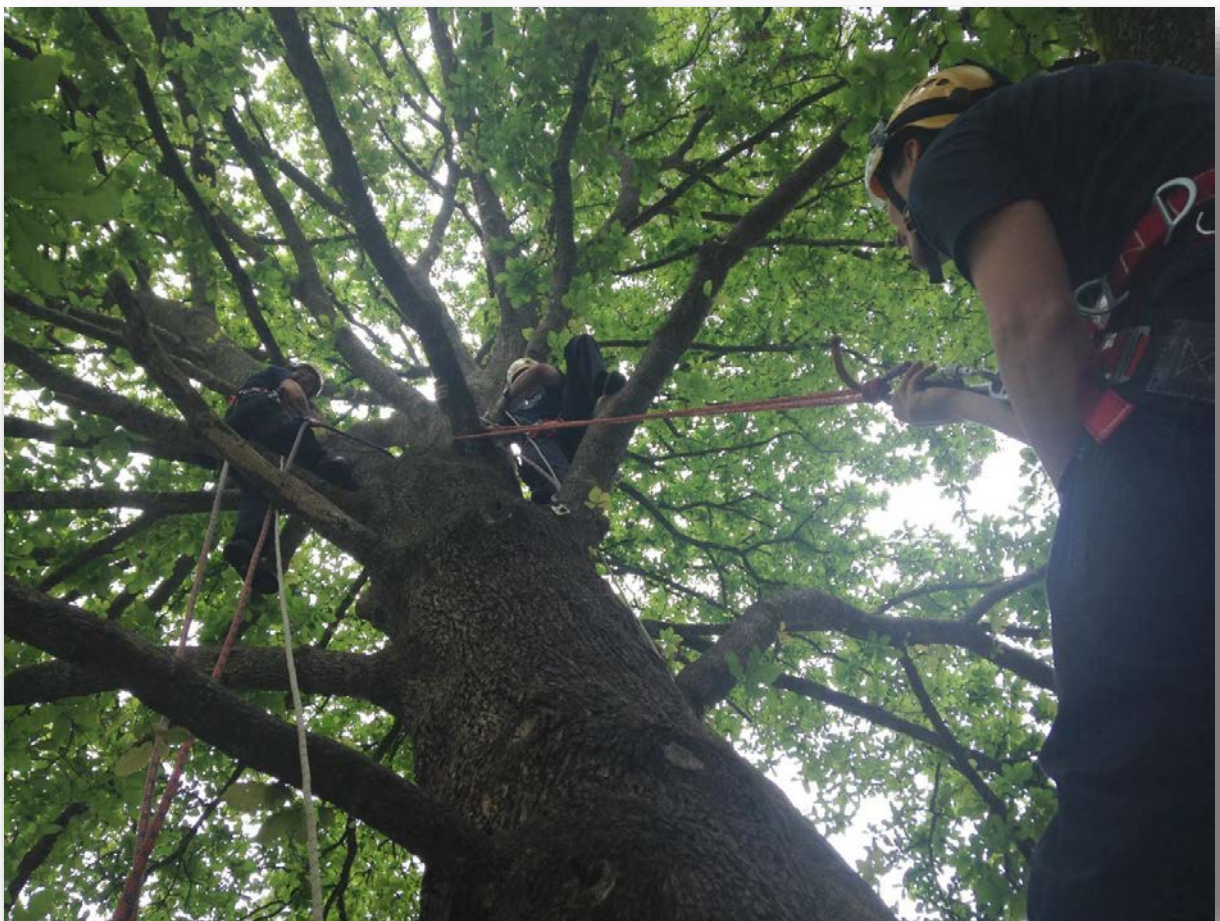




# 2018

## Prospectus & Student Handbook



### Truganina

1 / 34 – 36 Banfield Court  
Truganina VIC 3029

### Dandenong

105 South Gippsland Highway  
Dandenong South VIC 3175

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[www.arbortrim.com.au](http://www.arbortrim.com.au) | 1300 366 015

Arbortrim Australia Pty Ltd | RTO: 3562 | ABN: 42 093 958 804

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Arbortrim Australia Pty Ltd trading as Arbortrim Training and Consultancy

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Undertake aerial rescue

Taken by Sascha Seifritz

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## Introduction

This prospectus and student handbook contains important information regarding the courses offered by Arbortrim Training and Consultancy, the role and responsibilities of students including their expected behavior and conduct. Also included is information regarding a range of procedures and processes that a student may need to access or use during their course of training.

Take your time to read and understand the information provided and ask an Arbortrim staff member any questions you may have or to clarify any points you are unsure about.

This is an important document and you are strongly encouraged to keep it safe for future reference after you have commenced your training.

# 1. About Arbortrim Training & Consultancy

Arbortrim Australia Pty Ltd trading as Arbortrim Training and Consultancy commenced operations in 1995 in response to industry demands to provide short course training at or close to client workplaces.

The company was initially formed to train people employed in the powerline clearing industry but gradually the scope of training extended to the amenity tree industry, also responding to industry demands for specific short course training.

Arbortrim Training & Consultancy is committed to providing the highest standard of training with flexible programs to meet the needs of individuals, businesses and government organisations and enjoys a reputation for high quality services throughout the arboriculture, horticulture and electricity supply industries..

A nationally registered training organisation, we are able to train and assess competency at our training centre in Melbourne or at your workplace anywhere in Australia.

Our team of skilled and passionate trainers are experts in their field and provide more practical experience in real life environments. Whether it be tree climbing, removing trees in confined spaces or removing vegetation near power lines you will be better skilled, more confident and safer at work.

Arbortrim Training and Consultancy now operates in affiliation with:

- Foresite Training Pty Ltd
- OnSite Recruitment Pty Ltd
- Lend a Hand.

## 1.1 Head Office Location:

105 South Gippsland Hwy,  
Dandenong South, Victoria, 3175

## 1.2 Office Hours:

Monday to Friday, 08:30am to 05:30pm.

## 1.3 Contact Details:

Phone: 03 9904 1350

Email: [arbor@arbortrim.com.au](mailto:arbor@arbortrim.com.au)

Web: [www.arbortrim.com.au](http://www.arbortrim.com.au)

## 1.4 Arbortrim's Vision

It is our vision to become a leader in the provision of arboriculture and related industry training including horticulture and electricity supply, continuing to excel in quality training and information support and striving to enhance the integrity of the industry as a whole through innovation and quality.

## 1.5 Arbortrim's Values

At Arbortrim Training & Consultancy we value and endeavour to:

- ☐ create a working environment that encourages and rewards creativity and effort

- ☐ make the quality of our courses is our number one priority
- ☐ enter into dealings that are honest and ethical
- ☐ provide our clients with stress free services and products
- ☐ strive for excellence and continuous improvement
- ☐ treat people with trust and respect
- ☐ never compromise on integrity.

## 1.6 Training locations:

Arbortrim Training & Consultancy is registered to deliver and assess its programs nationally. Although its offices are located in Victoria and Queensland, arrangements can be made to deliver cost-effective, quality training programs in most locations throughout Australia.

In Victoria Arbortrim Training & Consultancy delivers training from several locations:

- Dandenong



<https://www.google.com.au/#q=105+south+gippsland+highway>

- Truganina





In Victoria, practical training is also conducted across a range of off-site locations including :

- Gembrook
- Lilydale
- Mornington Peninsula.

## 2 Vocational Education and Training (VET)

VET is 'education and training for work'. It develops and recognises the competencies or skills of students.

All Nationally Recognised Training qualifications are vocational qualifications, this means they have been developed with significant input from industry and:

- are work-related, competency based qualifications
- reflect the skills and knowledge needed to do a job effectively and
- represent national standards recognised by employers throughout the country

If you have a vocational qualification it means you are competent in that kind of work and shows you can actually do a job, and not just in theory.

VET undertaken through Arbortrim Training & Consultancy Training is competency based. Assessments determine whether a student is Competent or Not Yet Competent.

A qualification is issued where a successful competency of all units has been completed. A statement of attainment is issued to provide evidence of partial completion of a qualification or a unit/s of competency not undertaken as part of a qualification.

### 2.1 VET Training

Students acquire skills and knowledge at different rates and by different methods. Arbortrim Training & Consultancy uses a flexible approach for learning and assessment so that students are assisted to achieve their potential. The delivery methods that may be used include:

- ☐ face-to-face, classroom based training
- ☐ self-paced learning
- ☐ workplace training.

The language, literacy and numeracy skills required in a competency based training and assessment program need to be consistent with the skills required for the performance of that task role in the particular industry or workplace. Language, Literacy and Numeracy (LLN) needs will be determined prior to commencing training. If needed, appropriate strategies will be put in place to support your learning.

