



Employer Guide to Managing a Student



Have you considered up-skilling staff?

If you are, then we will help you gain access to the necessary resources.

We can:

- Deliver a range of qualifications in the Hospitality, Automotive, Media and Business industries from Certificate to Diploma level.
- Deliver short courses that are customised to your business for any skills gaps; for example telephone skills, time management skills, customer service skills, conflict resolution skills, sales skills, stepping up to Management skills and many more.
- Recognise skills and knowledge that you or your staff have already acquired and attribute these towards a qualification through RPL (Recognition of Prior Learning).
- Identify government funding opportunities to help subsidise the cost of training to your business.

Welcome to **work skills**

We hope that you will enjoy your business experience with us and that together we work towards teaching and supporting your staff in applying their newly acquired skills and knowledge to their job role.

Work based training is just what it says – training at work. As you learn you will be building up a portfolio of skills that you can apply in your work place. As you acquire new skills you become more competent as your time in your chosen industry progresses.

A professional, qualified Work Skills Client Manager (Trainer) will work with you and your Staff to develop a Personal Learning Plan and you will get to know your Client Manager as they visit the workplace throughout the qualification.



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General Information

- **Work Skills** will exercise a duty of care towards the student while undertaking any training. It is expected that all Apprentices/Trainees will exercise due diligence in respect of workplace health and safety issues while engaged in training.
- Mobile phones may be used in events relating to WOLAS
- Please do not leave handbags, purses, wallets or valuable items unattended. **Work Skills** is not responsible for loss or damage to personal property left on the premise whilst in training.
- Work Skills delivers training with flexibility. We can deliver classroom style training, or one on one (flexible) training in your workplace or you can even come to us and in most cases utilising blended on line learning.
- If you are unable to attend or arrive on time for a training session, you **must phone us on 1300 360 567 as soon as possible and advise Work Skills please**. Attendance records are kept as part of your assessment process.
- All Apprentices/Trainees are obliged to comply with all workplace, health and safety instructions. These include, but are not limited to:
 - Closed footwear must be worn at all times.
 - Work Skills has a “no smoking” policy in all training sessions.
 - Signs re Evacuation Procedures are posted throughout the training areas.

Our Company Profile

Work Skills was formed in March 1993

Work Skills is a **NVR Training Organisation (RTO)** delivering training and assessment to the following industries and business. These are:

- **Business**
- **Hospitality**
- **Automotive**
- **Media**
- **Training and Assessment**
- **Accredited Courses and Qualifications**
- **RPL – Recognition of Prior Learning**
- **Professional Development Courses**



Work Skills Products and Services

Work Skills is involved in a number of areas of training:

1. **Industry Training** – Work Skills has been delivering Management and Staff Professional Development courses for more than 18 years. These are short courses designed to develop skills in areas that have been identified as needing improvement, such as:
Stepping up to Management, Time Management, Conflict Resolution, Quality Customer Service, Negotiation Skills, Presentation Skills, Leadership and many more. Full lists of courses are available at www.workskills.com.au
2. **Computing and Office Skills Training**, handling and directing, phone calls appropriately and **Microsoft Office Skills** Word, Excel, Power Point etc
3. Retail Skills Training, such as **dealing with and servicing customers.**
4. **Qualifications across a mix of Certificate II, III, IV and Diploma level studies** in Automotive, Business, Training and Assessment, Media and Hospitality.
5. **Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)**
6. **Design and Production of Learning Resources** through our own on line content development company **Film Skills.**
7. Distance Training by self-paced learning and electronic support services

Work Skills has quality procedures and standards in place to ensure beneficial training services and outcomes for you. The standards we have to meet are found Australian Skills Quality Authority (ASQA).

We are also required to meet all requirements of the Queensland Registering Body, the Department of Education Training and Employment (DET), which is responsible for the implementation of the Vocational Education, Training and Employment Act 2000 in Queensland.

WOLAS (Work Skills Online Learning and Assessment System)

Although the Work Skills business model is about our Client Managers delivering training and assessment in the workplace, there is now a new level of support. Work Skills have developed their own online learning platform. What this means is that now to support this workplace training, students are now able to log into their learning anytime, anywhere and watch videos, read Infographics and complete activities in their assessment. They can complete their work from any web enabled device such as a desktop computer, notebook, tablet or even a mobile phone). Your Client Manager and Supervisor are able to log in at anytime and see how you the student is progressing and see if there are any areas they can help you. The Client Manager is able to mark the completed sections of an assessment in between workplace visits and provide feedback instantly.

WOLAS helps develop the students “underpinning knowledge” while the workplace training develops the students practical skills.

To learn more go to www.workskills.com.au



A Trainee, an Apprentice and a student enrolled in the Certificate III Guarantee Program

What is the difference between a Trainee, an Apprentice and a Certificate III Guarantee student?

A Trainee by explanation can be anyone who is completing a qualification from certificate II to a Certificate IV. Traineeships are defined by usually having a nominal time to complete between 12 to 24 months and be of any age group. The traineeship is generally funded or partially funded through the Queensland Government User Choice program.

Apprenticeships are usually level III qualifications and their nominal times to complete are generally between 36 to 48 months. An apprentice is employed in a workplace and completes their trade qualification on the job. The apprenticeship is fully funded or partially funded through the Queensland Government User Choice program.

The Certificate 3 Guarantee provides a government subsidy to support eligible individuals to complete their first post-school certificate III qualification. The student does not have to be employed to be eligible for this program. The Certificate 3 Guarantee is targeted at certificate III qualifications because they are considered the entry-level qualification most often needed to gain employment in many industry sectors.

The Work Skills Training and Assessment Process

Duration: How long will it take to complete the qualification?

A flexible approach is offered by Work Skills to deliver the training and assessment. The nominal duration to complete an apprenticeship type qualification is between **36** and **48** months fulltime but depends on the students level of competence related to the units being undertaken.

