

Asset Training

STUDENT HANDBOOK 2021



SYDNEY - MELBOURNE - BRISBANE - PERTH - DARWIN

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ONSITE TRAINING AVAILABLE AUSTRALIA WIDE

**conditions apply*

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Introduction

Thank you for choosing Asset Training to assist you in achieving your learning goals. This information booklet is designed to provide you with information about the services provided by the Asset Training, our policies and procedures and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by Asset Training. This information is contained in the Course Brochure, which is supplied separately. As a Registered Training Organisation, we offer quality, competency based, nationally recognised accredited courses. As an RTO, Asset Training is required to comply with the Australian Qualification Training Framework (AQTF) standard and the requirements of the Australian Skills Quality Authority (ASQA).

Our nationally accredited courses are:

Confined Space

RIIWHS201D	Work safely and follow WHS Policies and Procedures
RIIWHS202D	Enter and Work in Confined Spaces
RIIWHS204D	Working Safely at Heights
RIIWHS401D	Supervise Work in Confined Spaces
RIIRIS201D	Conduct Local Risk Control
MSMPER200	Work in Accordance with an Issued Permit
MSMPER205	Enter Confined Space
MSMWHS200	Work Safely
MSMWHS216	Operate Breathing Apparatus
MSMWHS217	Gas Test Atmospheres
MSMPER202	Observe Permit Work
MSMPER300	Issue Work Permits

White-Card

CPCCWHS1001	Prepare to Work Safely in the Construction Industry
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First Aid

HLTAID001	Provide Cardio Pulmonary Resuscitation
HLTAID002	Provide Basis Emergency Life Support
HLTAID003	Provide First Aid

Work Safely at Heights

RIIWHS201D	Work safely and follow WHS Policies and Procedures
MSMWHS200	Work Safely

High Pressure Water Jetting

MSMSS00003 USE HIGH PRESSURE WATER JETTING EQUIPMENT

MSMWJ201	Use High Pressure Water Jetting Equipment
MSMWHS110	Follow Emergency Response Procedures
MSMWHS200	Work Safely
MSMPER200	Work in Accordance with an Issued Permit

MSMSS00004 OPERATE A HIGH PRESSURE WATER JETTING SYSTEM

MSMWJ301	Operate a High Pressure Water Jetting System
MEM09002B	Interpret Technical Drawing
MSMWHS110	Follow Emergency Response Procedures
MSMWHS200	Work Safely
MSMPER200	Work in Accordance with an Issued Permit

Online HPWJ

ONLINE HPWJ OPERATOR REFRESHER

MSMSS00004 Operate a high pressure water jetting system

CLASS-A-HPWJ

CLASS A – HIGH PROESSURE WATER JETTING TRAINING

AS4233.1 2013 | NCOP Guide for managing risks from high pressure water jetting

Drain Cleaning

MSMSS00005

OPERATE A DRAIN CLEANING SYSTEM

MSMWJ302

Operate a Drain Cleaning System

MSMWHS110

Follow Emergency Response Procedures

MSMWHS200

Work Safely

MSMPER200

Work in Accordance with an Issued Permit

Vacuum Loading

MSMSS00006

OPERATE A VACUUM LOADING SYSTEM

MSMWJ303

Operate a Vacuum Loading System

MEM09002B

Interpret Technical Drawing

MSMWHS110

Follow Emergency Response Procedures

MSMWHS200

Work Safely

MSMPER200

Work in Accordance with an Issued Permit

CCTV Conduit Inspection & Reporting

NWPNET037

Inspect Sewer or Stormwater Line

NWPNET059

Supervise and Report on Conduit Inspections

Our mission

Asset Training's mission is to deliver quality training and assessment that meets the needs of learners and industry.

