



Student Handbook

Advanced Skills Pty Ltd RTO # 45395

8 Meadowland Road

PEAKHURST NSW 2210

Telephone: 0413 011 392

Email: info@advancedskills.com.au

Web: www.advancedskills.com.au



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Introduction

Welcome to the Advanced Skills Pty Ltd Registered Training Organisation.

Our staff and trainers/assessors are committed to providing quality training and assessment services.

We provide the following Nationally Accredited training programs:

- TLIC2002 Drive light rigid vehicle*
- TLIC3003 Drive medium rigid vehicle*
- TLIC3004 Drive heavy rigid vehicle*
- TLIC3005 Drive heavy combination vehicle*
- TLIC4006 Drive multi combination vehicle*
- TLILIC2014 Licence to drive light rigid vehicle
- TLILIC2015 Licence to drive medium rigid vehicle
- TLILIC2016 Licence to drive heavy rigid vehicle
- TLILIC3017 Licence to drive a heavy combination vehicle
- TLILIC3018 Licence to drive a multi combination vehicle

*It has become necessary that the above marked units, have been put on hold until further notice. Advanced Skills will not be looking at delivering these units until further notice. This decision is noted in minutes of meeting dated 28/10/19. No enrolments are going to be accepted for these qualifications/skillsets for the time being. Re-assessment of this situation will take place within the next 6-12 months.

Our trainers and assessors are highly qualified and have extensive experience with training truck drivers of all licences.

We are here to support our participants through our training programs and to ensure that all students are given every opportunity for an enjoyable, fair, instructive, and rewarding learning experience.

The NVR Standards

You are about to become a participant in the process that can result in achieving a nationally accredited qualifications or skillsets.

These qualifications or skillsets can only be delivered by a Registered Training Organisation (RTO).

To be an RTO we need to meet the requirements of the NVR Standards. This is assessed in New South Wales, by the Australian Quality Skills Authority (ASQA).

As a newly registered RTO we expect to be audited within the first 12 months of operation to ensure compliance to the NVR Standards and will be re-audited during its subsequent five-year registration period.

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

Participant and Advanced Skills' Rights and Responsibilities

As a participant in our RTO, you have certain rights and responsibilities. These are included in this document. As an RTO we also, have certain obligations and responsibilities to you.

These joint right and responsibilities are explained throughout this document and are summarized in this section also.

Both the Participant and Advanced Skills have a responsibility to adhere to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this document, however both Advanced Skills and you, the participant, have an obligation to adhere to ALL legislation applicable in Australia.

We both have obligations and expectations that all parties will conduct themselves safely at all times and in all aspects of their activities. This means that at no time, either you the participant or Advanced



Skills or its staff or contractors, will act in a manner that puts the safety and health of any person or property at risk.

You have a right to a safe environment. You have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures. – Also See Classroom Behaviour Policy

We, Advanced Skills, have a right to expect that you seriously apply yourself to undertaking the Course that you have committed to, until you formally tell us that you are withdrawing from the process, we have an expectation that you will work on the process and meet your commitments. However, if along the way, you find the course difficult or you are having issues, please speak to your trainer/assessor or any of the Advanced Skills representatives.

To this end, you have a right, and we have a responsibility to provide you with the very best support, assistance and guiding you through, to the completion of the Course. We do this by maintaining a high standard of current documentation, good service, experienced and well trained, trainers/assessors who are current in their knowledge and experience in the relevant qualifications(s) being undertaken.

We have a right to expect that all assessments provided by you is your own work, not copied, taken or plagiarized from someone else.

You have a right to reasonable access to our trainer/assessors. You have the right to access your own records. Approach your trainer.

You have a right to expect that the requirements we make of you are clear, concise and easily understood. If any time are unclear of any instructions given to you, please talk to your trainer/assessor or any Advanced Skills representative. This we see is a necessary commitment to you as you work through your chosen course or qualification.

You have a right to expect that all course requirements are compliant to the principles defined in the NVR Standards, and that the qualification issued by us (Advanced Skills Pty Ltd), to you will be received in good standing.

You have a right to personal freedom, free from any illegal, unnecessary or invasive questioning or judgment of you, including but not limited to:

- personal ideals
- beliefs
- marital status
- disability or perceived disability
- cultural background
- age
- sexual or other orientation or practices
- religious
- political following or practices.