If this qualification is completed as part time or as a School based student (SAT) then the nominal period of up to **96** months may apply and in the case of SAT's the maximum "time completion framework per year" applies.

As this training is competency based, students are able to complete the volume of learning at a pace that sees completion before the expiry of these time frames however the completion dates can vary from student to student but will not exceed the nominal duration.

Customisation: How Work Skills align the learning to match the environment.

To ensure the qualification outcome is relevant and effective, Work Skills liaises with all stakeholders including you the employer and/or supervisor to not only choose the units of competency desired but also to identify where your work place business applications can be utilised and dovetailed into the training program. The customisation process begins prior to commencement of training and then throughout the qualification as the Trainer uses the workplace environment and resources to assist where possible in the delivery of the training.

Delivery: How Work Skills deliver this qualification and what are the options.

Work Skills delivers all its qualifications and units of competency through blended learning, comprising of face to face, one on one training with a Work Skills Trainer, This may also include utilising the internet, the phone and Work Skills Online Learning and Assessment System, WOLAS. The learning may comprise all or some of these methods. It will depend on your location, pace and time frame the student wants to learn in and employer requirements. This is all negotiated at the first check point meeting your Client Manager (trainer) will have with you and your student.

Evidence-gathering Techniques:

Work Skills uses a number of different methodologies to gather and document evidence from clients to assess competency for each unit of a qualification. Evidence-gathering techniques will vary depending upon various factors (for example: the employment status of the client) and will include a mixture of the following methodologies:

- A) Demonstration
- B) Questioning (Oral Questions which include Underpinning Knowledge)
- C) Interview
- D) Scenario – Problem Solving
- E) Role Play
- F) Case Study – Fault Finding
- G) Written Assessment (Product)
- H) Third Party Evidence (Performance Observation)

NB: In the design and development stage of an assessment, Work Skills will select a range of evidence gathering techniques to use for each unit of competency. This selection decision is based on:

- Which techniques will best demonstrate competence of the unit?
- Which techniques will be able to be implemented in a range of different workplace environments (taking into account workplace resources)?
- Which range of evidence gathering techniques work together to give a balanced perspective of the student's competence for this unit?

Trainees and Apprentices

- Training of “how to do a task” is best achieved by simply DOING it and the best way of doing it is by doing the REAL thing on the job.
- On the job, a Supervisor trains his/her Apprentices/Trainees continuously.
- Our “on the job” training program puts structure to this process.
- When Work Skills isn't in the work place the Supervisor continues the process of day to day training of the Apprentice/Trainee, as they normally do anyway.
- We provide guidance and support as to program structure.
- We also provide text books and/or Learning Guides and other learning resources, where appropriate.
- We visit regularly throughout the qualification.

During this time the Work Skills Client Manager will:

1. Talk to your Employer/Supervisor in general terms about progress.
2. Discuss with you the work prepared since the last visit, ask questions, clarify issues and provide training.
3. Finalise any due assessments. This will involve seeking the opinion and input of the Employer/Supervisor as to your competence of the unit being assessed.
4. Update the Training Record Book and any other documentation.

Provide Hands on practical training, theory and/or underpinning knowledge for Apprentices/Trainees

Certificate III Guarantee

If the student on this program is employed, the student will be serviced as per the Work Skills trainees and apprentices. If the student is not employed, the training plan will be negotiated with the student to ensure the qualification requirements are addressed. For example some qualification may require the student to complete tasks in a work place environment. This may require planning some work experience opportunities or part time work in order to complete the qualification.

All students who are enrolled with Work Skills will be looked after on an individual basis. Training Plans are negotiated at commencement of training to ensure the students has every chance of success in completing their qualification and acquiring skills that develop strong, knowledgeable and savvy Australian trade and business people.

The ASSESSMENT

Competency Based Assessment is designed to measure and assess that you can demonstrate adequate skills and knowledge required for each unit of competency in the students training plan.

All assessments must meet the criteria of the training package or accredited course developed according to the principles and standards of the Australian Qualifications Framework (AQF).

The student will have a training plan that is designed to meet the training package requirements for the qualification. Every unit of competency in that qualification is to be assessed. If assessed and the student is not yet competent, the Client Manager (Trainer) is to provide guidance on how to achieve competency. This could be:

- To have further training on the unit of competency
- To further practice the skills required
- To complete the assessment tasks again

The Work Skills assessment process has 4 components:

Section 1 Pre- Assessment (Workplace) Tasks. This section is a continuation of the learning and requires then student to either log dates when they practice their skills or to complete information about how they apply their learning to workplace business practices.

Section 2 Skills and Knowledge: This section ensures the student learns and understands the underpinning theory or knowledge required for each unit of competency. This will be a range of questions, supported by a learning guide.

Section 3: Assessor's Confirmation: This section requires the Client Manager (Assessor) to have an interview with you the Supervisor to ask questions about the unit of competency and ensure the students skills are developing.

Section 4: Practical Tasks: This section requires the student to apply their skills and demonstrate competence.

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is the formal acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience and which may be used to grant status or credit in a qualification or part of a qualification. The generic term 'Recognition' covers recognition of prior learning and skills recognition and encompasses the recognition of competencies currently held, regardless of how, when, or where the learning or skill acquisition occurred. Recognition is an integral component of the Vocational Education and Training (VET) system.

What Is The 'Recognition' Process?