Our objectives

In recognition of this mission, our objectives are:

- **People** - We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality** - We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics** - We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed** - We aspire to deliver consistent, high quality services and apply quality systems, which support training and assessment excellence.
- **Learner Focused** - We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement** - We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Contact Details for all Training Enquiries are as follows:

Administration & Compliance Manager	Frances Hyde
Senior Trainer & Assessor	Brett Daly
Senior Trainer & Assessor – Itinerant	Robert Comerford
Training Centre Manager	Ian Nathan
Phone:	1300 410 410
Fax:	02 4940 0017
Email:	info@assettraining.com.au
Website:	www.assettraining.com.au
Office Hours:	Monday to Friday - 7:30am to 4:00pm

Parking

Whilst you are attending our site by vehicle, you will need to park in the side streets that are adjacent to our premises. Please note that this parking is monitored by Parking Inspectors.

Public Transport

Bus and Train Stations is a short walk from the Asset Training. Services through this bus route occur approximately every 15 minutes.

Lunch Options

If you are looking to buy lunch whilst you are at our premises we have a large number of eateries around, we are located very centrally and are surrounded by take away shops, cafes and restaurants, plenty to choose from

Our Trainers

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our students the best practical industry experience possible.

Our trainers hold as a minimum the current TAE40116 Training and Assessment qualification or its equivalent as well as the unit(s) of competency or skill set(s) that they deliver. Asset Training trainers

are all professionally qualified trainers and have minimum industry and job role experience of 2-3 years.

At Asset Training we deliver a nationally accredited qualifications via training face-to-face at our training centre and in the workplace. When you study with Asset Training, your Trainer Assessor will always be there to assist you throughout your course. You can either attend a classroom-training environment, or receive job visits and even phone or email your Trainer Assessor for advice that means you get the support you need when you need it.

We are looking to deliver online e-Learning for our courses and the Student Handbook and Trainers Manual will reflect these changes as they are integrated

Enrolment Procedure

Students need to complete either our online enrolment form or the attached enrolment form and forward it with any other relevant information.

Any student requiring Language, Numeracy or Literacy support should speak to the Trainer/Assessor who can provide assistance or referral to the appropriate support service.

Full Identification and Entry requirements are noted on the attached application form; however you must be an Australian citizen or have permanent resident status to attend an Asset Training course. Confirmation of enrolment will be sent to you by email (or mail if you do not have access to the internet).

The confirmation will contain the following information:

- All necessary course information
- Commencement date and time
- Details of the Statement of Attainment to be issued on successful completion
- An explanation of arrangements for Recognition of Prior Learning
- Orientation Details
- Information on appropriate footwear and clothing
- Any applicable Personal Protective Equipment (PPE)

Orientation

Orientation is an essential part of your training course. During the first part of your course you will be informed of:

- The work, health and safety requirements, this will include evacuation procedures, fire exits, fire equipment and first aid
- An introduction to the members of staff responsible for your course
- The amenities available and locations
- All the policies and procedures relevant to Asset Training

Our expectation of you

Asset Training expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Asset Training.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?

- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Asset Training publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- Treat other people with respect, fairness and courtesy
- Be punctual
- Observe the Work Health and Safety requirements in all areas
- Avoid any behaviour which may offend, embarrass or threaten others
- Not use mobile phones in any training facility

Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

You will not receive a statement of attainment until your USI is acquired and validated.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time.

Your safety

Asset Training is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment

- Electrical equipment that is not working should be reported to Asset Training staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- Asset Training will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- All accidents or any First aid administered is to be recorded by staff involved in the injury register.

Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Asset Training unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

Your equity

Asset Training is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Asset Training staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Asset Training staff members and we apply complaint-handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Asset Training that they feel they can trust. This will initiate a complaints handling procedure that will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Asset Training, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy

Asset Training takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here is what you need to know:

- Asset Training will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets that are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server, which is secure.
- Asset Training is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Asset Training will seek the written permission of the student for such disclosure. Asset Training will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be assessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that Asset Training is retaining that relates to you. Further instructions are provided on how to access records within the section titled 'Access to your records'.
- If you have concerns about how Asset Training is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

Fees payable

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or upon receipt of an invoice from Asset Training. Asset Training may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of Asset Training's schedule of fees and charges.