We have an equal expectation that you will grant the same freedom of belief, practices and persuasion to all our staff, contractors, fellow participants and other people whom you meet and come in contact with at Advanced Skills.

We have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect, and to be both morally and socially responsible at all times. It is expected that you our participant in our course(s)/qualification(s) will do the same.

This specifically means that, offensive behavior such as, but not limited to:

- bullying
- intimidation
- violence of any kind
- cyber bullying
- being threatening or aggressive



- bad language

will not be tolerated, or needs to be tolerated by any person whether a staff member, or contractor, or a participant in a course or qualification being undertaken.

You have a right to be provided with the services that you have paid for. If you have paid for a course, you have a right to expect it to be delivered in the manner it was advertised. Equally so, we have an obligation to deliver it to you in the manner it was advertised. If there is a need to vary the process, course or anything else, then it must be by mutual consent or given noticed formally supplied in writing.

You have a right to receive the services for which you have paid for. This is not only our obligation but our commitment to you, to provide them.

You have a right to be informed of any changes to our course requirements, administrative procedures and regulations, that changes the course or qualification in any way, so that It will not disadvantage currently enrolled participants.

We have a right, and you have a responsibility to adhere to any reasonable and lawful request by Advanced Skills.

You have a right to complain and appeal about anything or any decision we make at Advanced Skills, be it about you or how we conduct the business of the RTO. – See Also Client Complaints and Appeals

We have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook.

As an organisation we adhere to the Privacy Act (See Privacy Policy). Also, your Freedom of Information Act ensures that information about you is only conveyed to those with a legal and legitimate reason for access to it. This is reserved only to staff directly involved in the processing and assessment of your course work or those with legal rights to that information, such as, but not necessarily limited to:

- the Police
- other legal bodies e.g. Department of Education or USI

but only after appropriate process has been undertaken e.g. permission given.

We have an obligation to clearly state all fees and charges associated with the Course requirements. – See Marketing Documents Doc 51A; Doc 51B; Doc 51C; Doc 51D; Doc 51E.

We have an obligation and you have a right to, provide prompt evaluation of your course work, with clear and unambiguous feedback on the results and assessment decision. This helps us with our continuous improvement program and to be able to bring you and future students, the best possible qualifications or skillsets.

You have an obligation to provide Feedback on your Assessment and on the Client Services we have provided as an RTO.

We have an obligation to evaluate all provided feedback and implement legitimate opportunities for improvement to our processes and policies. These are recorded for continuous improvement purposes.

We have an obligation to clearly convey to you, the participant, the policies and procedures that participants must be aware of. Equally so, you the participant, have an obligation to understand those policies and procedures concerning your application, any use of Advanced Skills facilities, Intellectual Property owned by Advanced Skills Pty Ltd and any property or facilities used to assess your application.

Participants who cannot or choose not to adhere to these rights and obligations may be subject to disciplinary action. This may be in the form of a written warning, an interview, or may consist of cancellation of your application without refund in extreme cases, such as cases of suspected criminal activity, being referred to the Local Law enforcement.

Legislative Requirements



We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and the CEO is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at asqa.gov.au

The legislation that particularly effects your participation in Vocational Education and Training includes, but may not be limited to:

Commonwealth Legislation*:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards for NVR Registered Training Organisations 2012
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Act 1992
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Sex Discrimination Amendment Act 1991
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011

State Based Legislation*:

- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Child Protection (Working with Children) Act 2012 No 51.

The following is legislation that is applicable to all road users in NSW including heavy vehicles*:

- Road Transport (Driver Licensing) Act 1998 No 99
- Road Transport (General) Act 2005
- Road Transport (General) Amendment (Written-off Vehicles) Act 2007 No 52
- Road Transport Legislation Amendment Act 2008 No 61
- Road Transport (Safety and Traffic Management) Act 1999 No 20
- Road Transport (Vehicle Registration) Act No 119
- Roads Act 1993 No 33
- Road Rules 2008
- Road Transport (Driver Licensing) Regulation 2008
- Road Transport (General) Regulation 2005
- Road Transport (Mass, Loading and Access) Regulation 2005
- Road Transport (Safety and Traffic Management) Regulation 1999
- Road Transport (Vehicle Registration) Regulation 2007
- Road Regulation 2008
- Interstate Road Transport Act 1985