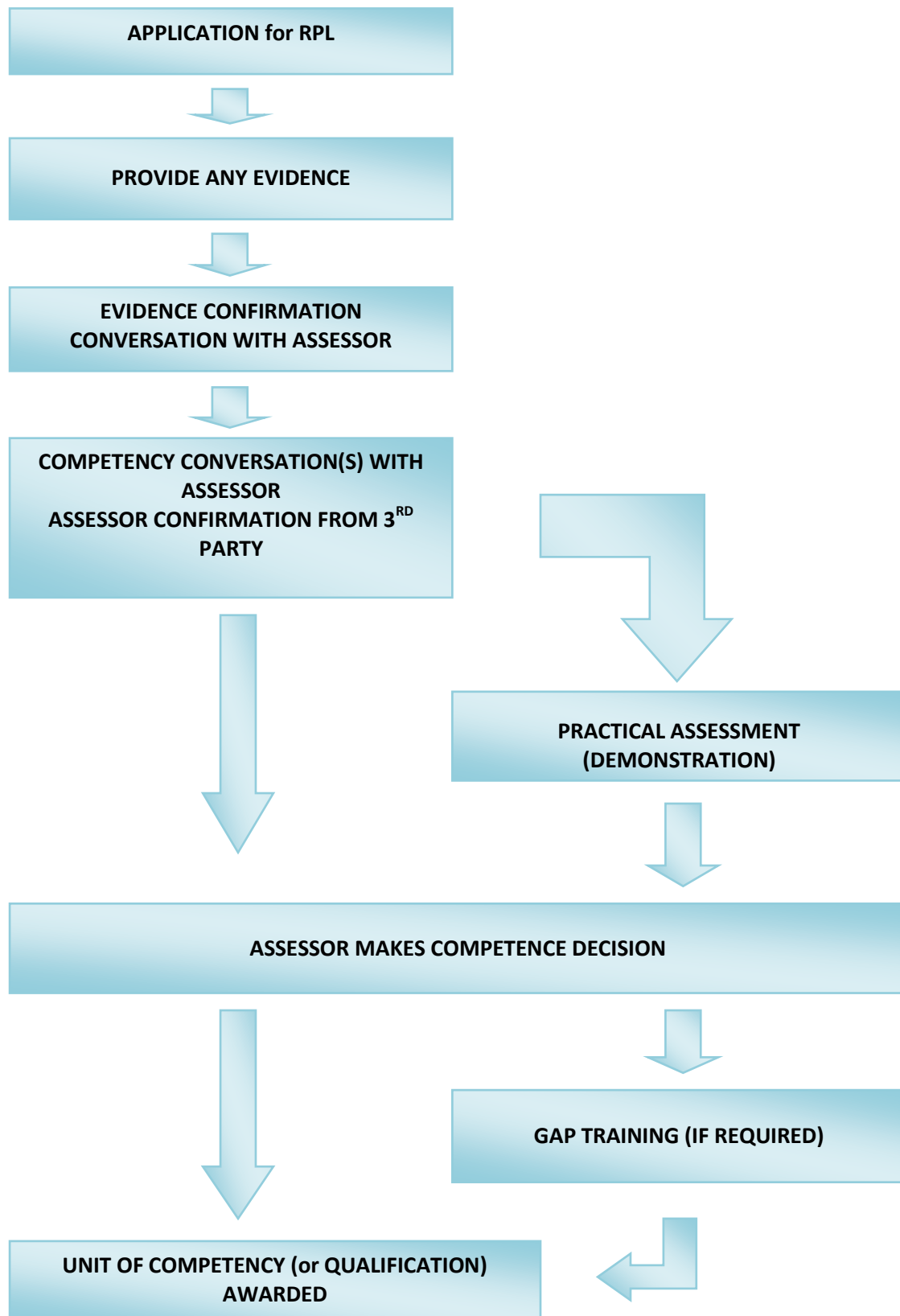
The process of Recognition involves collecting evidence that verifies the recipients' competence, from a range of sources. This evidence can include any combination of formal and/or informal training and education, work history and/or general life experience.

The evidence the candidate provides may come from sources such as:

- Work records, including documents that demonstrate tasks you perform, e.g. position descriptions and work profiles.
- Signed and dated references.
- Records of workplace training.
- Résumé (with verification).
- Third party reports from current and previous supervisors, trainers, managers, parents and colleagues.
- Certified copies of qualifications
- Confirmation of relevant unpaid work or volunteer experience
- Examples of verified work products, e.g. forms you have developed, letters you have written etc.
- Diaries or journal entries demonstrating daily tasks or events
- Visual and verified evidence such as videos, photos, reports of activities in which you have been strongly involved
- Awards or recognition you have received.
- Samples of the work you do or have done
- A report from a supervisor that has been signed and dated
- A qualification that you have already gained
- Observation of your performance in the workplace.

Step by Step Process of Recognition Process

At the sign-up and induction, RPL is discussed and the opportunity to participate in RPL is always available throughout the Apprenticeship/Traineeship. If at the sign-up or at the initial checkpoint meeting or after commencement of the qualification you the employer identify units of competency that you can already demonstrate the level of achievement required, then you can apply for RPL of those units. Simply inform your Work Skills Client Manager. They will assist you in going to the next step in the RPL process.



Commonly Asked Questions

Q: What happens if I apply for RPL and I don't have enough evidence or cannot demonstrate competence?

A: If you do not have enough evidence, we identify with you how we can either:

- a) Find ways to locate evidence
- b) Put an action plan in place for some gap training in the areas you are short of evidence or competence.

Evidence can be collected through:

- Having your Supervisor complete a report stating that you have sufficient experience and application in the areas we require more evidence
- A Work Skills Client Manager comes to your workplace and observes you undertaking certain work functions.
- Work Skills develops some gap questions that require written answers to demonstrate competence.
- Work Skills organises to deliver some training in the gap areas of your RPL.

At the very worst case scenario, in the event you cannot demonstrate competence to the standards required, your Work Skills Client Manager can simply revert back to training and assessing as per normal arrangements.

Q: How long does an RPL take?

A: You will need to complete an application form which is to be signed by yourself and the Employer. The signing of this application form informs us that all parties involved with this are in total support of the RPL proceeding. The time frame depends on you, speak with your Work Skills Client Manager. He will address timeframes and expected completion and will alter your training plan to reflect any RPL you may be completing.

Q: How much does it cost?

