



TTT PRE ENROLMENT STUDENT INFORMATION KIT 2011

Scope of Registration:

Appliance Testing Supplies Pty Ltd trading as Test & Tag Training is a Nationally Registered Training Organisation with the following Scope of Registration:

National Provider Number: 22326

(Nationally Recognised Training)

- **UEENEEP008B – Conduct in-service safety testing of electrical cord assemblies and cord connected equipment.**

Code of Practice:

Test & Tag Training regulates its activity through a “Code of Practice”. This Code is available upon request for students to read if desired.

Enrolment & Orientation

Enrolment consists of a Student Enrolment Form being filled out, signed and returned to Test & Tag Training along with payment. Enrolment is finalised upon receipt of payment to Test & Tag Training.

Test and Tag Training will send course specific learning material for students pre-reading.

All students will be introduced to Test & Tag Training when they receive their workbook. All relevant information will be available for students to read and refer to as required:

- To undertake an assessment of literacy and numeracy skills (if applicable)
- To seek numeracy and literacy skills training (if required)



Test & Tag Training provides an opportunity for any person regardless of race, gender, or cultural background to attend and undertake the training courses. Persons with disabilities are also encouraged to attend and undertake the training as long as it does not place the student at risk of injury and the student believes they have the ability to obtain the skills required.

Assessment

Test & Tag Training conducts various methods in the assessment process to gather information to build the evidence pack for the student. This gives the best opportunity for the student to show their understanding of the training conducted. The methods are as follows;

- Multiple Choice:*** A question or incomplete statement followed by several options from which the student selects the best answer or answers.
- Written Short Answers:*** A written response item consisting of questions with answers of a single word, a few words, a sentence or a paragraph that the student must complete.
- Group Discussions:*** Active participation in a group discussion regarding role specific topics is encouraged.
- Oral Questioning:*** Responses are requested to a number of oral questions presented in order for the student to demonstrate understanding of the principles or explain reasoning behind the action taken.
- Practical Demonstration:*** The completion of a specific task or procedure, performed under close supervision.



Conditions of Assessment: Assessments will take place in the form of a Theory Assessment (open book), Practical Assessment & Post Training Assignment. The assessment will take place in an environment that is either a real workplace or which simulates, where possible, a real workplace. Students will be given appropriate documentation and access to required equipment and or materials.

Recognition

Recognition of Prior Learning is available to students who believe they can demonstrate training in current competencies. The student will be required to fill out a separate application form. The student will also be required to produce a portfolio of knowledge and experience (whether formal or informal training, work experience, life experience) and be willing to be interviewed / observed undertaking tasks in a simulated or real workplace. The student will need to inquire with the training manager.

Mutual Recognition is the recognition and acceptance by a Registered Training Organisation of Australian Qualifications Framework qualifications and Statements of Attainment issued by other Registered Training Organisations, enabling individuals to receive national recognition of their achievements. Test & Tag Training will recognise a trainee's existing competence against the competencies listed in an endorsed qualification or accredited course and issue AQF Qualifications and Statements of Attainment.

Fees & Refunds

In the event of the course being cancelled or postponed by more than 4 weeks, all fees will be refunded. To withdraw from a course prior to commencement and obtain a full refund, a notification of intention, not to attend must be received in writing by Test & Tag Training at least five (5) working days prior to the start of the course. In the event of a withdrawal within five (5) working days prior to the start of the course, 50% of the course fee will be refunded.



Students who wish to transfer their booking for a later course must do so at least 5 days prior to their scheduled course date, in this case course fees will be transferred to the next course. Students are only permitted to transfer on one occasion.

No refund will be given for withdrawal after the course has commenced.

Complaints

Test & Tag Training will manage all complaints as fairly, equitably and efficiently as possible. It will encourage the parties to approach the complaint with an open mind and resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, Test & Tag Training acknowledges the need for an appropriate external and independent person to mediate between the parties & handle any subsequent appeals.

Contacts

Training Manager

Caitlyn Kiekebosch

Workplace Trainer & Assessor

Richard Goldie/Brian Eade

General Phone Number:

1300 848 302

Course dates

All courses are conducted throughout the year depending on the demand and availability of course instructors. All day courses start at 08:00 hrs and run until 16:30 hrs. Courses are conducted during the week and on some weekends (as required).

Facilities & Equipment

The training facilities at Test & Tag Training include Digital LCD projectors / Large Viewing Screens & White Board. The training room has a large assortment of Portable Appliance Testers for all students to use and interact with. The facilities have disabled access and plenty of room for disabled students.



Before any training course gets underway an Induction Program is conducted covering course requirements, assessment methods and available learning resources.