- Motor Vehicle Taxation Act 1988
 - Motor Accidents Compensation Act 1999
- *Or the predecessors



Occupational Health and Safety Policy

The Work Health and Safety Act 2011* and Work Health and Safety Regulations 2011* describes Advanced Skills' duty of care to provide a safe and healthy working environment for all employees, and the employees or contractors, have a duty of care and to take reasonable measures for the health and safety of others within the work place or training environment. This includes, but is not limited to the provision of:

- a workplace and training facilities that is safe to work in
- working procedures that are safe to use
- adequate staff training including topics such as safe work procedures
- properly maintained facilities and equipment
- a clean and suitably designed workplace and training facilities with the safe storage of goods such as chemicals.

The following procedures and standards must be observed and may not be limited to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment
- Implement procedures and practices, in a variety of situations, in accordance with State, Territory and Local Government Health regulations
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage or other health hazards or risks
- Check all equipment for maintenance requirements in line with normal operating procedures
- Refer equipment for repair as required according to normal operating procedures
- Store equipment securely and safely
- Identify fire hazards and take precautions to reduce risks of fire
- Safe manual handling techniques
- Ensure Participant safety at all times
- Ensure procedures for operator safety are followed at all times (According to SWMS (Safe Work Method Statement))
- All incidents and hazards are reported
- Display first aid and safety procedures for all staff and participants to see
- Report any identified WHS hazard to the appropriate staff member as required.

*Or their predecessors

Harassment and Discrimination Policy

Advanced Skills Pty Ltd is required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying). This policy aims to have all staff and participants to feel that they are valued, respected and are treated fairly at all times.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and coaching. All staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include, but not limited to:

- verbal abuse
- physical assault
- unjustified criticism
- sarcasm
- insult(s)
- spreading false or malicious rumours about someone
- isolating or ignoring a person
- putting people under unnecessary pressure with overwork or impossible deadlines



- sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of, but not limited to:

- sex
- marital status
- pregnancy
- family responsibility
- family status
- race
- religious beliefs
- political conviction
- gender history
- impairment real or perceived
- age
- sexual orientation
- victimisation.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees or representatives of Advanced Skills Pty Ltd.

'Racial Harassment' - occurs when a person is, but not limited to:

- be threatened
- abused
- insulted
- taunted about race, descent or nationality, colour, language or ethnic origin, or a racial characteristic.

It may include but not limited to:

- derogatory remarks
- innuendo and slur
- intolerance
- mimicry or mockery
- displays of material prejudicial to a particular race
- racial jokes
- allocating least favourable jobs
- singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include but not limited to:

- kissing
- embracing
- patting
- pinching
- touching
- leering or gestures
- questions about a person's private or sexual life
- requests for sexual favours
- smutty jokes
- phone calls, emails, facsimiles or messages
- offensive noises or displays of sexually graphic or suggestive material.



'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include, but not limited to: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- all staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- all reports of harassment and discrimination will be treated seriously, impartially and sensitively by the CEO. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- when management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- in dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained, (- See Client Complaints and Appeals Policy)
- whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation, (- See Client Complaints and Appeals Policy)
- both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue, (- See Client Complaints and Appeals Policy)
- victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised, (- See Client Complaints and Appeals Policy)
- harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Privacy

Advanced Skills takes the privacy of our participants very seriously and we comply with all legislative requirements. This includes, but is not limited to, the Privacy Act (1988) or its revisions throughout the states or territories of Australia.

In cases as required by law or NVR Standards we will need to make your information available to others. This is explained in our Enrolment form as outlined in the declaration. In all other cases we ensure that we will seek the written permission of the participant.

Advanced Skills Pty Ltd encourage you to visit www.oaic.gov.au and download 'Privacy fact sheet 17' should you have any questions about how we apply these principles. We can upon request email the above document to you.

National Vocational Education and Training Act 2011

Advanced Skills Pty Ltd are required to adhere to the above in all its sections and revisions. The National Vocation Education and Training Act allows ASQA the right to audit Advanced Skills, apply penalties for non-compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO.

Advanced Skills Pty Ltd is answerable to ASQA for our operations.