Some students may require support during their training with:

- ☐ Learning difficulties
- ☐ Materials
- ☐ Provision of oral instead of written assessments
- ☐ Health issues

We encourage you to discuss your specific needs with your Trainer, who can assist in identifying training and support options and/or providing you with the support you require.

### 2.2 VET Assessment

In competency based training and assessment students must be given the opportunity to practice their skills wherever possible in a work environment.

Competency based assessment is the process of collecting evidence and making judgments against set criteria. It is a requirement that competency standards must be demonstrated not just known. A student has to be able to demonstrate that they are competent in a variety of ways and over a period of time.

Four principles are applied by assessors when assessing a student's work. These principles are:

**Fairness:** Assessments and assessors should take into account the person being assessed and ensure they are not disadvantaged.

**Validity:** A valid assessment assesses what it claims to assess.

**Reliability:** A reliable assessment is consistent and reproducible regardless of who or when assessment is conducted.

**Flexibility:** Flexibility in assessment may involve negotiation of assessment methods to ensure that the assessment method/s used are appropriate to the context, unit of competency and the individual.

In addition assessors must establish that the evidence they collect to determine competency is valid, current, sufficient and authentic.

A competency is a statement about the skills, knowledge and attitudes a student needs to complete, this information is contained within each unit of competency. The unit of competency details the elements, performance criteria, underpinning knowledge and skills required to reach competence.

The assessment of your competency means you must be able to “show, tell and apply” evidence and skills which match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- ☐ Collecting, analysing and organising information
- ☐ Communicating ideas and information
- ☐ Planning and organising activities and tasks
- ☐ Working with others in a team
- ☐ Leading teams
- ☐ Using mathematical ideas and technological tools
- ☐ Solving problems
- ☐ Demonstrating understanding
- ☐ Student feedback and continuous improvement.

Students will be given clear and timely information on how to complete each of the assessments required to successfully complete the course, as well as receiving feedback upon completion of each assessment.

If you are dissatisfied with an assessment outcome and wish to be re-assessed or appeal the assessment decision, refer to and follow the complaints and appeals process outlined in this handbook (Section 9.5).

### 2.2.1 Recognition of Prior Learning

You may be eligible for a qualification or a partial qualification and not realise it.

Throughout our lives we gain knowledge and skills in different ways through our formal and informal education, training, work, sports, community group involvement and life experiences.

Recognition of prior learning (RPL) is an assessment process that assesses the competencies a student may have acquired through formal and informal learning and which are relevant to the course in which the student is enrolled.

The RPL process requires the student to submit an application through the Arbortrim Training & Consultancy office.

As part of the RPL process you must be able to show that your skills are still current and meet today's industry standards. You will need to produce evidence of your skills and knowledge. We will ask you to provide contact details of people who can confirm your abilities; these people might be supervisors (including current or previous employers) or others in your community who have seen you apply/use your skills. We will also talk to you about how and when you have completed certain tasks.

Application forms for recognition of prior learning can be obtained by contacting the Arbortrim Training & Consultancy office (Phone 03 9904 1350).

### **2.2.1.1 Why have your prior learning recognised?**

The RPL process can be worth thinking about as you:

- may save time by completing your course faster
- can avoid undertaking training for skills and knowledge you already have
- can gain access to a course that would usually require formal pre-entry qualifications.

### **2.2.2 Credit Transfer**

If you have completed a unit/s of competency from your course with another Registered Training Organisation you may apply for credit transfer and be 'exempted' from having to re-do the unit/s.

The credit transfer process requires the student to submit an application with a copy of the relevant certification issued to you by another Registered Training Organisation.

Application forms for credit transfer can be obtained from the Arbortrim Training & Consultancy office (Phone 03 9904 1350).

### 3 Courses offered by Arbortrim Training & Consultancy

#### 3.1 Nationally Recognised Training

Arbortrim Training & Consultancy can deliver the following Nationally Recognised Training:

**Qualifications:**

- ☐ AHC20516 Certificate II in Arboriculture
- ☐ AHC30810 Certificate III in Arboriculture
- ☐ AHC21216- Certificate II in Rural Operations
- ☐ AHC32816 Certificate III in Rural Operations
- ☐ AHC50516 Diploma of Arboriculture
- UET20312 Certificate II in ESI – Powerline Vegetation Control

**Accredited Course:**

22325VIC Course in Workplace Spotting for Service Assets

**Units of Competency:**

- ☐ AHCPGD203 Prune shrubs and small trees
- ☐ CPCCWHS1001 Prepare to work safely in the construction industry
- ☐ HLTAID001 Provide cardiopulmonary resuscitation
- ☐ HLTAID003 Provide first aid
- ☐ RIIWHS204D Work safely at heights
- ☐ RIIWHS302D Implement traffic management plan
- ☐ UETDTRRF01B Apply ESI safety rules, codes of practice and procedures for work on or near electrical apparatus
- ☐ UETDTRRF03B Perform EWP rescue
- ☐ UETDTRRF08B Perform EWP controlled descent escape
- ☐ UETDTRRF09B Apply access procedures to work on or near electrical network infrastructure
- ☐ UETDTRRF10B Provide first aid in an ESI environment

Individual units of competency are undertaken as short courses.

Arbortrim Training & Consultancy can provide additional training solutions as accredited training over and above the range of units listed above. Programs may cover construction induction, elevating work platform operation and rescue, first aid and pruning. The specific unit/s of competency can be identified during discussions with an Arbortrim representative.

All of the courses and units of competency (the training products) listed above have been developed in consultation with industry and lead to a Nationally Recognised Training outcome.

Employability Skills are embedded within each training product.

#### 3.2 Non-accredited Training

Arbortrim Training & Consultancy also offers non-accredited training on a fee-for-service basis. These training programs cover a broad range of arboricultural, horticultural, rural and electrical supply related activities and are constantly under review to enable timely responses to be made to address specific industry and enterprise needs. These training programs may range from initial induction type training through to refresher programs and specialists programs for industry recognition and/or industry currency purposes. Examples of non-accredited training offered by Arbortrim Training & Consultancy include:

- ☐ Energy Safe Victoria vegetation management

- ☐ VESI safety and fire awareness
- ☐ Worksite traffic management
- ☐ Chainsaw, wood chipper, hearing conservation and manual handling
- ☐ Elevating work platform escape and rescue
- ☐ Safe approach distances and Green Book
- ☐ SWER, authorised recipient and VESI environmental framework
- ☐ Pruning techniques.

Contact Arbortrim Training & Consultancy by phone on 03 9904 1350 or email your enquiry to [arbor@arbortrim.com.au](mailto:arbor@arbortrim.com.au) for more up-to-date information regarding non-accredited training programs on offer.

## 4 Enrolling in a Course

Before you make a decision to enrol in a course, you are encouraged to fully understand:

- ☐ the course purpose and structure
- ☐ the course entry requirements
- ☐ scheduled delivery/course dates
- ☐ associated personal commitment in terms of time and outside study requirements
- ☐ course costs shown in the Statement of Fees especially those for consumable and equipment not covered by the course fees
- ☐ the learning outcomes including any pathway opportunities.

If there are course entry requirements such as the having other qualifications or experiences, these must be evidenced prior to the course commencing.

### 5.1 Certificate Course

Certificate courses are those training programs that award a certificate to the student upon successful completion of a qualification or an accredited course.

To enrol in a certificate course you will be required to complete an Application for Enrolment Form and an Enrolment Form.

Arbortrim's Business Development Manager will be able to answer any questions you may have regarding the enrolment documentation and process, and eligibility requirements for those enrolling in a government funded training program.

The Application for Enrolment Form is used to determine the suitability of applicants for a course as well as the appropriateness of a course for an applicant. The Application for Enrolment Form includes a component to evaluate each applicant's language, literacy and numeracy capabilities.

The Enrolment Form not only collects contact information including emergency contacts, but also AVETMISS data which is a requirement of the Commonwealth Government. It also requests details regarding any disabilities and support needs you may have.

There are entry requirements regarding eligibility that are to be met by applicants intending to enrol into a government funded training program.

Once you have enrolled into a certificate course, a training plan will be developed with you outlining the entire course from start to completion. Depending upon course requirements, you may select the units of competency or a specialist stream most suited to your requirements and/ or job role.

### 5.2 Short Courses

Arbortrim's short courses are those Nationally Recognised Training programs that are not full qualifications or accredited courses or are non-accredited courses.

To enrol in a short course you are required to complete an application form, and return it to Arbortrim Training & Consultancy with the full payment for the course. The application form will not only collect contact information including emergency contacts, but also AVETMISS data which is a requirement of the Commonwealth Government. It also requests details regarding any disabilities and support needs you may have.

Arbortrim's Training Coordinator will be able to answer any questions you may have regarding the application and enrolment documentation and process.