Student cancellation

Students who cancel their enrolment part way through a training program must notify Asset Training in writing via email or letter at the soonest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Replacement of text & training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to Asset Training schedule of fees and charges.

Refunds

Students who cancel their enrolment prior to 7 days before the commencement of a training program will be entitled to a full refund of fees paid. Any cancellations of courses made less than 7 days prior to course commencement the student will be entitled to a 75% refund of fees paid. The amount retained (25%) by Asset Training is required to cover the costs of staff and resources that will have already been committed based on the students initial intention to undertake the training.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Where a student has purchased a text or training workbooks and subsequently cancels, Asset Training will not refund monies for the text.

Payment method

Asset Training accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to Aqua-Assets)
- Cash payment

Substitutions

Requests for substitutions are to be made in writing and can be made at any time up to 2 working days before the program commencement date.

Transfers

Requests for transfers to alternate programs can be arranged if Asset Training is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where Asset Training has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

Our Guarantee to Clients

If for any reason Asset Training is unable to fulfil its service agreement with a student, Asset Training must issue a full refund for any services not provided. The basis for determining 'services not provided' is to be based on the units of competency by the student and which can be issued in a statement of attainment at the time the service is terminated.

Access to your records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Asset Training, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access hard copy records and reports from our student management system, but only relating to you personally. You can request this access using the Student Records Request Form. Access to requested records during a work day will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Asset Training reserves the right to charge a one-off

photocopy fee of \$10.00. There is no cost to simply view records at our office.

Change of Personal Information

You must notify the Coordinator of any changes in your personal information as soon as possible. This includes:

- Change of Name (*you must have the official documentation*)
- Change of Address
- Change of Contact Details

Continuous improvement

Asset Training is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after a staff member or student has identified an opportunity for improvement. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to Asset Training so we can improve our services in the future.

Learner satisfaction survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool that is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Asset Training for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Assessment

At Asset Training assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Log Book, Supervisor Feedback and Workplace Observation.

Assessments will be conducted in accordance with the principles of assessment and the rules of evidence, varied to meet the Training Package Guidelines and any regulatory requirements.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.
- **Research Tasks:** The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.
- **Case Study Response:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.

- **Workplace Logbook:** The student is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks that are predesigned for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the students' performance. This is undertaken as an interview with duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face-to-face. Feedback from a supervisor is recorded into the assessment record.
- **Workplace Observation:** The student will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the student performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities in events and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

We provide training and assessment that is flexible and designed to meet the needs of students and the requirements of the relevant accredited course. At the orientation you will be given information that clearly outlines the learning outcomes and details of all assessment tasks that you will need to complete.

It is the student's responsibility to read all assessment information and speak to the Trainer/Assessor if they have any concerns regarding the nature of any assessment.

On completion of your training you will be deemed competent or not yet competent. If competent you will be issued with a statement of attainment. If you are found not yet competent you will have to provide further evidence or information or undertake a re-assessment.

Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Asset Training to provide three opportunities for additional training and re-assessment at no additional cost to the student or employer. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Students requiring additional learning support are to be brought to the attention of Asset Training management so the progress of the student can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined through mutual agreement.

Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Asset Training will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the details of the language, literacy and numeracy

assistance available. Asset Training generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support the student's development.

- Refer students to external language, literacy and numeracy support services that are beyond the support available within Asset Training and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary

Making complaints & appeals

Asset Training is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

What is a complaint?

A complaint is negative feedback about services or staff that has not been resolved locally. A complaint may be received by Asset Training in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Asset Training within 28 days of the student being informed of the assessment decision or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeal handling

Asset Training applies the following principles to its complaints and appeals handling:

- A written record of all complaints is to be kept by Asset Training including all details of lodgement, response and resolution. Asset Training will maintain a complaints register to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.
- A complainant is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint is to commence within seven (7) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within fourteen (14) days of the lodgement of the complaint.
- Complaints must be resolved to a final outcome within sixty (60) days of the complaint being initially received. Where Asset Training Chief Executive Officer considers that more than 60

calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Asset Training will attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty-(30)-days is considered acceptable and in the best interest of Asset Training and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of four (4) weekly intervals.