Support Services

Test & Tag Training is able to offer one-on-one training for those students who may have trouble attaining the knowledge and skills. All training staff are dedicated to helping the student achieve to a competent level. Test & Tag Training is able to offer the full facilities of the training room and an instructor at any time of the day or night or weekends, if the student requires.

Discipline Policy

Breach of discipline means any conduct that impairs the reasonable freedom of other persons to pursue their learning or work at Test & Tag Training is in breach of Test & Tag Training's rules / code of conduct.

A student / trainee commits a breach of discipline if he/she:

- Assaults a person on the premises of Test & Tag Training
- Unlawfully removes, damages or uses any property of another person or Test & Tag Training
- Obstructs staff of Test & Tag Training in the performance of their duties
- Obstructs the teaching / training of a group or an assessment activity
- Commits or engages in any dishonest or unfair act in relation to an assessment activity
- Wilfully disobeys or disregards any lawful order or direction given by a Test & Tag Training member of staff
- Enters part of a Test & Tag Training's premises when directed not to do so by a Test & Tag Training member of staff
- Fails to leave part of a Test & Tag Training's premises when directed to do so by a Test & Tag Training member of staff
- Fails to return Test & Tag Training property or pay replacement costs when instructed to do so
- Fails to pay financial commitments to Test & Tag Training



- Enters part of a Test & Tag Training premises whilst under the influence of alcohol or a drug
- Engages in any unlawful activity on the Test & Tag Training's premises such as using, possessing or supplying any prohibited drug, substance or weapon
- Discriminates against a person on the grounds of the person's age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability or religion
- Incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of the person's age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability or religion of the person or members of the group

Policy:

1. Test & Tag Training is committed to the principle of ensuring that every student / trainee has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes, or the well being of individuals.
2. Both staff and students have an interest and a responsibility to prevent minor behavioural problems from becoming larger ones.
3. Attempts are to be made to solve behavioural problems of students through discussion and mediation before the provision of more formal procedure is invoked.
4. Test & Tag Training's Training Manager may apply any of the following penalties where he/she is satisfied a breach of discipline has been committed and the penalty matches the seriousness of the breach:
 - A verbal or written reprimand
 - A requirement to attend counselling at a specified time and place
 - A financial penalty (not exceeding \$200) by not refunding fees
 - Payment of compensation by student for damages or loss of resources
 - Restitution of property removed or damaged
 - Use of specified equipment only in accordance with certain conditions (for a set period)



- Issue of testamur delayed until student has complied with the order
5. The student may appeal the penalty under Test & Tag Training's Complaints Policy.

Complaints & Appeal Policy and Procedure

Purpose:

This policy and procedure is to provide clear and practical guidelines to ensure that complaints of students can be resolved in accordance with the principles of natural justice, equitably and efficiently.

Scope:

This complaints policy applies to all students enrolled with Test & Tag Training.

Definitions:

Complaint: A Complaint is an expression of grievance or dissatisfaction about a matter related to Test & Tag Training. It may be about the training, delivery or assessment; the quality of the training; student support and materials; discrimination; and sexual harassment, or any other matter that may concern them.

Appeal: In the case where a complainant is not satisfied with the outcome of a complaint, an external third party may be used to mediate.

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what He / She is accused
- All parties are told the decision and the reasons for the decision.

Policy:

Test & Tag Training believes that a student who has a complaint has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or



victimisation. The student has the right to present the complaint formally as well as in writing. Test & Tag Training will manage all complaints fairly, equitably and efficiently as possible. It will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, **Test & Tag Training Appeals Process acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.**

Alternatively, the complainant can contact the National Training Complaints Hotline on 1800 000 674.

Confidentiality should be maintained throughout the process of making and resolving complaints. Test & Tag Training seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive work environment.

All students and trainers will be provided with a copy of the Complaint Policy and Procedure in their information folders. The information will also contain details of external authorities that they may approach.

Procedure: Complaints

If the complaint is of an informal nature, and is related to training, the complainant may elect to raise the complaint with the Trainer. If the complainant wants the complaint to be formalized, they can fill out a complaint form that can be forwarded to them via email, fax or post at the time of the complaint being raised.

If the complaint is not dealt with to the student's satisfaction, He/She may bring it to the attention of the Training Manager who will deal with the matter internally. If the Training Manager is unable to deal with the complaint, they will arrange for it to be dealt with by a management representative. This should be completed within a timeframe of one week.

Appeals

Should the issue still not be resolved to the student's satisfaction, Test & Tag Training will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case.



All documentation relating to complaints/appeals should be archived for audit purposes.