Application forms can be obtained by contacting the Office on (03) 9904 1350.

Participants will be awarded a statement of attainment upon successful completion of Nationally Recognised Training.

Participants who finish other training (including refresher training) will be issued with a certificate of completion.

### **5.3 Government Funded Training**

Arbortrim Training & Consultancy is contracted to deliver training and assessment for nationally recognised qualifications, with the Victorian Skills Commission (part of the Higher Education and Skills Group) and Department of Education, Training and Employment (DET) in Queensland.

Government funding for training places, eligibility and levels change from time to time, therefore all students should be aware that if their enrolment in a qualification(s) is being subsidised

#### **5.3.1 Skills First program**

This agreement allows Foresite to offer government subsidised training places to eligible students. This training is delivered by the Victorian and Commonwealth Governments under the Skills First program, and may affect future training options and eligibility for further government subsidised training under the Victorian Training Guarantee, or other Government Funded training programs.

Further information is available at: <http://www.education.vic.gov.au/skillsfirst/Pages/about.aspx>



## 6 Course Costs and Refunds

An itemised quote detailing course costs will be provided to applicants as a Statement of Fees when they complete the Application for Enrolment Form.

### 6.1 Course Fees

Course fees are calculated for each student independently based on a number of factors including course and unit selection, eligibility for government subsidised training, applications for RPL or credit transfer, previous fees paid and eligibility for concessions.

Course fees are subject to change given individual circumstances of the student and the timing of the training program. For detailed information regard fees and/or a quotation please contact Arbortrim Training & Consultancy on (03) 9904 1350 or email [arbor@arbortrim.com.au](mailto:arbor@arbortrim.com.au).

Students who do not pay their course fees in full will have their certificate or statement of attainment withheld until all outstanding monies have been paid.

#### 6.1.1 Payment of Fees

Training programs offered by Arbortrim Training & Consultancy are categorised as either certificate courses or short courses.

Certificate courses are those training programs that award a certificate to the student upon successful completion of a qualification or an accredited course.

Short courses are those training programs for which issue a statement of attainment or certificate of participation is issued to the student upon successful completion.

##### **Certificate course fees**

Clients with pre-agreed credit arrangements will be invoiced in accordance with those arrangements.

In all other cases, payment is required at time of booking to confirm your enrolment.

Where total fees exceed \$1,000, payment will be by instalment.

Where fees are payable in advance each instalment will not exceed \$1,500.

For individuals, the total fee due prior to the commencement of training will not exceed \$1,000.

All tuition fees for accredited training are GST free.

**Short course fees** must be paid at least eight (8) days prior to the course commencing. The payment date is printed on your Course Booking Form. You will receive the Course Booking Form once you have contacted Arbortrim Training & Consultancy and enrolled in a course.

Short course fees can be paid by credit card, cash, direct bank deposit or cheque. A purchase order may also be used, but prior approval must be obtained from the CEO of Arbortrim Training & Consultancy before this form of payment commitment can be accepted.

Your place in a short course is confirmed on receipt of payment in full. If you do not pay the short course fee by the due date, your place may be offered to another student on the waiting list.

## 6.2 Other Course Costs

### 6.2.1 Personal Protective Equipment

Students must provide their own PPE including safety glasses, hearing protections, safety vests and helmets where these items are a course requirement. In addition, where required by a course, steel-capped boots are to be provided by the student or a fee will be charged for their provision by Arbortrim Training & Consultancy.

### 6.2.2 High Risk Work Licence

A fee is payable to Australia Post for lodgement of a high risk work licence outcome to the licensing agency (e.g. WorkSafe in Victoria).

### 6.2.3 Re-assessment fees

A fee (\$400) will be charged to those students being re-assessed in units requiring the use of plant or machinery (e.g. EWP).

### 6.2.4 Completion Documentation

Certificates and statements of attainment are issued free of charge upon successful completion of the course. Replacement certificates and statements of attainment are charged

Postage is included in the replacement costs.

References to certificates/qualifications also include statements of attainment.

## 6.3 Refunds

In the event of a student initiated withdrawal from the program Arbortrim Training & Consultancy will apply the following refund policy:

### 6.3.1 Certificate Courses

In the event of student initiated withdrawal from a certificate program, Arbortrim Training & Consultancy will process a refund of 50% of tuition fees paid if withdrawal occurs before the half way point of the course.

Arbortrim Training & Consultancy will not provide a refund if a student initiated withdrawal occurs after the half-way point of the course or at any time if the withdrawal was due to a student's removal due to unacceptable behaviour or absence (i.e. RTO initiated withdrawal).

### 6.3.2 Short Courses

A full refund will be applied if three full business days' notice is provided prior to cancellation. Cancellation within three business days or failure to attend will incur forfeiture of full payment. Alterations to booking dates or transfers to a different course cannot be made within three days of the course commencement date.

### 6.3.3 All Courses

Failure to attend will incur forfeiture of all payments.

## 7 Pathways

### 7.1 Education Pathways

#### 7.1.1 Arboriculture

Post - Certificate II arboriculture qualifications require the completion of a lower level qualification (i.e. completion of the Certificate II prior to the Certificate III, or Certificate III prior to Diploma) or evidence of specified periods of relevant experience. ,

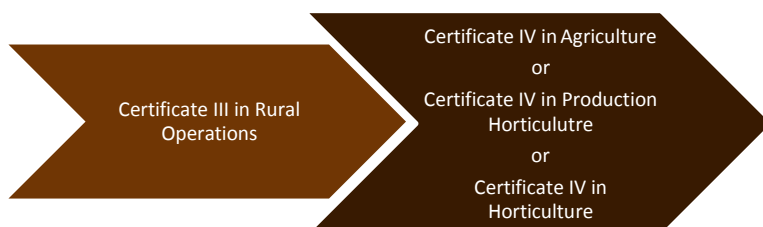
Your education pathway within arboriculture may include:



After achieving a qualification students may want to complete further education in another field or move onto an Advanced Diploma of Horticulture with another training organisation which is the level above the Diploma.

#### 7.1.2 Rural Operations

The rural operations qualification does not require the completion of a lower level qualification.



Because of its generic nature the AHC32810 Certificate III in Rural Operations may provide the educational basis for students with a range of opportunities for further study including the Certificate IV in Production Horticulture, Certificate IV in Horticulture or Certificate IV in Agriculture.

### 7.1.3 ESI – Powerline Vegetation Control

The ESI qualification does not require the completion of a lower level qualification.

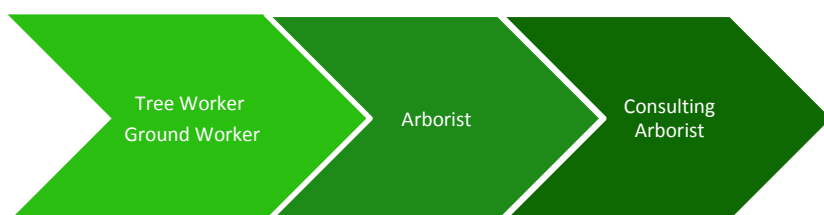


Although there are no pathway recommended from the UET20312 Certificate II in ESI Powerline Vegetation Control the course structure developed by Arbortrim Training & Consultancy may provide students seeking to extend their knowledge and skills with the opportunity to obtain credit in the AHC20513 Certificate II in Arboriculture or the AHC30810 Certificate III in Arboriculture.

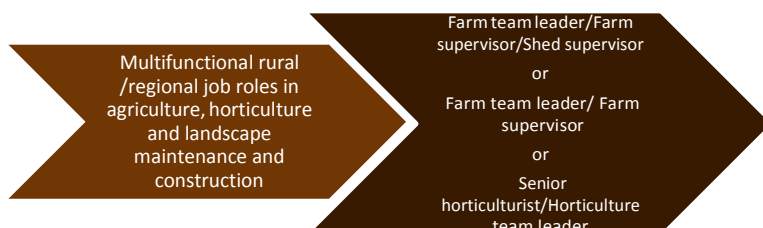
## 7.2 Employment Pathways

The following employment pathways are linked to the qualification above, i.e. the Certificate in the first arrow above links to the job titles in the first arrow box below.

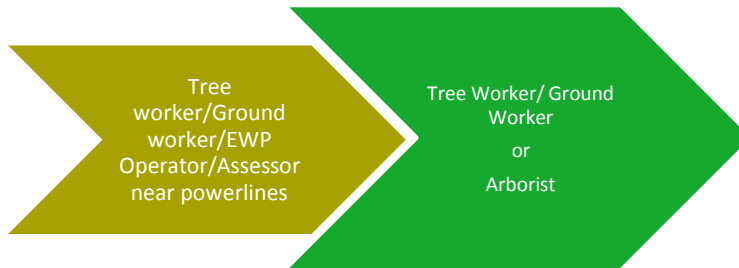
### 7.2.1 Arboriculture



### 7.2.2 Rural Operations



### 7.2.1 ESI – Powerline Vegetation Control



## 8 Educational and Support Services

Arbortrim Training & Consultancy provides students with a broad range of educational and support services including qualified trainers and assessors, learning resources, training facilities and equipment, and student support services. Support is offered to students throughout the entire training and assessment process commencing from the time of enrolment.