A: The cost of completing RPL whilst registered as an Apprentice/Trainee is no different than if you were training and assessing as your normal program. You will still have to pay the tuition fee applicable as normal for that unit of competence; **A Student will incur no additional costs to complete an RPL.**

Q: How do I seek more information?

A: Simply talk with your Client Manager or call us, and you can begin the process. RPL is a fast track way to get your skills and experience recognised.

Workplace Health and Safety

As with all Staff working in any industry, Apprentices and Trainees are to at all times comply with all Workplace Health and Safety Requirements of the industry and enterprise and to be well informed of any enterprise specific requirements. **Visits between Student and Trainer are to be held in a clean and quite location, away from work place distractions to ensure quality outcomes are achieved.**

Employability Skills

For all accredited qualifications delivered by Work Skills, there is a summary of the **Employability Skills** that are embedded in the learning. Employability Skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills and transferable skills. Employability Skills are defined as "Skills required not only to gain employment, but also to progress within an enterprise strategic direction". For all qualifications there are a select number of Employability Skills for each qualification and these can be obtained from:

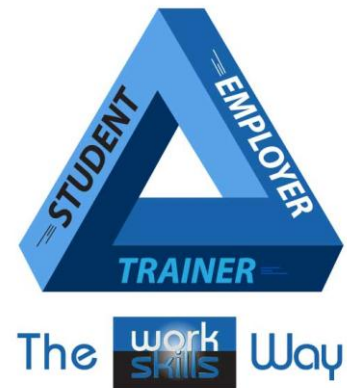
<http://employabilityskills.training.com.au>

Checkpoint Meetings

Work Skills uses a process we call “**CHECKPOINT MEETINGS**” to ensure all parties involved in the development and support of the student through a qualification communicate and work together.

An “**INITIAL CHECKPOINT MEETING**” occurs at the commencement of the qualification with the student, you as supervisor and the Trainer (Client Manager) to sit down together to discuss:

- What resources are required to support the qualification in the workplace
- The training plan will be agreed to
- Roles and responsibilities of all parties
- Customising and setting training appointment times
- Enrolling (if applicable) in WOLAS (Work Skills Online Learning and Assessment System)
- Language, Literacy and Numeracy Check will be completed



These **CHECKPOINT MEETINGS** will occur for the duration of the qualification. **MID CHECKPOINTS** will occur to check on progress and receive feedback from the workplace and the student. An **END CHECKPOINT** will occur when the student is getting close to the end of their qualification. This meeting checks that the training plan is on track and the student's skill development is progressing through to the end of their qualification.

Communication

Our policy is to maintain open communication with the Employer for the duration of the training.

If any Apprentice/Trainee contacts us directly, we will ask him/her to speak to their Employer to confirm the advice.

If you have an enquiry, please contact your allocated Work Skills Client Manager or call our office and ask for the Automotive, Hospitality or Business Industry Manager.

If you have an enquiry in relation to wages, incentives or credit transfers please contact the Work Skills office and ask for the Automotive, Hospitality or Business Industry Manager who will identify your needs and direct your enquiry to the right person in our business **or the answer may be in the contacts list at the end of this handbook.**

For all other enquiries please contact any Industry Manager who will identify your needs and transfer you to the relevant Work Skills team member.

Appointments for Visits to the Workplace

Appointments are booked by the Work Skills' Client Managers. On sign-up of a Student, a Client Manager will be allocated to your Apprentice/Trainee. That Client Manager will liaise with you or your nominated Supervisor to organise appointment schedules, times etc.

Cancellation of Training Appointments at the Workplace

If you the “Employer” has to cancel a Student training visit that has been confirmed, we request that you **notify us please as soon as possible on 1300 360 567**. This will help your Client Manager to re-schedule your appointment. In some cases the re-scheduling of another appointment may take 4-6 weeks. In other cases the Client Manager may be able to offer an earlier appointment.

If in the unlikely event that Work Skills has to cancel a confirmed training visit, the Client Manager will contact you as soon as possible to advise you of the cancellation and re-schedule a new appointment to best suit you.

Work Skills Apprentice/Trainee and Fee for Service Training in Queensland – Your Options

Apprentice/Trainee Training	Fee for Service (FFS) Training												
<p>WHAT IS IT?</p> <p>All training occurs at the workplace, however very clearly documented attendance of training sessions away from the productive area must be facilitated. A range of training methodologies may be used.</p>	<p>WHAT IS IT?</p> <p>All training occurs at the workplace and can occur in a productive environment. A range of training methodologies may be used.</p>												
<p>WITHDRAWAL TIME (3rd and 4th year Apprenticeships)</p> <p>Withdrawal time is the same as traditional.</p> <table> <tr> <td>Workbooks, Learning Guides, Texts</td><td>2.0</td></tr> <tr> <td>Flexible Learning using written content, Interactive CD, internet research, etc</td><td>1.5</td></tr> <tr> <td>Projects/Assignments</td><td>1.0</td></tr> <tr> <td>Assessments (with Work Skills Client Manager)</td><td>0.5</td></tr> <tr> <td>Total withdrawal time for Apprentice.</td><td></td></tr> <tr> <td>Aver hrs/week</td><td>5.0</td></tr> </table>	Workbooks, Learning Guides, Texts	2.0	Flexible Learning using written content, Interactive CD, internet research, etc	1.5	Projects/Assignments	1.0	Assessments (with Work Skills Client Manager)	0.5	Total withdrawal time for Apprentice.		Aver hrs/week	5.0	<p>WITHDRAWAL TIME</p> <p>NIL requirements by DET (Department of Employment and Training). However Work Skills highly recommend a structured approach to be taken to ensure an Apprentice gains skills and training with integrity. To this end, we will work with the Employer and Apprentice to prepare a structured plan for the program and a process of documenting outcomes.</p>
Workbooks, Learning Guides, Texts	2.0												
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Total withdrawal time for Apprentice.													
Aver hrs/week	5.0												
<p>SKILLS DEVELOPMENT PROGRAM</p> <p>The Employer is responsible for development of manual (hands on) skills at the workplace. We will support and assist this program by providing you with a Training Record Book which lists the skills and records when the Apprentice achieves competence.</p>	<p>SKILLS DEVELOPMENT PROGRAM</p> <p>The Employer is responsible for the delivery of the skills development (hands on practical) at the workplace, if applicable. We will support and assist this program by providing you with a Workplace Record Book which lists the skills and records when the Student achieves industry standards in the given skills development tasks.</p>												