Test & Tag Training Training Manager will be person responsible for the implementation and maintenance of the policy.



Legislation Information for Trainers and Students / Trainees

The AQTF standards require the Test & Tag Training to provide information to staff and clients about legislation that affects their activities and participation.

Workplace Harassment, Victimisation and Equal Employment Opportunity

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Hatred Act 1995
- Victorian Equal Opportunity Act 1995

Test & Tag Training aim to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that are free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.

All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.

OH&S

All employees have the responsibility to:

- Adhere to safe work practices, instructions and rules;
- Immediately report any unsafe work condition or equipment to management;
- Not misuse, damage, refuse to use, or interfere with anything provided in the interest of occupational health and safety;
- Perform all work duties in a manner which ensures individual health and safety and that of all other employees;
- Encourage fellow employees to create and maintain a safe and healthy work environment;
- Co-operate with all other employees to enable the health and safety responsibilities of all employees be achieved.

Test & Tag Training are committed to providing a safe and healthy work environment for all students / trainees. Its policy is to make every reasonable effort to prevent accidents, protect trainees from injury and promote the health, safety and welfare of all trainees.

Vocational Education and Training

Test & Tag Training as a Registered Training Organisation will comply with the following:

- The AQTF Standards for Registered Training Organisations;
- Privacy of student information;
- Comply with all requirements of any Performance Agreements it has with Government Departments or bodies;
- Only issue Certificates and Statements of Attainment for qualifications listed on its Scope of Registration;
- Maintain a student management recording and reporting system;
- Maintain its registration;
- Marketing and advertising material is accurate and ethical.

Privacy

Test & Tag Training will follow the ten national privacy principles in the handling of personal information of trainees / employees.

- ✚ Collection – The organisation will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
- ✚ Use and disclosure – Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
- ✚ Data quality – The organisation will take all reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up to date.
- ✚ Data Security – The organisation will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
- ✚ Openness – The organisation will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.
- ✚ Access and correction – The individual will be given access to the information held except to the extent that prescribed exceptions apply. The organisation will correct and up date information errors described by the individual.
- ✚ Unique Identifiers – Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. The organisation will not

assign unique identifiers except where it is necessary to carry out its functions efficiently.

- ✚ Anonymity – Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying themselves.
- ✚ Transborder Data Flows – The individual's privacy protections apply to the transfer of personal information out of Australia.
- ✚ Sensitive Information – The organisation will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Access and Equity Policy

Purpose:

Test & Tag Training is committed to providing all students with equal opportunity to pursue their training and development. This policy and procedure is to be used by Test & Tag Training to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

Scope:

This policy covers all Test & Tag Training's policies and procedures and all training function activities.

Definitions:

Access and Equity principles include:

- ✚ Equity for all people through the fair and appropriate allocation of resources;
- ✚ Equality of opportunity for all people without discrimination;
- ✚ Access for all people to appropriate quality training and assessment services;
- ✚ Increased opportunity for people to participate in training.

Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training (VET):

- ✚ People with a disability;
- ✚ Aboriginals and Torres Strait Islanders;
- ✚ Women;
- ✚ People from non-English speaking backgrounds;
- ✚ People in rural and remote areas;

- ✚ Long term unemployed.

Discrimination can be direct, indirect or systemic.

- **Direct discrimination** – Direct discrimination is any action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (eg, sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between people.

- **Indirect discrimination** – Indirect discrimination is the outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike but it is the very assumption of a likeness that constitutes the discrimination.

- **Systemic discrimination** – A system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

Equity focuses on outcomes. Equity is not concerned with treating people in the same way, it is concerned with ensuring that all groups of people participate and benefit to the same level.

Legislation includes

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Hatred Act 1995
- Victorian Equal Opportunity Act 1995

Sexual harassment is defined by the Victorian Equal Opportunity Act 1995 and the Commonwealth Sexual Discrimination Act 1984 as when a person:



- makes an unwelcome sexual advance or an unwelcome request for sexual favours;
- engages in unwelcome conduct of a sexual nature, and a reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

Policy:

1. The aim of the policy is to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
2. All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.
3. A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other students.
4. All trainers / assessors are responsible to observe and be advocates for the policy.
5. Test & Tag Training's policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.

Procedure:

1. The policy will be included in information provided to employers, trainers / assessors and students.
2. Test & Tag Training's procedures relating to training and assessment activities will focus on objective criteria based on merit.
3. Any person with a complaint will be directed to use Test & Tag Training's Complaints/Grievance Policy and Procedures.
4. Test & Tag Training's Training Manager will be person responsible for the implementation and maintenance of the policy.