- Asset Training shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.
- Complaints are to be handled in the strictest of confidence. No Asset Training representative will disclose information to any person without the permission of Asset Training Chief Executive Officer. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

Review by an independent person

Asset Training provides the opportunity for persons making a complaint or an appeal who are not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. To facilitate this, Asset Training will engage a suitably qualified and experienced VET consultant to provide this review impartially on behalf of the student.

Review by external agency

- Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by Asset Training, they are to have the opportunity for a body that is independent of Asset Training to review his or her complaint or appeal following the internal completion of complaint or appeals process.
- Students who are not satisfied with the process applied by Asset Training may refer their grievance to the following external agencies:
- **Unresolved complaints** may be referred to the Australian Skills Quality Authority - ASQA Online Complaint Form [click here](#). Students are to be advised that ASQA will require the student to have exhausted all avenues through Asset Training internal complaints handling procedure before taking this option.
- **Unresolved Appeals** in relation to consumer related issues may be referred to the Office of Fair Trading.
- **National Training Complaints** Hotline also provides an opportunity for students to lodge their grievance with an external agency who will follow up and investigate their complaint. This service can be accessed via the following phone number: 13 38 73.

Recognition of your existing skills & knowledge

In accordance with the requirements of the Standards for NVR Registered Training Organisations, Asset Training provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification, which are not included in Asset Training scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Asset Training reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

What is national recognition?

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to Asset Training. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as true copies of the original.

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for national recognition for units of competence or qualification, which are not included in Asset Training's scope of registration.
- Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition and Asset Training does not receive any funding when national recognition is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

Legislative and Regulatory Responsibilities

Asset Training is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Asset Training has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Asset Training.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at www.australia.gov.au/state-legislation (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles, which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposed to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and

- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as is possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
 - removing barriers to older people participating in society, particularly in the workforce; and
 - changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Alcohol and Illegal Drugs

The possession, use, distribution or sale of alcohol and illegal drugs in the training environment is prohibited as it seriously jeopardises the safety of all. Students violating this risk expulsion from the training course and being reported to the relevant authorities.

Disciplinary Procedures

Misconduct by a student will result in disciplinary action being taken which includes but not limited to expulsion from the course and reporting to the relevant authorities.

Misconduct Includes the Following:

- Disruption of others
- Preventing staff from performing their duties

- Endangering the health and safety of others
- Verbal abuse
- Physical abuse
- Alcohol and drugs
- Carrying weapons
- Vandalism
- Theft
- Failure to comply with lawful directions
- Cheating, plagiarism, theft of intellectual property

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labor. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule that applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs.

A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- Compliance with the VET Quality Framework
- Satisfying Fit and Proper Person Requirements
- Satisfying the Financial Viability Risk Assessment Requirements
- Notifying National VET Regulator of important changes

- Cooperating with National VET Regulator
- Compliance with directions given by the National VET Regulator

Changes to terms and conditions

Asset Training reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment, the student will be informed 7 days prior to changes taking effect.

Policies and procedures

1. ATP0001 - Work Health Safety (WHS) Policy
2. ATP0002 - Quality
3. ATP0003 - Code of Conduct
4. ATP0004 - Complaints and Appeals
5. ATP0005 - Continuous Improvement
6. ATP0006 - Discrimination & Harassment
7. ATP0007 - Language, Literacy & Numeracy
8. ATP0008 - Mutual Recognition – RPL
9. ATP0009 - Payment, Refund & Reissue
10. ATP0010 - Privacy
11. ATP0011 - Records Management
12. ATP0012 - Minor Welfare & Protection
13. ATP0013 - Staff Recruitment & Development
14. ATP0014 - Access and Equity
15. ATP0015 - Issuing Statements of Attainment
16. ATP0016 - Validation
17. ATP0017 - Drug & Alcohol
18. ATP0018 - Credit Transfer
19. ATP0019 - COVID-19 Safety Plan
20. ATP0020 - Industry Consultation
21. ATP0021 - Trainer Employment Policy

All policies are available on our website <http://assettraining.com.au/policies>

Online Training

Introducing Asset Training's Online Training Courses

In November 2019 Asset Training released its first online training course, the "High pressure water jetting operator refresher". This course refreshes the MSMSS00004 Operate a high pressure water jetting system skill set. At present this is the only online course available with Asset Training.