<p>INCENTIVES AVAILABLE?</p> <p>A wide range of incentives are available to you as the Employer. Examples are the Commencement and the Completion Incentives which may total as much as \$4,000.00 (ex GST) approximately.</p> <p>There are also some incentives available from the State Government for Apprentices enrolled in skills shortage industries.</p>	<p>INCENTIVES AVAILABLE?</p> <p>A wide range of incentives are available to you as the Employer. Examples are the Commencement and the Completion Incentives which may total as much as \$4,000.00 (ex GST).</p> <p>For further information Employers and Students should contact their Australian Apprenticeship Centre (AAC).</p>
<p>FUNDING FOR TRAINING AVAILABLE FROM DETE?</p> <p>Yes</p>	<p>FUNDING FOR TRAINING AVAILABLE FROM DETE?</p> <p>At any one time there may be funding under State and or Commonwealth Incentive programs such as Skilling Solutions Queensland. Work Skills staff will assist you in identifying funding opportunities.</p>
<p>RESOURCES</p> <p>Work Skills will provide learning online through WOLAS</p>	<p>RESOURCES</p> <p>Work Skills will provide learning online through WOLAS</p>
<p>EMPLOYER OBLIGATIONS</p> <ul style="list-style-type: none"> • Provide the opportunity for skills consolidation across the curriculum. • Ensure that the Apprentice undertakes as planned and records times and dates of attendance in the • • • Workplace Training Book. • Provide feedback to Work Skills Client Manager for assessment. 	<p>EMPLOYER OBLIGATIONS</p> <p>Because of the nature of this training, the Employer obligations are considerably greater. The Employer will need to play an active role in the training process, (we will provide you with guidance in this aspect), and will be required to apply discipline to the workplace and Student to ensure an adequate outcome. You will be required to complete a training agreement as part of the training plan which sets out a schedule for activities to be completed.</p>

Apprenticeship Study Requirements

APPRENTICES MUST BE GIVEN 5 HOURS PER WEEK FROM PRODUCTIVE WORK

So as to attend to a self-managed study program set by a Work Skills Client Manager. This must be established as a routine and adhered to as part of the commitment to the Apprenticeship.

The Apprentice will meet with a Client Manager in the workplace, as scheduled and advised.

EMPLOYERS MUST PROVIDE OPPORTUNITY TO COMPLETE COMPETENCIES AND PRACTICAL SKILLS RELEVANT TO THE QUALIFICATION. TO FACILITATE THIS, WE PROVIDE OUR SKILLS DEVELOPMENT PROGRAM AND AS LISTED IN THE TRAINING RECORD BOOK

Wage Progression

We provide you with an indication of the relevant wage progression points for your Apprentice on the Training Plan. A copy of this is included in the Training Record Book for your Apprentice/Trainee.

Wage queries? Contact the Fair Work info on **13 13 94** or at www.fairwork.gov.au

In order for us to provide accurate advice, we require information from the Apprentice at “sign up”. We need to know:

- Has any time been served previously as an Apprentice BEFORE he/she started to work for you? If unsure of the details, the Apprentice can make a telephone request to DET to obtain a printout.
- Has any Statements of Attainment/Qualifications been received prior to enrolment with Work Skills? If so, these are to be supplied to Work Skills as a CERTIFIED (by a JP) copy and are mandatory for granting Credit Transfers. [Refer to the Student Handbook for detailed information].

Without **BOTH** sets of information, we are **UNABLE** to indicate to you the appropriate commencement Wage Level.

As a general statement, **Wage progression is achieved in a competency based training system by either time served or units of competence completed, “Whichever occurs first”**

For the most up to date wage advice, you should always refer to or contact Fair Work Australia on 13 13 94. Or www.fairwork.gov.au

Privacy Policy

Work Skills will respect the privacy of all persons associated; be it Staff, Students, Apprentices, Trainees, Employers and other personnel.

No information concerning any person will be revealed to any other, unless either required by law, or authorised for release by the person concerned.

Individuals will be granted access to personal files for perusal only. They will be required to show proof of identity.

Permission to have access to personal files will be given only after written application to the Company is made.

Material may not be removed from any file. Copies may be taken only with specific item-by-item permission from the Company Management.

Requests of our Company for information must be in writing and displayed on letterhead of the organisation making the request. For more information call Work Skills on **1300 360 567**.

Quality Policy

Work Skills quality system contains ten key factors:

1. **Reliability** – we get service right the first time.
 2. **Responsiveness** – we are willing and ready to complete the project.
 3. **Competence** – collectively, we possess the required skills and knowledge to perform the project.
 4. **Access**- we are very approachable and easy to contact. We provide efficient services in an accessible way.
 5. **Courtesy** – is guaranteed in all contact with others.
 6. **Communication** – we keep all relevant people informed; we communicate in appropriate language for each different situation; and we listen to feedback and the opinions of others.
 7. **Credibility** – we are trustworthy, believable and honest and we have you the client's best interests at heart. We have an impeccable reputation and possess personal characteristics of high standards.
 8. **Security** – the Company is financially secure.
 9. **Understanding/ knowing customer needs**- we ensure we learn the customer's specific requirements and provide individualised attention.
 10. **Physicals** – we use modern up to date training facilities and equipment to provide the highest quality service.
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Work Skills Training Commitment Guarantee

The Work Skills training and assessment process is supported by a Commitment Guarantee.