Standards for NVR Registered Training Organisations 2012

These are the standards that govern our operation as a RTO.

Thus, we are answerable to ASQA for our conduct as an RTO. Being an RTO is a privilege not a right and as such we need to comply with all the requirements of the standards and of ASQA all the time.

Working with Children



Currently due to the training program or skill sets that we have on TGA scope of delivery, we do NOT accept people under the age of 18 in our training programs.

Should this change we will comply with all Federal, State or Territory working with Children legislation.

All our staff regardless of the training program being delivered are required to obtain a National Police Clearance, as part of their ability to work with Advanced Skills Pty Ltd.

Fees and Refund Policy

As a Registered Training Organisation and that our training is Nationally Accredited, we endeavour at all times, to conduct the assessment for each participant when full payment has been made. (See below for breakdown.)

Should any circumstances occur where we are unable to provide the service that the participant has contracted, we will refund all monies paid as follows:

- Course cancellation or shifting of course dates with 3 days or less will incur a \$200 fee. This will be deducted from any refund due to the participant if cancelling, or will need to be paid by the participant if shifting courses.
- Course cancellation or shifting of course dates of greater than 3 days will allow a 100% refund of course fees

Any students, if they suffer the loss of any statement of attainment, it can be replaced for a fee of \$55. The student is then advised to provide their name and produce photo ID when picking up the replacement certificate.

Due to identification requirements replacement certificates cannot be posted or emailed.

Please note: All requests for refund either full or partial will be assessed on their merits and circumstances, by the CEO or authorised representative. In the case of an emergency situation, these will be assessed on a case by case basis by the CEO or authorised representative, in order not to disadvantage anybody and their ability to complete the course etc.

When a refund is received it should be received on the Refund Request Form (Doc 13C). If the Refund Request Form has not been completed, the student refund may be delayed in being processed. Each refund will be assessed individually. Partiality will be avoided when assessing a refund request being presented and subsequently processed.

The Refund Request Form (Doc 13C), may be emailed to administration or CEO for processing. Once a refund request has been received, please allow, a processing time of less than 10 working days. A response of either approved or not-approved will be sent via your preferred email. No notification will be given verbally. Should any student not be happy with the decision to refund or not to refund, each student is entitled to lodge an appeal. – See Student complaints and appeals (section of this document)

We accept various payment types:

- Electronic Funds Transfer (EFT) • Cheque • Credit Card / EPTPOS • Cash

Participant Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality (in accordance with the Privacy Act), of the records or our participant's privacy.

Individual hardcopy participant records will be stored in a lockable secure office area for a minimum of 6 months. These hardcopy records will be converted to electronic format and archived. Our electronic records are stored in our participant records software system and are protected by password access. We further protect our records by maintaining up to date virus, firewall and spyware protection software.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years.



In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years or as per the requirements of the Australian Taxation Office or its predecessors.

Should we be required to submit statistical data on our participants in the future (AVETMISS), we will use the features inside our participant record software program.

We will ensure that any confidential information acquired by us, about individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual participant training records will be limited to those required by the NVR Standards such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participant's themselves, after making application in writing to the Advanced Skills Pty Ltd CEO or authorised representative. For example, participants seeking a replacement Statement of Attainment or Certificate of qualification.
- the participant can access their records by completing the "Participant Record Access form" – Doc 5 (Administration staff will supply you with the form up request.)

Recognition of other Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Advanced Skills Pty Ltd.

Should participants require Credit Transfer or recognition of prior qualifications or study, a participant will be required to produce a certified copy of the issued certificate, to the CEO or their representative, who will make note of the qualification in our record system. The certified copy, will be held in the student(s) file.

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis (unless otherwise outline by the qualification or skillset from training.gov.au).

Access and Equity to skill sets including women, people with disabilities, people from non-English speaking backgrounds or cultures, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of, but not limited to:

- gender
- culture
- linguistic background
- race
- socio-economic background
- disability
- age
- marital status



- pregnancy
- sexual orientation
- carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs. Any issues or questions regarding access and equity can be directed to Advanced Skills Pty Ltd CEO or authorised representative.

Classroom Behaviour Policy

Purpose

The purpose of this policy is to clearly define the standard of behaviour considered acceptable to best enable learning and development of all participants and to ensure a safe workplace for the staff members of Advanced Skills Pty Ltd.