How to access our online training courses

If you wish to undertake an online training course with Asset Training you will need visit our website... <https://assettraining.com.au> and using our online enrolment form enrol in one of our online courses.

The online refresher enrolment process

If you are undertaking one of our online refresher courses, you will need to submit (with your online enrolment form) copies of your statement of attainment (SOA) and photo ID, which will be used to identify you in your practical video assessment submissions. Upon receipt of your enrolment form, statement of attainment and photo ID... you will be sent a link to the online course with your username and password.

Enrolment submissions...

1. Online Enrolment Form
2. Statement of Attainment (this must be dated within the 2 year refresher limit please allow 2 weeks for processing of your results so your current SOA does not expire before hand)
3. Photo ID (Drivers License, Passport, High Risk Work Licence) please note your photo ID must be clear as you must be clearly identifiable in your practical video assessment or you risk your submissions being insufficient based on your ID being unable to be confirmed.

Logging into your online course

Once you receive your log in details use the link to access the online training course. Please note: Asset Training uses "Moodle" which recommends the "Chrome and Firefox" browsers when accessing and conducting your online training. There is also a "Moodle" app available for mobile phone and tablet devices should you wish to use these devices to do your online study.

When you access Moodle for the first time you will be asked to confirm your acceptance for their privacy policies but once you have checked of on these access will be given to the course for you to begin.

Starting your online course

The main content of your course is in the middle section of the page and should begin with the title of the course you are undertaking and a brief introduction. Directly following there should be an "About this Course" which should offer some basic navigation on how you are to proceed.

After the title and introduction just follow down the page (from top to bottom) completing each section as you go. You will have some forms to complete and upload as well as a series of short quizzes relating to specific areas of the training and you will be required to upload a series of videos of your practical tasks to prove your competency.

Document Version Control

This is a quality-controlled document - all versions, modification dates, recipients and changes are to be recorded for historical and review purposes.

Document Title:	Student Handbook		
Document ID:	AT0003-R11		
Purpose:	Information hand book for Asset Training students		
Created by:	Ian Nathan	Date Created	12/06/2014
Reviewed by:	Ian Nathan	Date Reviewed	04/11/2019
Approved by:	Wayne Tonner	Date Approved	04/11/2019
Next Review Date:	04/11/2020		

Version	Authored by	Modified	Distributed to	Released	Changes (please be concise)
V4	Ian Nathan	12/06/2014	All	12/06/2014	Complete update
V5	Frances Hyde	02/11/2015	All	02/11/2015	Revision
V6	Ian Nathan	18/07/2016	All	18/07/2016	Minor updates
V7	Ian Nathan	18/11/2016	All, Website	21/11/2016	Front cover update, new codes for units of competence, inclusion of CCTV Conduit Inspection courses and codes, update of links
V8	Ian Nathan	21/11/2016	All	21/11/2016	Minor corrections
V9	Ian Nathan	07/03/2017	All	07/03/2017	2017 Release (Date Change) Minor content change to include Class A HPWJ training. 2018
V10	Ian Nathan	24/05/2018	All	01/09/2018	Update of training units of competency offering drain cleaning and vacuum loading skill sets. Minor document updates. 2019
V11	Ian Nathan	04/11/2019	All		Inclusion of online training course section and basic updates to maintain currency. 2020
V12	Ian Nathan	24/06/2021	All	24/06/2021	Added 3 new policies changed the year to 2021 on the title page. General document updates
V13	Ian Nathan	20/07/2021	All	20/07/2021	Changed trainer requirements to include industry experience and outline required qualifications