When you become an enrolled student/client with Work Skills we guarantee a commitment of quality, compliance to State and National regulatory body standards (where applicable) and a commitment that when you enroll with Work Skills we will deliver all training and assessment requirements through to completion of your qualification, statement of attainment or certificate.

If you are experiencing difficulty in completing your program or having financial challenges, Work Skills provide the opportunity to discuss options available so you can continue and complete your enrolled program.

In the unlikely event that Work Skills is not able to complete your program, our commitment is that we guarantee we will help find a suitable Registered Training Organisation (RTO) replacement for you. We will issue a Statement of Attainment for the units of competency completed to date as this can be used for gaining course credits to complete the program with the new RTO.

If you require assistance or have any questions in regards to our Commitment Guarantee, please contact our office on ph: 1300 360 567 or info@workskills.com.au and speak with your industry manager.

Refund Policy

In regards to charges and fees or payments for training, recognition of prior learning or tuition fees for User Choice Apprenticeship and Traineeships; Work Skills will only invoice for services on completion of training and or assessments. Because all fees are charged at completion of services delivered, there is no refund policy required. If there is a dispute of charges, please contact the Accounts Department of Work Skills on 1300 360 567. If resolution is not reached at this point, please escalate your concerns to the relevant Industry Manager at Work Skills where it can be documented as a formal complaint and will be dealt with through the complaints and appeals process.

Complaints and Appeals

The Work Skills mission is to deal with all complaints and appeals swiftly and efficiently with the hope of positive outcomes for all parties involved. Work Skills will ensure that complaints or appeals over learning or assessment outcomes are dealt with fairly and with high regard to the student's level of understanding and needs. Work Skills will ensure that any advice or guidance provided to students on the relevant steps they may follow to achieve a satisfactory outcome is unbiased, fair and expressed in terms and at a level appropriate to the Apprentices/Trainees needs and understanding.

We achieve this through the following procedure:

- If a complaint of any nature or appeal to a decision is made whether it is by telephone call, email, in writing or in person, a Work Skills Manager will respond to the complaint or appeal by registering of the complaint/appeal on a Complaint and Appeal Form.
- The Complainant/ Appellant will have an opportunity to formally present his or her case whether by email, in writing or in person at our premises in Brisbane.
- The Work Skills Manager will investigate the complaint/appeal. If required, a complaint/appeal panel will be assembled consisting of the relevant Manager, independent Client Manager (Trainer), and Access and Equity representative. All discussions made in that meeting will be recorded on the Complaint and Appeal Form.
- All decisions made regarding this matter and reasons for the decisions will be recorded on this form. The Complainant/ Appellant will be kept informed of all actions by phone or email. Any conversations or emails are also recorded. If the matter needs to be resolved by way of negotiation, then a copy will be sent to the Complainant/ Appellant for them to add to the records and sign.
- For lodging an appeal, the Appellant has 21 days from the date when the original decision is received.
- All completed reports will be filed with the Student records. An electronic copy of the complaint or appeal is filed in the "Complaints and Appeals" folder.

NOTE: If any member called upon to sit on a panel is deemed to have, or has the potential to have bias to the proceeding, this member will be removed and replaced.

Enrolment and Induction

These procedures may involve:

- Negotiation of a Training Plan
- Completion of the enrollment process
- Assessment of available resources
- Provision of information according to the Induction Checklist
- Making arrangements to attend workshops and/or first aid training (if applicable)

Language, Literacy and Numeracy Check (LL&N)

Every qualification has an expected level of language, literacy and numeracy requirements and it is important that before a qualification commences, the student's level is screened to identify any issues that may impact on the student's opportunity to succeed in completing their qualification.

At the first appointment the Trainer (Client Manager) provides the student with an LL&N Check document. This should take between 20- 30 minutes for the student to complete.

This LL&N is then checked by a Work Skills LL&N specialist. If any issues are identified Work Skills will discuss the outcomes with the Student (and the Supervisor if required) to identify options. For example: If the student requires assistance in completing some assessments, longer appointments can be booked with the Client Manager to provide extra support. Another option is that Work Skills are able to organise additional support from external consultants whose role is to support students in completing a nationally accredited qualification.

Credit Transfers

If you have a Statement of Attainment, Statement of Results, Academic History etc, showing modules/ competencies achieved, you may be entitled to "credit transfers". Certified copies of the results must be submitted before the credit transfer can be granted. Work Skills acknowledges and adheres unconditionally to National Recognition.

Recognition applies nationally and means:

1. The recognition by all State and Territory registering/course accrediting bodies of the national endorsements of Training Packages as notified in the Training.gov.au (TGA).
2. The recognition and acceptance by a Registered Training Organisation (RTO) of Australian Qualifications Framework qualifications and Statements of Attainment issued by other RTO's, enabling individuals to receive national recognition of their achievements.
3. The Registered Training Organisation is obligated to recognise AQF qualifications and statement of attainments issued by other Registered Training Organisations.

The process to apply for a credit transfer is as follows:

1. If you believe you are entitled to a credit transfer, speak with your Work Skills Consultant on enrollment. They will ask for evidence by way of your statement of attainment, statement of results, qualifications etc.
2. You will be required to provide Work Skills with a JP certified copy of the evidence for your Student file. A Credit Transfer cannot be provided without this evidence.
3. Your evidence will be checked for validity, currency, authenticity and accuracy and mapped against the current qualification to ensure the credit transfer is applicable.
4. If applicable, your credit transfer will be recognised and you will be signed off as a “Credit Transfer” on your training plan for those units.