### 8.1 Staff

#### 8.1.1 Business Development Managers

Our Business Development Managers (BDM) are responsible for ensuring potential students are provided with accurate and sufficient information to make an informed choice about their enrolment. The BDM will conduct your pre-training review (including Literacy, Language and Numeracy assessment) and will manage the enrolment process to ensure you are enrolling into an appropriate course. As part of the enrolment process the BDM will review the Student Handbook contents with you and answer any questions you may have about the course and/or the enrolment agreement.

#### 8.1.2 Qualified Trainers/Assessors

All trainers/assessors employed by Arbortrim Training & Assessment meet the requirements of the *Standards for Registered Training Organisations (RTOs) 2015* which means they hold qualifications, possess extensive industry experience and have current skills and knowledge in both the subject matter being delivered and in training and assessment practices.

### 8.2 Learning Resources

Every student who enrolls in an Arbortrim Training & Consultancy course will receive a Learner Guide, appropriate to the course they are enrolled in. The Learner Guides have been developed to assist them to get the most out of your training and may include additional information, classroom activities, quizzes and technical diagrams.

For some of the short courses, the Learner Guide forms part of the course assessment. Your trainer and/or assessor will explain if this is the case at the commencement of your training. The Learner Guide can be used as a reference resource after you have left your course.

### 8.3 Training Facilities and Equipment

The training facilities provided at each location generally comprise:

- ☐ Training rooms with teaching aids including:
  - Whiteboards and markers
  - Data projectors
  - Workbooks
  - DVDs
- ☐ Two way radios
- ☐ GPS units
- ☐ Maps and compasses
- ☐ Sample electrical conductors
- ☐ Sample electrical wires
- ☐ Chainsaws
- ☐ Timber cross cuts and cross sections
- ☐ Ropes, rigging equipment and climbing gear
- ☐ Rescue gear
- ☐ Trees

- ☐ Elevating work platform
- ☐ Woodchipper
- ☐ CPR manikin
- ☐ First aid kit.

Equipment and training facilities required for on-the-job and/or simulated workplace training are reviewed by trainers prior to the commencement of training to ensure that the required resources are provided.

## 8.4 First Aid & Accidents

Any accident must be reported to the trainer/assessor immediately.

All Arbortrim Training & Consultancy trainers/assessors hold current equivalent Level II First Aid qualifications (i.e. HLTAID003 Provide first aid) and can provide the initial first aid response.

## 8.5 Student Support Services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and you will also be required to complete a test that assesses your language, literacy and numeracy skills. The information collected through the enrolment process will enable our staff to undertake an initial evaluation and identification of your support needs.

Your support needs can also be discussed with the enrolment officer during the induction to your course and with your trainer/assessor throughout your course.

Arbortrim Training & Consultancy supports its students by providing academic and non-academic support services.

Academic support can be provided in the first instance by trainers/assessors through one to one support from our trainers/assessors including:

- ☐ providing you with their contact details
- ☐ out of class mentoring and coaching
- ☐ arranging informal study groups where you can work with your fellow students
- ☐ If necessary, referral to relevant external services.

Where social or personal issues affect a student's learning experience (i.e. non-academic issues), Arbortrim Training & Consultancy will provide whatever support it possibly can including referral to a range of external service providers including:

Reading Writing Hotline	1300 655 506
Australian Apprenticeship Centres (AAC)	13 38 73
Victorian Equal Opportunity & Human Rights Commission	03 9281 7100
Anti Discrimination Commission Queensland	1300 130 670
Legal Aid Victoria	1300 792 387
Legal Aid Queensland	1300 65 11 88
Disability Resource Centre	03 9671 3000
Disability Discrimination Legal Service	03 9654 8644
Queensland Aged and Disability Advocacy	1800 818 338



Lifeline	13 11 14
Kids Helpline	1800 551 800
Fair Work Australia	1300 799 675
Reach Out	Web-based service
Australian Mediation Association	1300 633 428
People with Disability Australia	1800 422 015
National Training Complaints Hotline	13 38 73

To have an initial discussion about your support needs with Arbortrim Training & Consultancy contact us by:

**Phone:** 03 9904 1350

**Email:** [support@arbortrim.com.au](mailto:support@arbortrim.com.au)

### 8.5.1 Language Literacy & Numeracy (LLN)

Students are required to complete a short language, literacy and numeracy activity at enrolment. This activity is designed to ensure students have the best possibility of successfully completing the course. Where a student presents with or is identified as having language, literacy or numeracy issues, additional support may be offered either by adjustments within the training program or by referral to an external service provider.

We encourage students to speak with the Arbortrim Training and Consultancy enrolling officer or their trainer/assessor to discuss how best we can provide support to ensure successful learning. For example, this might be asking verbal questions rather than using a written test.

## 8.6 External Support Service Organisations

Often students find that their learning is hindered by factors not directly related to the training being provided. These factors may include work or employment related issues, bullying, depression, discrimination and drug abuse. Arbortrim Training & Consultancy has identified a range of external service organisations that may be able to provide students with the necessary support to enable the successful completion of training.

Please note that there may be costs associated with ongoing services provided by some of these organisations. Also note that this is not an exhaustive list of service provider organisations.

### 8.6.1 Reading and Writing Hotline

For the price of a local call 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.

Phone: 1300 655 506

### 8.6.2 Website: <http://www.readingwritinghotline.edu.au/> • Australian Apprenticeship Centres (AAC)

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies.

Phone: 13 38 73

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

### 8.6.3 The Victorian Equal Opportunity & Human Rights Commission

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Phone: 03 9281 7100

Website:

<http://www.humanrightscommission.vic.gov.au/>

### 8.6.4 Anti-Discrimination Commission Queensland

This organisation provide the following services:

- ☐ a free state wide telephone enquiry service;
- ☐ information in print, online and other formats;
- ☐ training about discrimination and human rights;
- ☐ a free and impartial complaint resolution service.

Phone: 1300 130 670

Website: <http://www.adcq.qld.gov.au>

### 8.6.5 Legal Aid Victoria

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Phone: 1300 792 387

Website: <http://www.legalaid.vic.gov.au>

### 8.6.6 Legal Aid Queensland

Legal Aid Queensland works with partner organisations to provide access to justice for disadvantaged Queenslanders by providing legal information, advice and representation.

Phone: 1300 651 188

Website: <http://www.legalaid.qld.gov.au>

### 8.6.7 Disability Resources Centre

The Disability Resources Centre is a membership-driven organisation managed and staffed by people with disabilities. It provides individual advocacy for adults with disability in the Melbourne metropolitan region and the Mornington Peninsula.

Phone: 03 9671 3000

Website: <http://www.drc.org.au/>

### 8.6.8 Disability Discrimination Legal Service

The Disability Discrimination Legal Service Inc (DDLS) is a statewide independent community legal centre that specialises in disability discrimination legal matters.

It provides free legal services in several areas including:

- ☐ information

- ☐ referral
- ☐ advice
- ☐ casework assistance
- ☐ community legal education
- ☐ policy and law reform
- ☐ Victorian Anti-Discrimination Legal Service

Phone: 03 9654 8644

Website: <http://www.ddls.org.au/>

### 8.6.9 Queensland Aged and Disability Advocacy

QADA is a not-for-profit, independent, community based advocacy supporting and improving the wellbeing of older people and people with a disability in Queensland. It assists its clients through the provision of high quality advocacy support and representation.

Phone: 1800 818 338

Website: <http://www.qada.org.au>

### 8.6.10 Lifeline

The Lifeline service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Phone: 13 11 14

Website: <https://www.lifeline.org.au/>

### 8.6.11 Kids Helpline

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

Phone: 1800 551 800

Website: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

### 8.6.12 Fair Work Australia

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Phone: 1300 799 675

Website: [www.fwa.gov.au](http://www.fwa.gov.au)

### 8.6.13 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. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Website: [www.reachout.com.au](http://www.reachout.com.au)

#### 8.6.14 Australian Mediation Association

The Australian Mediation Association is a group of mediators and conflict resolution practitioners who provide private mediation and consulting services to help businesses and individuals avoid disputes through planning and to resolve disputes through mediation. A range of dispute resolution services is available to assist your unique business.

There are fees associated with accessing the services of this organization although an initial free dispute resolution consultation is available.