Policy

What is and is not considered appropriate behaviour and dress

- Industry appropriate clothing must be worn (this includes but is not limited to Personal Protective Equipment (PPE))
- No offensive prints or words
- Inappropriate language means: no swearing or abusive language
- Mobile phone: no mobile phone use during class times or recording of content
- Eating: no eating in the classroom

Generalisations:

- No playing of games on mobile device during class times
- Lateness of returning to class from breaks is unacceptable

We have the expectation of respectful behaviour to all other students, trainers and other individuals. This includes no jumping, standing on or putting shoes on furniture.

Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a participant's needs exceed our skills we will refer the participant to an external support provider.

Participant Support, Welfare and Guidance

We will assist all participants in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Advanced Skills' staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties you should make contact directly with the Advanced Skills' CEO who will assist you to the full extent of our capacity as an organisation.

If your needs exceed Advanced Skills' support capacity we will refer you onto an appropriate external agency.

You can seek support immediately by contacting:

Interpreting Services:

TIS 13 14 50

Lifeline: 131 114

**Literacy and Numeracy Support:**

Reading writing Hotline www.readingwritinghotline.edu.au or phone: 1300 6 555 06

If the above is unavailable in your state or territory, specialist help will be sort in your state or territory.

Flexible Delivery and Assessment Procedures

Advanced Skills Pty Ltd recognises that not all participants learn in the same manner. “Reasonable adjustment” to learning and assessment for participants who may not learn best with traditional learning and assessment methods, aim to still achieve positive results.

Advanced Skills Pty Ltd will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment. This is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include, but not limited to, having someone read assessment materials to participants or they may include having someone record the participant’s spoken responses to assessment questions.

Advanced Skills Pty Ltd undertakes to assist participants achieve the required competency standards where it is within our ability. As mentioned above, if this is not possible other external arrangements will be made for the participant.

Any further questions can be referred to your trainer or Advanced Skills CEO or their representative.

Student Complaints and Appeals Policy

Advanced Skills Pty Ltd treats complaints and appeals very seriously. We do everything possible to deal with these in an effective and timely manner. – For more information See Doc 91 & 91A Complaints and Appeals Procedure (Complaint or Appeal may be lodged on Doc 45 – Complaints to Appeals form.)

Advanced Skills Pty Ltd will act upon any substantiated complaint or appeal; these will be recorded into our RTO management system and will lead where appropriate to continuous improvement activities.

A participant can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including but not limited to, assessment decisions.

If for example a participant is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer in an attempt to quickly resolve the issue.

If the issue is with the trainer, and the participant feels that they would prefer not to approach the trainer, then the CEO or authorised representative is available to discuss the issue.

If the complaint is about the CEO in their role as a trainer, the Administration staff is able to take on the responsibility of the CEO in resolving the issue.

Should the complaint or appeal not be resolved in the first instance, then the participant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, or the CEO.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the CEO.

Should the nature of the complaint refer to criminal matters or where the welfare of participants is in danger, we will, with the permission of the participant, seek assistance from other authorities such as The Police, Legal Representative or other parties as appropriate. Participant confidentiality will be maintained at all times as is consistent with the Privacy Act in each individual State or Territory.

Engagement of the external assistance will be the responsibility of the CEO if required in line with Doc 91A Complaint and Appeals Procedure.



Upon our receipt of the formal complaint or appeal, the CEO will be responsible for resolving the issue.

This will involve at least a formal interview with the participant, the trainer (if appropriate) and the CEO. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel. – See Doc 91A Complaint and Appeals Procedure

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal; this will state the reasons for the decision.

The suitable independent person or panel will need to be agreed upon by both the participant and Advanced Skills, this could include another external Trainer Assessor, or it could include independent commercial mediators such as Leadr and InterMEDIATE.

Leadr can be contacted via www.leadr.com.au, Intermediate can be contact via www.intermediate.com.au

Costs for the independent person or panel, will be borne by Advanced Skills Pty Ltd.

The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

ASQA provides information on its complaints handling process at:

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

Please note, that the ASQA website advises that some complaints about refunds may be directed to the NSW Office of Fair Trading Ph. 133 220.

Discipline

Advanced Skills Pty Ltd attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class (this option is definitely not acted on lightly). If this option is necessary then other students while in the cancelled class will be given the opportunity join other scheduled classes.