Access and Equity

Access and Equity Policies are incorporated into Work Skills operational procedures. Work Skills prohibits the discrimination towards any group or individual, in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality or religious background
- Marital Status
- Physical, intellectual or psychiatric disability
- Homosexuality, male or female – actual or presumed
- Age
- Bullying and harassment in any form will not be tolerated



Student Contribution Fees Policy and Procedure

In accordance with our contract with the Department of Education, Training and Employment (DETE) for the delivery of “User Choice” Apprenticeships and Traineeships, we are required as a National Vocational Registered Training Organisation to charge Apprentices and Trainees participating in Level II or above qualifications “Student Contribution Fees”. Students participating in a school based Apprenticeship/Traineeship do not incur these fees. Contribution Fees are not applicable to “Fee for Service” students.

Contribution Fees will be invoiced at the end of each month, after training /assessment has been delivered. Payment for these invoices can be made via Cheque, Money Order, Credit Card, over the phone or in person at our Loganholme office or direct deposit (EFT) (Work Skills banking details will be included on the invoice).

NB: A Student will not receive a Contribution fee invoice if he or she has not completed any assessments successfully in that month or the tuition fee is less than \$10.00 for the month. For the later, the \$10.00 fee will be added to the next invoice.

Effective from January 1st 2013, these Contribution fees are calculated at \$1.60 per nominal hour for each Unit of Competency delivered. Below is an example of costing and how it is calculated. The Department of Education, Training and Employment (DETE) may amend the fees chargeable on an annual basis, based on CPI. If this occurs, your Client Manager will inform you of this with a written notice prior to changes.

Example on how Contribution fees will be calculated:

An Apprentice completing an Apprenticeship in Automotive, Certificate III Automotive Sales (Parts Interpreting) completes a unit of Competency such as “Promote Products and Services” which has a nominal hour’s completion time of 20 hours. Therefore $20 \text{ Hours} \times \$1.60 = \$32.00$.

The whole Apprenticeship has an approximate total nominal hours of 787 hours $\times \$1.60 = \$1,259.20$. This amount however is divided by the number of years it takes to complete the Qualification. In this case an example may be three years. Therefore, the cost would be approximately \$419.73 per year. Divided into twelve months would be approximately \$34.98 per month.

Is the student exempt from paying 60% Tuition Fees?

It should be noted that an Apprentice/Trainee will be exempt from paying 60% of the Tuition Fee if it can be shown that they fall into one of the following exemption categories:

- The Student was or will be under 17 at the end of February in the year in which the RTO provides training, and the student has not completed year 12.
- The Student holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependent of a person who holds a health care card or pensioner concession card and is named on the card.
- The Student issues the RTO with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependent, is entitled to concessions under a health care card or pensioner concession card.
- A certified copy of a current health care card or current pensioner card is required. **It is the responsibility of the Apprentice/Trainee to ensure a current document is supplied. If the currency of the document provided lapses, the Apprentice will be billed at full rate until a certified copy is received by Work Skills.**
- The Student is an Aboriginal or Torres Strait Islander person.

An Aboriginal and Torres Strait Islander person must meet the following three criteria.

1. Must be of Aboriginal or Torres Strait Islander descent.
2. Must identify as an Aboriginal or Torres Strait Islander person.
3. Must be accepted by an Aboriginal or Torres Strait Islander person in their community in which they live.

An Apprentice may be totally exempt from paying the Tuition Fee if it can be shown that, notwithstanding the Apprentice/Trainee does not fall in any of the exemption categories set out above, payments would cause extreme financial hardship, defined as “having to forego the necessities of life”. (A Statutory Declaration to this effect will be required as proof).

Fee-free training for Year 12 graduates

Year 12 graduates will be able to access fee-free training in high priority areas from January 2014.

To be eligible for fee-free training, Year 12 graduates need to commence training in a high priority qualification with a pre-approved training provider within the calendar year following the completion of Year 12.

The Fee-free training will apply to high priority qualifications available under the Queensland Government's Certificate 3 Guarantee program or User Choice program, which funds workplace-based apprenticeship and traineeship training.

Find out more about [Fee-free training for Year 12 Graduates on the Training website](#)

Payment Plans

Work Skills offers an interest free payment plan option to approved students allowing them to pay off their fees in instalments over the duration of their study. Terms and conditions apply, and payment plans are only offered through Direct Bank Debit contracts.

To apply for a payment plan you will need to call Work Skills on 1300 360 567 and speak with the Accounts Department. You will be sent a payment plan document and terms and conditions document. You will need to provide your approval by signature and your bank account details for direct debit.

Certificate III Guarantee

The Certificate 3 Guarantee provides subsidies to assist eligible Queenslanders who do not have a post school qualification higher than a certificate II to obtain a certificate III level qualification. There is a vast range of certificate III qualifications subsidised under the Certificate 3 Guarantee.

Find out more about [Cert 3 Guarantee on the Training website](#)

Student Counseling and Support

Apprentices and Trainees may receive academic and vocational counseling from appropriately qualified training staff of Work Skills. The Client Manager is required to monitor Apprentice/Trainee progress and intervene to provide support as appropriate and where deemed necessary.

Personal Counseling

Any Apprentice or Trainee who displays signs of distress or discomfort is to be approached by the training or assessing staff with an offer of support. Support may take the form of a referral, advice or other assistance depending on the nature of the problem.

All Work Skills staff are required to treat Apprentices and Trainees with courtesy and empathy at all times.

Apprentice and Trainee Records

Work Skills Administration Team are required to ensure that specific records required by external authorities are kept up to date and accurate. These records will be made available to the student on request. These will be destroyed after the legal retention period however re-issuing of qualifications can still be achieved. (See section on procedure for issuing qualifications).

Procedure for Issuing Certificates

On successful completion of all competencies in a course the Apprentice/Trainee will be issued their Certificate. If the Apprentice/Trainee has been assessed as competent in one or more competencies (not the entire course), a Statement of Attainment may be issued where appropriate.

When an Apprentice/Trainee has completed their nominated course and a Certificate has been issued, then that confidential file is archived for the required retention period.