Phone: 1300 633 428

Website: <http://www.ama.asn.au/>

#### 8.6.15 People with Disability Australia

PWDA provides and undertakes:

- ☐ Rights-related information, advice and referral services for people with disability and their associates
- ☐ Short-term individual and group advocacy assistance to people with disability and their associates
- ☐ Advocacy for reform around systemic issues that adversely affect people with disability and their associates

Phone: 1800 422 015

Website: <http://www.pwd.org.au/>

#### 8.6.16 National Training Complaints Hotline

The National Training Complaints Hotline allows vocational education and training students to bring their concerns to the attention of regulators.

Through the National Training Complaints Hotline, complaints will be directed to relevant authorities, connecting consumers with the most appropriate organisation to assist them.

The service operates between 8:00am and 6:00pm Monday to Friday.

Phone 13 38 73

Website: <http://www.education.gov.au/national-training-complaints-hotline-1>

## 9 Your Rights and Responsibilities

### 9.1 Student's Rights

As a student with Arbortrim Training & Consultancy you have a right to:

- ☐ be treated fairly and with respect from all Arbortrim Training & Consultancy staff
- ☐ learn in a safe environment
- ☐ learn in an environment free from discrimination and harassment
- ☐ pursue your vocational training goals in a supportive environment
- ☐ privacy concerning records or documents that contain personal information
- ☐ apply to have your existing skills and knowledge recognised
- ☐ have access to assessment results and progressive outcomes
- ☐ lodge a complaint or appeal without fear of any repercussions.

Students undertaking a traineeship program should also refer to section 13).

### 9.2 Student's Responsibilities

You are expected to:

- ☐ treat staff at Arbortrim Training & Consultancy and fellow students with respect and fairness, without discrimination or harassment
- ☐ maintain satisfactory course progress (9.3)
- ☐ attend all training and assessment (refer section 9.4)
- ☐ inform Arbortrim Training & Consultancy of absence or of times when you will be late
- ☐ take ownership of your role as a student including attendance
- ☐ complete training activities and assessments as directed
- ☐ behave appropriately
- ☐ be alcohol and drug free
- ☐ understand your role and responsibility for OH&S during your course for yourself, Arbortrim Training & Consultancy staff and your fellow students
- ☐ act if you see anyone behaving in an unsafe manner
- ☐ submit assessment items that are your own (refer section 9.4).

### 9.3 Course Progress

All students are required to maintain satisfactory course progress. Students are required to have satisfactorily completed 50% of the scheduled assessment tasks in the units delivered in the first half of their training program schedule (e.g. if a course is scheduled to run for a total of 10 weeks, the student must have successfully completed 50% of the assessment tasks undertaken in the first five (5) weeks of the training program).

Where a student's course progress is unsatisfactory Arbortrim Training & Consultancy may decide to initiate the withdrawal of the student from the training program. The student has the right to appeal the decision by implementing Arbortrim's *Complaints/Appeals Policy and Procedure*.

Note that course progress may also be referred to as academic progress.

## 9.4 Attendance

All students are required to be punctual in their attendance to class out of courtesy and respect to the trainer/assessor and fellow students. Trainers reserve the right to restrict students from entering the class until an appropriate break in the session (e.g. morning tea; lunch).

All students are required to maintain satisfactory course attendance. Arbortrim Training & Consultancy may initiate the withdrawal of a student from a training program when a student is:

- ☐ absent for four (4) consecutive scheduled class days; or
- ☐ their absence exceeds 10% of the scheduled course duration.

Arbortrim Training & Consultancy expects that students will attend a minimum of 90% of class time to enable the required learning to be delivered.

Students are asked to call the Arbortrim Training & Consultancy office to advise of absence (Phone 03 9904 1350).

Absences due to illness require a medical certificate to be provided (certificate courses only).

## 9.5 Academic Misconduct

At Arbortrim Training & Consultancy, academic misconduct or plagiarism is considered to be a form of student misconduct which may result in disciplinary action.

Plagiarism includes but is not limited to:

- ☐ directly copying someone else's work from a book, website or other form of publication or from another student, and representing it as your own without acknowledging its source.
- ☐ presenting an assessment item as independent work when it has been produced in whole or part in collusion with other people, for example, another student, tutor or workplace colleague.
- submitting work that has been written by someone else on the student's behalf.

To avoid plagiarism, and its penalties, students are advised to note the following:

- ☐ you may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- ☐ you should name sources for any graphs, tables or specific data, which you include in your assessments.
- ☐ you must not copy someone else's work and present it as your own.

Please note that on completion of an assessment you are required to confirm that all evidence presented for assessment is your own work.

## 9.6 Alcohol & Drugs

Arbortrim Training & Consultancy is committed to providing a safe training environment and to looking after the wellbeing, health and safety of all students and staff. Therefore we have a NO ALCOHOL and NO DRUGS policy. This means the use of or possession of alcohol and/or drugs in our Training Centres are banned.

Training using various plant and equipment including chainsaws, ropes, pulleys and, harnesses, elevating work platforms, ladders for example are high risk activities, therefore you must be drug and alcohol free to participate in training to ensure everyone's safety.

Arbortrim Australia reserves the right to enforce a student to undertake a breath or blood test before we agree for the student to undertake any training.

Students thought to be under the influence of alcohol or drugs will be removed from the training program

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immediately without exception.

The Chief Executive Officer (CEO) or the Arbortrim Training & Consultancy senior site manager will conduct an interview of students removed from a training program because of the effects or use of alcohol or drugs and may require further investigation if the student disputes their removal from the training program.

The Arbortrim Training & Consultancy interviewer will decide whether the student is fit to return to training.  
***Arbortrim Training & Consultancy reserves the right to enforce a student to undertake a breath or blood test before we agree for the student to return to training.***

Students found in possession of or under the influence of drugs and or alcohol may be withdrawn from the course and lose the right for a refund of any fees paid.

If you are taking any prescription medication we ask you to disclose this information to your Trainer, as some medications may affect behaviour or cause drowsiness or other symptoms that may present as if you are under the influence of drugs or alcohol.

If you have any concerns regarding this policy please contact our Head Office on 03 9904 1350.

## 9.7 Student Property

Arbortrim Training & Consultancy accepts no responsibility for the damage or loss of any tools, instruments, personal protective equipment or any other property belonging to students.

Students must at all times accept responsibility for safeguarding their own property.

## 9.8 Workplace Health & Safety

The *Workplace Health & Safety Act 2010* applies to all staff, students and visitors to Arbortrim Training & Consultancy.

Arbortrim Training & Consultancy is very serious about its responsibility for workplace health & safety and asks that students assist in ensuring the safety of its sites by:

- ☐ immediately reporting any identified risks/hazards to Arbortrim Training & Consultancy staff member
- ☐ following the Arbortrim Training & Consultancy policies and procedures
- ☐ cooperating and following all instructions provided by Arbortrim Training & Consultancy staff
- ☐ cooperating with management and trainers, and adhere to instructions on safe work practices,
- ☐ taking care to ensure their personal health and safety and the health and safety of others.

***The wearing of personal protective equipment and clothing (PPE) is mandatory in many of the courses delivered by Arbortrim Training & Consultancy.***

Students are welcome to bring their own PPE to courses, but these will be checked by the trainer/assessor for suitability. Arbortrim Training & Consultancy can also provide students with PPE if required.

Arbortrim Training & Consultancy does not provide steel-capped boots and helmets.

Arbortrim Training & Consultancy will:

- ☐ provide and maintain equipment and systems of work that are safe
- ☐ provide sufficient information and training to ensure that students and staff are safe from injury and risks to health.

### 9.8.1 Safety at Training & Assessment Sessions

Arbortrim Training & Consultancy has a *Safety Policy* which is available from the website

([www.arbortrim.com.au](http://www.arbortrim.com.au)) or by requesting a hardcopy from the office.

Students are required to familiarise themselves with this policy.

At every training and assessment session, the trainer/assessor will explain:

- where the amenities are located
- what the evacuation procedure is for an emergency
- where the assembly points are
- potential hazards in the training/assessment environment
- other safety information.

At high-risk training and assessment sessions, the trainer/assessor will provide safety information to students before commencement of classes, as well as complete a detailed risk assessment (i.e. JSA).

## 9.9 Results/Outcomes

Upon completion of the course, your trainer/assessor will notify you of your outcome.

If you have been deemed Not Yet Competent, the trainer/assessor will advise you of any additional requirements necessary for successful completion prior to re-assessment

Students who have successfully completed their certificate course or a short course based on Nationally Recognised Training units of competency or accredited courses will be issued with a testamur (certificate) or a statement of attainment (short course).

Students who have completed a short course that is not based on National Recognised Training content will receive a Certificate of Completion.

