, a learner employed by a GTO.

Nationally Recognised Training – An accredited program of study that leads to vocational qualifications and credentials that are recognised across Australia. Only registered training

organisations that meet government quality standards can provide nationally recognised training. It includes accredited courses and endorsed training package qualifications.

On-the-Job Training – Training which occurs while the learner is at work, usually delivered by the employer or a person nominated by the employer such as a supervisor, mentor or a technical expert.

Off-the-Job Training – Training which is delivered at the workplace by your My Trade Start Training Officer.

Pre-apprenticeship course – A course which provides initial training in a particular industry or occupation. Successful completion of the course can assist participants to obtain an apprenticeship and may enable the term of the apprentice's training agreement to be reduced.

Policy – A framework or guideline that is generally adopted by the Board or Senior Governance body within an organisation. It becomes a principle or rule to guide decisions and achieve rational outcomes.

Principles of assessment

- **Valid** - refers to the extent to which the interpretation and use of an assessment outcome can be supported by evidence. An assessment is valid if the assessment methods and materials reflect the elements, performance criteria and critical aspects of evidence in the evidence guide of the unit(s) of competency, and if the assessment outcome is fully supported by the evidence gathered.
- **Reliable** - refers to the degree of consistency and accuracy of the assessment outcomes. That is, the extent to which the assessment will provide similar outcomes for learners with equal competence at different times or places, regardless of the assessor conducting the assessment.
- **Flexible** - refers to the opportunity for a candidate to negotiate certain aspects of their assessment (for example, timing) with their assessor. All learners should be fully informed of the purpose of assessment, the assessment criteria, methods and tools used, and the context and timing of the assessment.
- **Fair** - assessment does not disadvantage particular learners. This may mean that assessment methods are adjusted for particular learners (such as people with disabilities or cultural differences) to ensure that the method does not disadvantage them because of their situation. An assessment should not place unnecessary demands on learners that may prevent a candidate from demonstrating competence (for example, an assessment should not demand a higher level of English language or literacy than that which is required to perform to the workplace standard outlined in the competencies being assessed).

Procedure – This is the process that is done to achieve the policy outcome.

Qualification Term – The length of term of the training contract.

Qualification – Formal certification that is awarded by an accredited authority such as My Trade Start in recognition of the learner satisfying all requirements of the units of competency that

comprise an Australian Qualifications Framework (AQF) qualification, as specified by a nationally endorsed training package or an accredited course that provides training for that qualification.

Recognition of current competencies – The assessment of a person's current capacity to perform. It applies if an individual has previously successfully completed the requirements for a unit of competency or a module and is now required to be reassessed to ensure that the competence is being maintained.

Recognition of prior learning – The acknowledgment of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or module. It can lead to a full qualification in the VET sector.

Registered Training Organisation – An organisation which conducts nationally recognised training and assessment services and issue nationally recognised qualifications. They are registered by the Australian Skills Quality Authority (ASQA) in accordance with The VET Quality Framework.

Rules of evidence – In this case evidence is the information, documentation or products/demonstrations you provide as proof of your knowledge, skills and understanding. The six rules relating to evidence within the VET system are as follows:

- 1) Valid - The evidence must be valid. This means that it must demonstrate what it claims to.
- 2) Authentic - Evidence must also be authentic, meaning that both you and the Training Officer must be sure the evidence is your own work.
- 3) Consistent - Evidence must be consistent which means you should be able to produce an outcome repeated, not just on one occasion.
- 4) Sufficient - There must also be sufficient evidence - enough volume of evidence to be able to make an accurate assessment. One form of evidence is not sufficient.
- 5) Current - Evidence provided must be recent enough to prove that you have up to date skills in the competencies being assessed.
- 6) Reliable - is the evidence reliable? Has it come from a reliable and verifiable source?

Skill sets - Single units or combinations of units which link to a license or regulatory requirement, or a defined industry need.

Statement of Attainment – A statement denoting the units of competence you have achieved as part of a Nationally recognised qualification.

State Training Services – State Training Services manages activities and programs which address the NSW Government's policies on the State's future skills needs. State Training Services is part of the NSW Department of Education and Communities.

Text Book & Resource Fee – An annual fee which is payable by the learner to My Trade Start for text book(s) and resources associated with the training delivery.

Learner – An individual learning under a Training Contract established under The Apprenticeship and Traineeship Act 2001 NSW.

Traineeship – This is a training contract which involves both employment and formal training. Traineeships are open to anyone of working age, and do not require any entry qualifications and are offered on a full-time or part-time basis.

Training contract – A legally binding agreement between an apprentice or trainee and an employer which defines the rights and responsibilities of each party. These include the employer guaranteeing to train the apprentice or trainee in the agreed occupation or training area and to allow time off work to attend any required off-the-job training; and the apprentice or trainee agreeing to learn all aspects of the occupation or training area and to work for the employer for a specified period.

Training package – An integrated set of nationally endorsed standards, guidelines and qualifications for training, assessing and recognising people's skills developed by industry to meet the training needs of an industry or a group of industries. Training packages consist of core endorsed components of competency standards, assessment guidelines and qualifications, and optional non-endorsed components of support materials such as learning strategies, assessment resources and professional development materials.

Training plan – A documented program of training and assessment required for an apprenticeship/traineeship training contract. It is developed by a registered training organisation in consultation with the parties to the contract as the basis for training and assessing a person undertaking an apprenticeship or traineeship.

Training Visit – This is the scheduled meeting when the My Trade Start Training Officer will come to the workplace to conduct training and/or assessment.

VET Quality Framework – This framework comprises of several sections including Standards for NVR Registered Training Organisations, Fit and Proper Person Requirements, Financial Viability Risk Assessment Requirements, Data Provision Requirements and The Australian Qualification Framework.

Workplace – Refers to any premises where persons work and includes any of the following; land, building or part of any building, vehicle, vessel or aircraft, installation on land, on the bed of any waters or floating on any waters, tent or movable structure.

HELP US IMPROVE HOW WE WORK WITH YOU

Feedback & Quality Improvement

In line with the VET Quality Framework, My Trade Start is committed to maintaining a continuous improvement system to ensure its products and services exceed the requirements of employers, learners and stakeholders.

We value and welcome constructive feedback which will improve our products and services.

We provide you with an opportunity for Improvement in the form of either the Training Evolution Form and the Employer Survey that may be filled out by the employer/supervisor or learner in relation to any aspect of the traineeship/apprenticeship delivery that you feel may need improvement. These forms are sent by our training management system via email to the emails provided at the time of student sign up and checked at the induction visit.

Please send any enquires or questions regarding the training process to the email listed below.

Email: **info@mytradestart.com.au**