Advanced Skills Pty Ltd, has a zero-tolerance policy towards illegal or illicit drugs, any person found to be in possession or under the influence of illegal drugs (under the influence also includes but not limited to prescription drugs or alcohol) will be asked to leave the premises. Depending on the circumstances which will assessed on a case by case basis, a participant maybe invited to return after sufficient time.

In some cases, prescription drugs will affect your performance, please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the participant's assessment being dismissed. A participant may be asked to re-sit an assessment.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and Advanced Skills CEO. Once the circumstances have been investigated the appropriate action will be taken.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure, outlined above.



Recognition of Prior Learning Policy (RPL)

Due to the nature of the course content, we do not consider it safe or appropriate for Advanced Skills Pty Ltd to offer the given skillset (at the time of the writing of this document) by RPL.

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant TAE40110 (upgraded June, 2019) or TAE40116 assessment units of competency or equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners.
Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods, if required to accommodate special needs or circumstances, information will also be included at the start of each unit, skillset or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including but not limited to:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.



Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal. As a student you have the ability to lodge a complaint or an appeal in relation the assessment results. Should you believe that you would like to lodge a complaint or an appeal, this should be in line with the Student Complaints and Appeals policy outlined in this document and in conjunction with Doc 91 & Doc 91A & Doc 45.



Acknowledgement Declaration & Job Safety Analysis

1. Advanced Skills Pty Ltd is committed to establishing and maintaining, but not limited to the highest standards of occupational health, safety and welfare for its trainers and assessors. Trainees, contractors and any other members of the community may be affected by the organisation's operations. Advanced Skills Pty Ltd has a legal and moral obligation to its employees and all other users of its facilities to ensure the safety and a health working environment is maintained at all times.
2. Assessors and Trainees have identified the location of the first aid kit, before the commencement of Training and Assessment.
3. Assessors and Trainees are wearing suitable PPE (Personal Protective Equipment) including but not necessarily limited to High-Vis and Steel Cap Boots/Shoes. All are reminded that these must be worn at all times during any training/assessment activities, including breaks or while on Advanced Skills premises.
4. Assessors have provided instructions to the Trainee on the correct procedure of entering and exiting the vehicle and the assessor will not require or encourage any person to exit the vehicle on to area where there is or may have a high volume of traffic.
5. Assessors and trainees are aware of the policy that both the assessor and trainee are not permitted to perform any task that is of high risk of injury, including, but certainly not limited to, checking of ware/coolant levels while the system is under pressure etc.
6. Assessors and trainees are aware of the risks associated with walking on slippery and uneven surfaces; care must be taken when working in these environments.
7. Assessors must establish that the trainee meets a basic heavy vehicle driving standard before progressing from a low-level traffic area to a high-level traffic area.
8. Assessors and trainees are aware of their responsibility in relation to ensuring the vehicle load is secure and loaded as per the Load Restraint Guide specifications. Re-tensioning the restraints may be required throughout the day. Assessors and trainees make declaration that they are not on any alcohol, drugs or medicines that may affect them when driving a heavy vehicle.
9. Assessor and trainee are prohibited from having any part of their body outside the vehicle during training or assessment and while driving.
10. Assessors and trainees are prohibited from climbing onto any assessment vehicle, table-top or climbing over a A-Frame of an assessment trailer or vehicle.
11. In addition to compliance with Fatigue Laws, assessors and trainees must ensure that they manage fatigue and remaining fit for work. Short drink breaks and opportunities to exit vehicle and stretch are required throughout the day. Should the assessor or trainee be fatigued, they must cease driving immediately and have a break. After such a break the assessor and/or trainee should establish whether to proceed or not. Depending on how effective the break was at reducing the effects of fatigue.

I acknowledge that I, have read and fully understand the contents of this Participant Handbook including this final page, which outlines the conditions of my rights and responsibilities as a participant/student of Advanced Skills Pty Ltd.

- I acknowledge that this signed declaration will be kept in my participant/student file
- I acknowledge that any of the forms mentioned in this document, I have access to from the administration department of Advanced Skills Pty Ltd

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Name and Signature of Trainee

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Name and Signature of Assessor

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Date

.....
Date

Administration Use Only:

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Processed by

.....
Date