Certificates and statements of attainment are issued free of charge. Replacement certificates and statements of attainment are charged

Contact the Arbortrim Training & Consultancy office for more information on the type of certification you will receive.

## 9.10 Deferment, Suspension or Withdrawal

Arbortrim Training & Consultancy reserves the right to suspend or withdraw a student from a training program. This process, referred to as RTO initiated suspension or withdrawal, may be implemented on the grounds of:

- ☐ unsatisfactory attendance (refer 9.4)
- ☐ misbehaviour
- ☐ unsatisfactory course progress (refer 9.3)
- ☐ medical concerns.

A student may apply to defer or withdraw from their training program (student initiated deferment or withdrawal). To do so they are required to complete an *Application to Defer, Suspend or Withdraw from Training* form and submit the completed application to their BDM or to Administration or their trainer.

Refund of fees will be made in accordance with the Arbortrim Training & Consultancy refund policy (refer 6.3 of this Handbook).

A copy of the Arbortrim Training & Consultancy Deferment, Suspension or Withdrawal from Training Policy and Procedure can be requested from Administration or accessed through the website ([www.arbortrim.com.au](http://www.arbortrim.com.au))

## 9.11 Complaints & Appeals

Arbortrim Training & Consultancy recognises that disputes may arise from time to time. All students are entitled to natural justice, fair and consistent treatment and prompt consideration and resolution of a complaint or an appeal.

We would like to think that all students in our training programs feel comfortable discussing any matter or concern with their trainer/assessor. If you wish to comment on the experience that we have provided to you or another



student please feel free to approach your trainer/assessor. However, if you are not comfortable having a discussion with your trainer please ask to speak to the Administration Manager who will be happy to receive your feedback and address any matter or concern you may have.

Arbortrim Training & Consultancy has a *Complaints and Appeals Policy and Procedure*. This document outlines the processes that need to be followed by the organisation and by the complainant/appellant (i.e. the student). If you are intending to make a complaint or lodge an appeal please obtain a copy of the *Complaints and Appeals Policy and Procedure* which is available on the website or from the Arbortrim Training & Consultancy office.

The process outlines the informal and formal processes to be followed by the student and Arbortrim Training & Consultancy including timeframes for responding to and resolving any grievance you raise and processes for communicating outcomes to you.

If you feel your complaint or appeal requires a more formal approach, please ask either your trainer/assessor, the Administration Manager or at the Arbortrim Training & Consultancy Office and request a *Complaints & Appeals Form*. Once this form is completed by you should send it or hand directly to the Administration Manager who will follow the process outlined in the *Complaints and Appeals Policy and Procedure*.

If you are dissatisfied with the outcome of your grievance after the internal complaints and appeals processes have been finalised you are able seek are review by an independent person or party. Organisations that may provide these services include:

- |   |                      |
|---|----------------------|
| <input type="checkbox"/> Australian Mediation Association | Phone: 1300 633 428  |
| <input type="checkbox"/> Legal Aid Victoria               | Phone: 1300 792 387  |
| <input type="checkbox"/> Legal Aid Queensland             | Phone: 1300 651 188. |

You may also contact the National Training Complaints Hotline which protects students and makes it easier for consumers, such as apprentices, students, employers and others, to lodge complaints if they are concerned about any aspect of the training system. You can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm

or

- ☐ Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

## 9.12 Discrimination & Harassment

Arbortrim Australia aims to provide an environment free from discrimination and harassment for both students and staff.

Discrimination and harassment come in many forms and may relate to:

- ☐ Gender,
- ☐ Age,
- ☐ Race,
- ☐ Religion,
- ☐ Sexual preference,
- ☐ Disability.

Contact the Administration Manager if you feel you have been discriminated or harassed. Confidential support and information about options to deal with such situations will be provided.

If your complaint is unresolved then you may wish to lodge a complaint with Australian Human Rights Commission ([www.humanrights.gov.au/complaints/make-complaint](http://www.humanrights.gov.au/complaints/make-complaint)).

## 10. Disciplinary Action

Any student who is found to be cheating, harassing other students or staff, or breaking the law in any way at any site at which you are participating in training or undergoing assessment, will face disciplinary action. This may include suspending or cancelling the student's enrolment and a forfeiture of fees paid.

Some circumstances may require a report to the police.

The following are examples of unacceptable behaviour or actions:

- breach of student responsibilities (refer 9.2)
- breach of attendance requirements (refer 9.3)
- cheating / plagiarism in training and assessment activities (refer 9.4)
- obstructive behaviour
- disorderly, disruptive or harassing behaviour
- non-payment of fees
- harassment or discrimination towards any other person
- non-declaration of a pre-existing medical, mental or physical condition which may be accelerated or increased due to training or assessment
- any misuse, legal or illegal, of any vehicles, machinery or property of Arbortrim Training & Consultancy
- damage of equipment at any site at which you are participating in training or undergoing assessment
- any unsafe or illegal practice at any site at which you are participating in training or undergoing assessment
- the use or possession of alcohol or prohibited drugs at any site at which you are participating in training or undergoing assessment (see 9.5 )
- the possession of animals on Arbortrim's, or an a property or site used for the delivery of training & assessment (unless required for disability assistance).

Any student, who fails to follow these guidelines or otherwise behaves in an unacceptable manner, may be subject to Student Disciplinary Action.

The following steps outline the disciplinary process implemented when have displayed unacceptable behaviour:

Step 1: Informal Counselling - trainers are encouraged to deal with behavioural problems informally by reminding students of their responsibilities and offering advice and assistance.

Step 2: Referral to the Chief Executive Officer Arbortrim Training & Consulting (CEO) - If unacceptable behaviour continues the Trainer should refer all occurrences of student's behaviour which is considered dangerous, disruptive, offensive, malicious or serious. The referral will be recorded in writing.

Step 3: CEO Action - The CEO will take one or more of the following actions:

- note the referral for future reference
- interview the student
- obtain a second opinion from another trainer and/or other course students (where possible)
- remove the student from the course
- summarise the event and outcomes in writing

If two disciplinary actions are recorded against a student, you may have your enrolment in the course suspended or cancelled.

The CEO will make a decision to suspend or cancel a student's enrolment if the student is found to have breached the disciplinary conditions. A student has 10 working days within which they can lodge an appeal against a decision

to suspend or cancel their enrolment; refer the Arbortrim Training & Consultancy Complaints and Appeals processes outlined in this handbook (Section 9.5).

## 11. BEING ASSESSED

### What is competence?

In order to be assessed as competent in this cluster, you will need to provide evidence which demonstrates that you can perform the required competencies to the required standard. Competence depends on consistently demonstrating the skills, attitude and knowledge that enables you to complete tasks confidently in a variety of situations.

### Assessment process

The assessment tasks in this *Student Assessment Guide* have been designed to allow you to demonstrate that you have the skills and knowledge to meet the required standard. Before the assessment commences, your assessor will:

- Make sure you know the time, date and venue of the assessment;
- Explain the assessment task fully;
- Make provision for any special support you may need;
- Organise and arrange for all required resources/materials that they need to provide to be available at the assessment;
- Provide you with a list of any resources/materials you are required to bring to the assessment.

On completion of the assessment your assessor will:

- Communicate the outcomes of the assessment to you and provide feedback for future performance;
- Record assessment decisions and complete assessment documentation;
- Ask you to acknowledge the assessment task outcomes and feedback by signing and dating the assessment documentation.

### What is your assessor looking for?

Your assessor is looking for evidence that you are competent in **all** the tasks in the *Student Assessment Guide*. To make a judgement of your competence, your assessor may ask you to:

- Discuss a scenario;
- Carry out a practical demonstration;
- Answer questions (either verbally or in writing);
- Undertake some other form of assessment, such as submit a portfolio of your work or provide a third party report on your job performance.

To show that you are competent you **must** be able to:

- Perform the task to the workplace standards;
- Manage a range of different tasks (multi-tasking);
- Respond to contingencies or breakdowns;
- Deal with the responsibilities of the workplace, including working with others.

You will need to show that you can do this consistently, over time and in relevant workplace contexts and environments.

Evidence for assessment should be gathered in the workplace. However, this may not always be possible for a number of reasons including:

- You may not yet be employed in a suitable workplace;
- The workplace may not be large enough to support assessment activities;
- It may be difficult for you to access organisational information or there may be confidentiality issues;
- It may not be possible to assess some tasks in the workplace, such as tasks around emergency response.

Therefore, scenarios or other types of simulation based on typical workplace situations have been provided that can be used if evidence cannot be collected in the workplace.

## Assessment definitions

### Assessment

Assessment is the process of gathering and judging evidence in order to decide whether a student has achieved competency.

### Assessment tasks

The assessment tasks are activities designed to collect evidence in order to demonstrate a student's competence.