Re-Issuing Certificates

Where a former Work Skills Apprentice/Trainee requests a certificate to be re issued, their details including complete name and address and the date and name of the course will be obtained and given to the Work Skills Compliance Manager.

On verification that the Student has completed the course, records will be checked to determine whether a certificate has already been issued and received.

Where the certificate has been issued and not received a declaration must be completed by the Student confirming that they have not received the certificate. On receipt of the letter of declaration, issue of a duplicate certificate will be completed.

Where the certificate has been issued and received but since lost or destroyed the former Student must complete a letter of declaration giving details as to the circumstances under which the certificate was lost or destroyed. On receipt and approval of the declaration, verification will be signed off by a Work Skills Manager. Preparation and issue of a duplicate certificate will be completed. If a duplicate certificate is issued an administration fee of \$50.00 per certificate will be payable by the Student.

Issuing of Certificates will be completed within 21 days. Re-issuing of Certificates may take up to 28 days due to time allocated for sourcing information. Contact the Work Skills Operations Manager for more details.

Nationally Recognised Training

The majority of training delivered by Work Skills is a nationally recognised achievement and qualifications therefore are transferable anywhere in Australia.

Travel and Accommodation Allowance

The Department of Education, Training and Employment provides financial assistance to subsidise additional expenditure incurred by the Student (other than school-based Apprentices) who travel more than 100km return to attend off-the-job training in conjunction with their Apprenticeship/Traineeship training arrangements.

For full details and an application form, visit:

<http://www.apprenticeshipsinfo.qld.gov.au/apprentices/advice-support/travel-accommodation/index.html>

Or phone the Apprenticeships Info on **1800 210 210**

Discipline

Work Skills retains the right to take appropriate action against the Student who breaches acceptable practices and behaviour.

Specific penalties (fines) may be levied against the Student (refer to information sheet “Discipline” for further information and advice at;

<http://apprenticeshipinfo.qld.gov.au/information-resources/info-sheets/is12.html>

&

<http://apprenticeshipinfo.qld.gov.au/information-resources/info-sheets/serious-misconduct.html>

Legislative Information

Work Skills adheres to legislative requirements. We have implemented policies and procedures relating to the following requirements and provided websites for you to gain additional information:

- Work Health and Safety – is an issue for all students. As part of the requirements when you’re employed in a workplace, you have an obligation to ensure your activities do not place at risk the health or safety of others and yourself. Client Managers adheres to Work Skills policies and procedures including driver fatigue policy. Health and safety of students and Client Managers is imperative and often WHS is addressed as part of your qualification. To assist you gain a greater understanding of the Work Health and Safety Act and Regulations please visit: <http://www.comlaw.gov.au/Details/C2011A00137>
- Hospitality students need to be aware of HACCP safety requirements, these will be explained further during your course and further information is available at: www.foodstandards.gov.au
- Anti-discrimination – Consideration and respect for others must be observed at all times. For more information, please refer to the Anti-discrimination Act (including racial vilification and disability discrimination). The Anti-discrimination Commission can be contacted on 1300 130 670 or visit the commission’s website at: www.adcq.qld.gov.au For a copy of the relevant legislation please visit: <http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrimA91.pdf>
- Sexual Harassment – Any form of sexual attention that is unwelcomed. It may be unsolicited touching or other physical contact, remarks with sexual connotations, smutty jokes, unsolicited demands or request for sexual favours, leering or the display of offensive material. The Queensland Anti-Discrimination Act 1991 prohibits sexual harassment.
- Workplace Bullying – This is not tolerated. For further information and valuable links, visit: <http://www.bullyonline.org/workbully/oz.htm>
- Privacy Policy. Work Skills only collects personal information in order to perform its core business activities and functions and to meet legal obligations. The personal information must be collected in a lawful and fair way and not in an unreasonably intrusive way. It must be kept accurate, stored securely and destroyed when it is no longer needed. Work Skills Privacy Policy is available upon request.

Copyright

Work Skills holds all appropriate copyright approval and licenses. The use of any Work Skills intellectual property including but not limited to copyright or licensed material is to be acknowledged and recorded, and copyright and/or license fees paid to the relevant holders.

Students, Apprentices, Trainees, Supervisors, Employers or others should not copy ANY materials provided without checking to ascertain whether there is any potential breach of copyright and a reminder it is illegal to reproduce or distribute or disseminate any content supplied by Work Skills for any reason.

If additional information is required please check with your Work Skills Client Manager.

Department of Education, Training and Employment

Apprenticeship & Traineeship Information Sheets and Stakeholder References

<http://apprenticeshipsinfo.qld.gov.au/information-resources/info-sheets/index.html>

Stakeholder Reference Title	
Apprentice and Trainee Responsibility	http://apprenticeshipsinfo.qld.gov.au/information-resources/info-sheets/is3.html
Adequate Training Arrangements in the Workplace	http://apprenticeshipsinfo.qld.gov.au/information-resources/info-sheets/is39.html
Assistance for Cancelled Apprentices and Trainees	http://apprenticeshipsinfo.qld.gov.au/information-resources/info-sheets/is3.html
Employer Responsibilities	http://apprenticeshipsinfo.qld.gov.au/information-resources/info-sheets/is13.html
Information Sheets for Apprentices, Trainees and Employers	http://apprenticeshipsinfo.qld.gov.au/information-resources/info-sheets/index.html
Certificate III Guarantee Information	http://www.training.qld.gov.au/training-organisations/funded-programs/certificate3/index.html
Australian Quality Skills Authority ASQA	http://www.asqa.gov.au/

DETE –LINK – All Training Info <http://www.training.qld.gov.au>

Fair Work Info line – Phone 13 13 94 or <http://www.fairwork.gov.au>

Apprenticeship Information - Phone **1800210210**

Email apprenticeshipsinfo@qld.gov.au

Web www.apprenticeshipsinfo.qld.gov.au