### Assessment criteria

Assessment criteria are the descriptions of what the student is expected to do in order to demonstrate competency.

### Credit transfer

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Recognition of prior learning (RPL)

RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

### Reassessment

The principles of assessment allow for additional re-assessment opportunities, but this must be constrained by the practicalities of time and resources. It is for this reason that there are limits on the number of re-assessment opportunities and the timeframe for these re-assessments to be conducted by.

Where your assessor is not able to record you completing an aspect/s of the task satisfactorily he/she will further assess you by asking you to re-do/perform that component of the task again. If after being given the opportunity to re-do the component of the task again you are still not able to perform it satisfactorily, you will be provided with feedback and information relating to further training opportunities, however your performance of the task will be recorded as Not Satisfactory.

If, after your second attempt, the result is still 'Not-Satisfactory' you will be required to under-go further training and will have to attempt the whole task again. Please note there may be an additional cost involved.

### Raising an Assessment Concern

If you disagree with an assessment result you have the right to challenge the assessment decision and have your evidence reviewed on all or part of the assessment for a unit of competency.

For more information on Appealing an Assessment Decision please refer to Section 5 of this Student

Handbook.

### Misconduct in Assessment

Foresite Training and Licensing has zero tolerance on all forms of academic misconduct within assessment.

Academic misconduct means any form of academic dishonesty relating to your course of study and includes, but is not limited to:

Plagiarism;

Failure to comply with rules for a particular assessment (for example, what material can be brought into an assessment);

Copying the work of another person without his or her knowledge;

Submitting the work of another person as your own.

Foresite regards any form of cheating as a serious matter of academic dishonesty. For more information on *Misconduct in Assessment* please refer to Section 5 of this *Student Handbook*.

### Reasonable adjustment of assessment

Some students may require support during their training for a number of reasons including:

Physical disability;

Learning difficulties;

Health issues;

Intellectual disability;

Dyslexia or other form of learning disability;

The complexity of learning materials.

Adjustments may be made to assessment for these students according to the nature of their learning need.

These adjustments may include but are not limited to:

Oral assessment;

Use of a scribe;

Additional time or time-out rest periods;

Demonstration of skills;

Observation of knowledge and skill in practice.

It is important to remember that any adjustment to assessment tasks undertaken on the basis of reasonable adjustment cannot compromise the learning outcome.

## Quality Assurance

Arbortrim Training & Consultancy is committed to providing excellence in training and assessment services for its students. Arbortrim Training & Consultancy is committed to a culture of continuous improvement and values all constructive feedback. A range of data collection methods are used to identify opportunities for improvement including:

- Improvement request
- Training evaluation survey
- Student evaluation
- National Student Outcomes Survey
- Quality Indicators

### 11.1 Improvement Request

Students, staff and employees are able to provide feedback about a matter (excluding formal complaints and appeals) or to suggest opportunities for improvement at any time. The *Improvement Request Form* (IR) can be used to comment on any matters such as the adequacy of the facilities, improvement to processes, the information provided, availability of services, level of services etc. The IR is completed as the process is

implemented collecting information such as the initial details of the request, actions taken and reports produced. The aim of the process is the continuous improvement of products and services.

## 11.2 Training Evaluation Survey

Arbortrim Training & Consultancy offers students the opportunity to provide feedback on training and assessment practices by participation in student feedback surveys.

Students who wish to provide feedback on training and assessment practices outside of this survey are encouraged to submit written suggestions to the Administration Manager .

The information gathered by the surveys is entered into a database. The output is analysed against key business and performance indicators and quality assessment is made of the output.

Personal information about students is not collected.

## 11.3 Student Evaluation

Our staff appreciate feedback on processes that can be improved. At each of our courses, trainers hand out *Satisfaction Survey (Student)*. All students are encouraged to complete the evaluation form honestly and constructively.

The information collected on these forms is held in utmost confidence and is entered into a database from which performance and key business indicators are identified.

Personal information about students is not collected.

## 11.4 National Student Outcomes Survey

For students attracting Commonwealth and/or Victorian Government funding, the National Centre for Vocational Education and Research (NCVER) may contact students for the purposes of the National Student Outcomes Survey.

## 11.5 Quality Indicators

Arbortrim Training & Consultancy is required to collect and submit quality indicator data from students and employers on an annual basis. This data is submitted to an agent of the Commonwealth Government who analyses the data and provides reports to the training organisation.

Arbortrim Training & Consultancy uses the reports to identify opportunities for improvement in its training services.

# 12 Privacy

Arbortrim Training & Consultancy complies with the Information Privacy All staff employed by Arbortrim Training & Consultancy will be required to apply themselves to Arbortrim Training & Consultancy's policies to safeguard confidential and personal information:

Please note Arbortrim Training & Consultancy staff members cannot provide information about you to a third party without your written permission.

Detail of how your records are used:

- Upon enrolment each student's personal details shall be filed in the designated student file or filing cabinet (lockable).

- A student's personal details and records shall be maintained in a current up to date condition. Updating of records will be actioned upon receipt of advice of changes.
- Only Arbortrim Training & Consultancy staff directly involved with student welfare and/or student results, including internal and external auditing staff will have access to personal student details.
- Students can view the information that is held in their student file. This may be done by contacting the Arbortrim Training & Consultancy office by phone on 03 9904 1350 to make a suitable appointment time with the Administration Manager. Student files are not permitted to leave the office.
- Only upon receipt of written consent by a student will Arbortrim Training & Consultancy staff provide a third party (e.g. an employer) with students' personal details.
- Access to student records may be provided where the *Standards for Registered Training Organisations (RTOs) 2015* and/or Commonwealth or State legislation require Arbortrim Training & Consultancy to do so.

Where training has been booked by a supervisor or employer, the general results for employees will be provided to the supervisor/employer as per the conditions shown in *Privacy Statement & Student Acceptance Agreement* section of the *Pre-Training Review and Enrolment Form*.

No information about the students will be released over the telephone.

Images of students will only be used with written permission, except where required for the issuing of course completion cards.

## 12.1 Unique Student Identifier

The *Student Identifier Act 2014* states that:

*a registered training organisation must not issue a VET qualification or VET statement of attainment to an individual after 2014 unless the individual has a student identifier (s.3).*

Coming into effect from 1 January 2015, a Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from 1 January 2015.

A student needs a USI when enrolling or re-enrolling in nationally recognised training from 1 January 2015. This includes if the student is enrolling for the first time, for example, if they are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. It also applies to students continuing or completing (re-enrolling) training, including nationally recognised training undertaken in secondary school.

A USI will:

- ☐ Seamlessly link information about a student's VET achievements, regardless of where they studied
- ☐ Enable students to easily access secure digital transcripts of their achievements
- ☐ Give students access to, and more control over, their educational information

If you do not already have a Unique Student Identifier (USI) and you want Arbortrim Training & Consultancy to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, Arbortrim Training & Consultancy will provide to the Registrar the following items of personal information about you:

- ☐ your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document

- ☐ your date of birth, as it appears, if shown, in the chosen document of identity
- ☐ your city or town of birth
- ☐ your country of birth;
- ☐ your gender
- ☐ your contact details.

When we apply for a USI on your behalf the USI Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it. The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask Arbortrim Training & Consultancy to make an application for a student identifier on your behalf, Arbortrim Training & Consultancy will have to declare that Arbortrim Australia Pty Ltd has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that you have been given the following privacy notice:

*You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:*

- ☐ *is collected by the Registrar for the purposes of:*
  - o applying for, verifying and giving a USI;*
  - o resolving problems with a USI; and*
  - o creating authenticated vocational education and training (VET) transcripts;*
- ☐ *may be disclosed to:*
  - o Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:*
    - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;*
    - education related policy and research purposes; and*
    - to assist in determining eligibility for training subsidies;*
  - o VET Regulators to enable them to perform their VET regulatory functions;*
  - o VET Admission Bodies for the purposes of administering VET and VET programs;*
  - o current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;*
  - o schools for the purposes of delivering VET courses to the individual and reporting on these courses;*
  - o the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;*
  - o researchers for education and training related research purposes;*
  - o any other person or agency that may be authorised or required by law to access the information;*



- *any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and*
- ☐ *will not otherwise be disclosed without your consent unless authorised or required by or under law.*

## 13 About Traineeships

A Traineeship (also referred to as an Australian Apprenticeship) is a Nationally Recognised Training program generally combines on-the-job training delivered by the employer and off-the-job training delivered by a registered training organization (RTO), at the employer's or the RTO's premises. Traineeships benefit businesses in many ways including:

- motivating employees as they are learning whilst earning
- providing flexible training approaches minimising the impact of study of employee recreation time
- providing incentive payments for employers of eligible employees to offset the cost of training
- developing skilled employees who are more productive and employable than un-skilled employees.

Traineeships are **delivered under a contract** of training, agreed and entered into by; the employer, employee, the RTO and the Australian Apprenticeship Support Network (Apprenticeship Network). The contract formalises roles and responsibilities and is required for the AAC to manage incentive payments for eligible employers and employees.

A **training plan** for a traineeship (detailing what, when, how and who is involved in training and assessment) is negotiated by the RTO with the employer and employee before the traineeship commences. The training plan is flexible and can be amended at any time with the agreement of the Employer, employee and the RTO; it can be accelerated or slowed down to meet the needs and learning requirements of employee.

Employers have a very important role to play in their employees' on-the-job training. They must ensure that the trainee is, in accordance with the training plan, given time during normal working hours to complete self-directed learning, practice learnt skills and to complete off-the-job training and assessment components delivered by the RTO as the agreed training plan.

By signing the contract employers agree to release full-time employees to participate in training related activities for a minimum of 12 hours per month, and part-time employees to be released for a minimum of 7½ hours per month.

### 13.1 Roles and Responsibilities

#### The Australian Apprenticeship Support Network

The Australian Apprenticeship Support Network (Apprenticeship Network) providers will provide advice and support services tailored to the needs of employers and apprentices throughout the apprenticeship lifecycle – from pre-commencement to completion. They are responsible for the signing of the traineeship contract, registering the contract with the relevant state government department, and administering the Commonwealth Government incentive and subsidy program. They offer assistance and advice in relation to obligations and responsibilities in all aspects of the agreement, and will monitor Trainees and RTOs to ensure the Traineeship contract has been appropriately implemented.

#### Registered Training Organisation (RTO)

Arbortrim Training & Consultancy, as your RTO is responsible for:

- developing an appropriate Training Plan to suit the trainee and employer's needs;
- ☐ assess support needs of Trainee and modify the training and assessment strategy as appropriate;
- ☐ provide training and assessment tools including Student Guides or other training resources;
- ☐ assign a Trainer and Assessor who is appropriately qualified and skilled;
- ☐ contact the Trainee as a minimum monthly to confirm progress employer support;
- ☐ train and assess the Trainee according to the Training Plan;
- ☐ support the Trainee throughout their contract;
- ☐ maintain records of both on and off-the-job training, assessments and structured withdrawal;

- ☐ issue the appropriate qualification upon completion.

## Employer

Employers are required to provide for their Trainees:

- ☐ a safe working environment;
- ☐ supervision and support;
- ☐ facilities and equipment required to perform their work;
- ☐ on-the job training and relevant work experience;
- ☐ release the Trainee from routine work duties to complete training and assessment activities;
- ☐ engagement and pay the employee as per the requirements of the Fair Work Act 2009 and the Amendment Act 2012.

## Supervisor/Mentor

Employers are required to provide supervision of the Trainee by a designated and qualified member of staff (a workplace supervisor). Trainees need varying levels of supervision as they acquire skills and gain confidence. This supervision falls into two categories; Direct and General. Trainees begin learning a particular skill under Direct Supervision. When they achieve competence in the skill they move to General Supervision while they are undertaking work where that skill is required.

Some employers also nominate a Mentor for the Trainees who can be anyone in the business who can provide support and assistance not only to support the Training Plan but also any need or assistance the Trainee may require.

Supervisors are often the designated point of contact for the RTO to assist in scheduling off-the-job training.

## Traineeship Documentation

The compliance requirements associated to qualifications that attract Government funding either directly or indirectly to the Employer or the RTO requires a considerable amount of documented evidence to ensure Government funds are being used appropriately and under the terms and conditions of the Traineeship training contract. What this means is there is quite a lot of paperwork to complete for the duration of the training contract.

The **Training Plan** details what, when, how and who is involved in training and assessment. It is sometimes referred to as a “living document” as it is subject to change.

The **Traineeship Training Activity Tracker** is a document that records the training activities completed and time withdrawn from routine work to complete those activities. The Trainee completes and keeps up to date, the document is collected monthly by the RTO. This document must be signed and dated by the Trainee, Employer and RTO. An example of the Training Activity Tracker can be found at Appendix B.

The **Traineeship Monthly Contact Log** is a document that records the monthly RTO visit, it is a summary of what was trained / assessed or monitored on the visit. This document must be signed and dated by the Trainee, Employer and RTO.

Depending on the qualification requirements (all are slightly different) **Machine/Equipment Log Books** may also be required. For example a piece of High Risk Work plant like a Forklift, Trainees will be required to log hours on equipment and tasks to ensure the requirements of the competency have been learnt and practiced for a prescribed period of time. This is similar to the requirement for Victorian learner drivers to complete and record a minimum 120 hours of supervised driving before they take a licence drive test, including at least ten hours of driving at night.

**Employer Validation** is also required to ensure once the RTO has confirmed competency against a Nationally Recognised standard that the Employer also agrees that the Trainee has achieved competency in the workplace. This document will be provided to the Employer at the end of the course.

## Trainee Logbook

Your Logbook is what is referred to as an evidence collection tool. While it is strictly not a piece of assessment it is still an valuable piece of information that helps give your Assessor an indication the type of work you have undertaken.

It is important that you keep your Logbook up to date and at the end of each day have your supervisor sign off the work you have recorded. Your Trainer will monitor your Logbook when they visit and make sure that you are getting the experience you required and are learning new skills.

When completing the Logbook be sure to provide as much information as to the type of machinery you have used, the amount of time you spent and any additional comments or observations you have made. Your supervisor will sign each entry to verify the work has been completed by you and may provide comments to assist you in your learning.

Your Trainer will explain at the Induction Workshop how the Logbook is to be used and will be able to answer any questions at the time.

## Third Party Reports

In conjunction with the Trainee/Student Logbook additional evidence may be collected through observations made by your Supervisor. As with the Trainee/Student Logbook, the Third Party Reports (TPRs) form a part of the evidence collection process rather than as an assessment.

As part of the traineeship program your employer has been asked to nominate someone as your workplace Supervisor who has the responsibility to monitor your work and provide feedback to your Assessor. For every unit there is a Third Party Report that needs to be completed and forwarded to your Assessor. Your Supervisor will therefore be an important part of the training process by assisting you towards meeting the assessment requirements.

When the report is completed is very much a negotiation between yourself, your Supervisor and the Assessor. You may feel that you are ready to be assessed for a particular unit and will arrange for your Assessor to visit you on site. Your Assessor will contact your Supervisor to arrange the visit and obtain some feedback on how you are progressing. Once the assessment has been completed the Third Party Report will be collected.

Note that the Third Party Report may be completed at any stage of your Traineeship. Just remember that it is not an assessment and only contributes towards making a determination that you are competent.

There will be time allocated at your Induction Workshop to discuss how the Third Party Report works

## Assessment

Unlike traditional classroom based training you may have experienced in the past your traineeship will be a very different experience. In a sense your workplace becomes your training venue where your employer and Foresite Training contribute towards assisting you in gaining the qualification. The advantage is that the work you perform on the job and the skills you will be required to demonstrate have been carefully developed in consultation with your employer.

The location, anticipated duration and assessment timing is very much a negotiation between all parties. If you feel ready to be assessed you only need to contact your Assessor who will then arrange for a suitable time to make their observations. Your Assessor will also seek feedback from your Supervisor to help them gain a better picture of your performance at the workplace. You may also be asked to provide your Logbook during the assessment to verify the level of skill and variety of work you have undertaken.

Assessments will vary in time and complexity though your Trainer will be sure to brief you on the assessment requirements well in advance. It is also worth noting that the The employer must first consent for the Trainee to be released from the workplace at Workshops that have been scheduled throughout the year are a perfect opportunity to ask questions about the assessment and gain a better understanding on what you will have to do.

## 13.2 Traineeship Support

The Apprenticeship Network also manages the claim documents for Trainees and Employers who are eligible for incentives. These documents require a declaration to be signed that all conditions of the Training contract have been met and that the Employee is still employed – this document is signed by both the Employer and the RTO.

Arbortrim Training & Consultancy will support the Employer and the Trainee for the duration of the Traineeships, however there are several other third party organisations who can provide assistance, advice and support.

Key organisations responsible for supporting and providing information and assistance for Traineeships include:

Australian Government	<a href="http://www.australianapprenticeships.gov.au/">http://www.australianapprenticeships.gov.au/</a>
Australian Apprenticeship Support Australia	1300 363 831
MAS National	1300 627 628
MEGT	13 63 48
Sarina Russo Apprenticeship Services	1300 178 776
Victorian Registration and Qualification Authority	<a href="http://www.vrqa.vic.gov.au/">http://www.vrqa.vic.gov.au/</a>