



Student Handbook

This handbook provides information for a Fee for Service Student enrolled in a qualification through Work Skills.



Congratulations and welcome to **work skills**

We hope that you will enjoy your learning experience with us and that you will be able to apply your newly acquired skills and knowledge to help you achieve great results in your chosen career.

A professional Work Skills Trainer will guide you through your qualification and together you will complete a Personal Learning Plan.

If your training or RPL is being completed in your workplace you will get to know your Trainer as they will visit you throughout your qualification. To support this workplace training, you will be enrolled in WOLAS Revolution (Work Skills Online Learning and Assessment System). This means you can complete your learning anytime, anywhere from any web enabled device, even your mobile phone!

And this can be the starting place in your learning pathway. Work Skills can show you how to take the exciting achievement of one qualification and use it as a foundation to take your skills and knowledge to the next level. From Certificate levels through to Diploma, we can solution your needs.

*Of note; you may be completing this qualification under a “fee for service” arrangement and as such the need to be employed or under a form of employer supervision is not required. Please consider this status when reading this handbook.



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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 premises whilst in training.
- Work Skills delivers training with flexibility. We can deliver classroom style training, or one on one 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 **Registered Training Organisation (RTO)** delivering training and assessment to the following industries and business. These are:

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



Work Skills Products and Services

1. **Industry Training** – Work Skills has been delivering Management and Professional Development courses for more than 22 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. **Qualifications across a mix of Certificate II, III, IV and Diploma level studies** in Automotive, Business, Training and Assessment, Media and Hospitality.
3. **Recognition of Prior Learning (RPL)**
4. 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 through the 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 (DETE), which is responsible for the implementation of the Vocational Education, Training and Employment Act 2000 in Queensland.

WOLAS Revolution (Work Skills Online Learning and Assessment System)

Although the Work Skills business model is about our Trainers delivering training and assessment in the workplace, there is now a new additional level of support. Work Skills have partnered with Film Skills to develop a purpose built web based online learning platform specifically for the VET sector. What this means is that now to support your workplace training, you are now able to log into your learning anytime, anywhere and view videos, read Infographics and complete activities in your learning and assessment. You can complete work from any web enabled device such as a desktop computer, notebook, tablet or even a mobile phone). Your Trainer and Supervisor are able to log in at anytime and see how you are progressing and see if there are any areas they can help you with. No longer do you need to wonder about a question? As you know have direct access to your trainer online and you can ask a question anytime. The Client Manager is able to mark the completed sections of an assessment in between workplace visits and provide feedback and answers to questions instantly. WOLAS Revolution helps develop your “underpinning knowledge” while the workplace training develops your practical skills.

To learn more go to <http://wolas.com.au/>



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 a traineeship type qualification is between **12** and **24** months fulltime but depends on your level of competence related to the units you are undertaking and the level of qualification being sought. For actual nominal duration of your particular qualification, contact Work Skills on **1300 360 567** or email info@workskills.com.au

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.

The total amount of training has been set for an individual student who is new to the trade or industry that the qualification will be delivered in. The total time listed is a guide only as there can be many contributing factors that can affect the actual time a student may take to obtain competence in certain units. The time listed is a fair time that the average student may obtain competence. Students may complete earlier depending on the students work ethic and desire to progress at a rate that sees competency achieved. Other reasons the time taken to complete the course can vary is due to previous training that may have resulted in credit transfers which will be listed on the individual student training plane prior to commencement. Additionally the student previous work history may enable a learner to participate in Recognition of Prior Learning (RPL) assessment for one or more units of competence.

This is discussed with the student during the sign up and enrolment process and again it is investigated at greater depth with the qualified Work Skills trainer, student and employer at the very first work place visit where an **Initial Checkpoint** meeting will take place. Each training plan has the total list of units required for the qualification and has been customised for the student and workplace.

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

To ensure your qualification outcome is relevant and effective, Work Skills liaises with all stakeholders to not only choose the units of competency desired but also to identify where your work place business applications (if applicable) 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 and/or in a classroom. This may also include utilising the internet, the phone and on our web based LMS WOLAS Revolution. The learning may comprise all or some of these methods. It will depend on your location, pace and time frame you as a student wants to learn and employer requirements (if applicable). This is all negotiated at the first check point meeting your Trainer will have with you.

Work Skills delivers all its qualifications and units of competency utilising the various methods following, but manage it using what is known as a “Continuous Learning Cycle” This essentially consists of a process that ensures that learning is delivered and monitored constantly and consistently so that all parties are engaged throughout their apprenticeship or traineeship. We do workplace training visits (if applicable), phone follow ups to ensure you’re on track with tasks assigned, more training over the phone or using Skype type of arrangements, more phone follow up if required to do more training.

All this using the resources of blended learning, comprising of face to face, one on one training with a Work Skills Trainer and may also include utilising the internet, the phone and Work Skills Online Learning and Assessment System, WOLAS Revolution. The learning may comprise all or some of these methods. It will depend on your location, the pace and time frame you as a student wants to learn and employer requirements. This is all negotiated at the first check point meeting your trainer.

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?

The TRAINING

All training is customised to the needs of the learner. Training can be delivered:

- One on one or
- Small group training or
- Online with the Trainer
- Self paced
- Or a combination of these

Wherever possible we like to involve your employer so that the assessment tasks can be customised to the business and your job role.

The exciting thing about training on WOLAS Revolution is that your Trainer is just a click away. They can address any questions you may have online and can complete learning remotely.

We understand that everyone learns differently so therefore the way we train needs to match your style.

The ASSESSMENT

AQTF uses a “competency based assessment strategy” and is designed to measure and assess that you can demonstrate adequate skills and knowledge required for each unit of competency in your 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).

You will have a training plan that is designed to meet the training package requirements for your qualification. Every unit of competency in that qualification is to be assessed. If assessed and you’re 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 (work based)Tasks. This section is a continuation of the learning and requires you to either log dates when you practice your skills or to complete information about how you apply your learning to workplace business practices.

Section 2 Skills and Knowledge: This section ensures you learn and understand 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 the Supervisor to ask questions about the unit of competency and ensure your skills are developing.

Section 4: Practical Tasks: This section requires you 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 and is encouraged by Work Skills.

What Is The 'Recognition' Process?

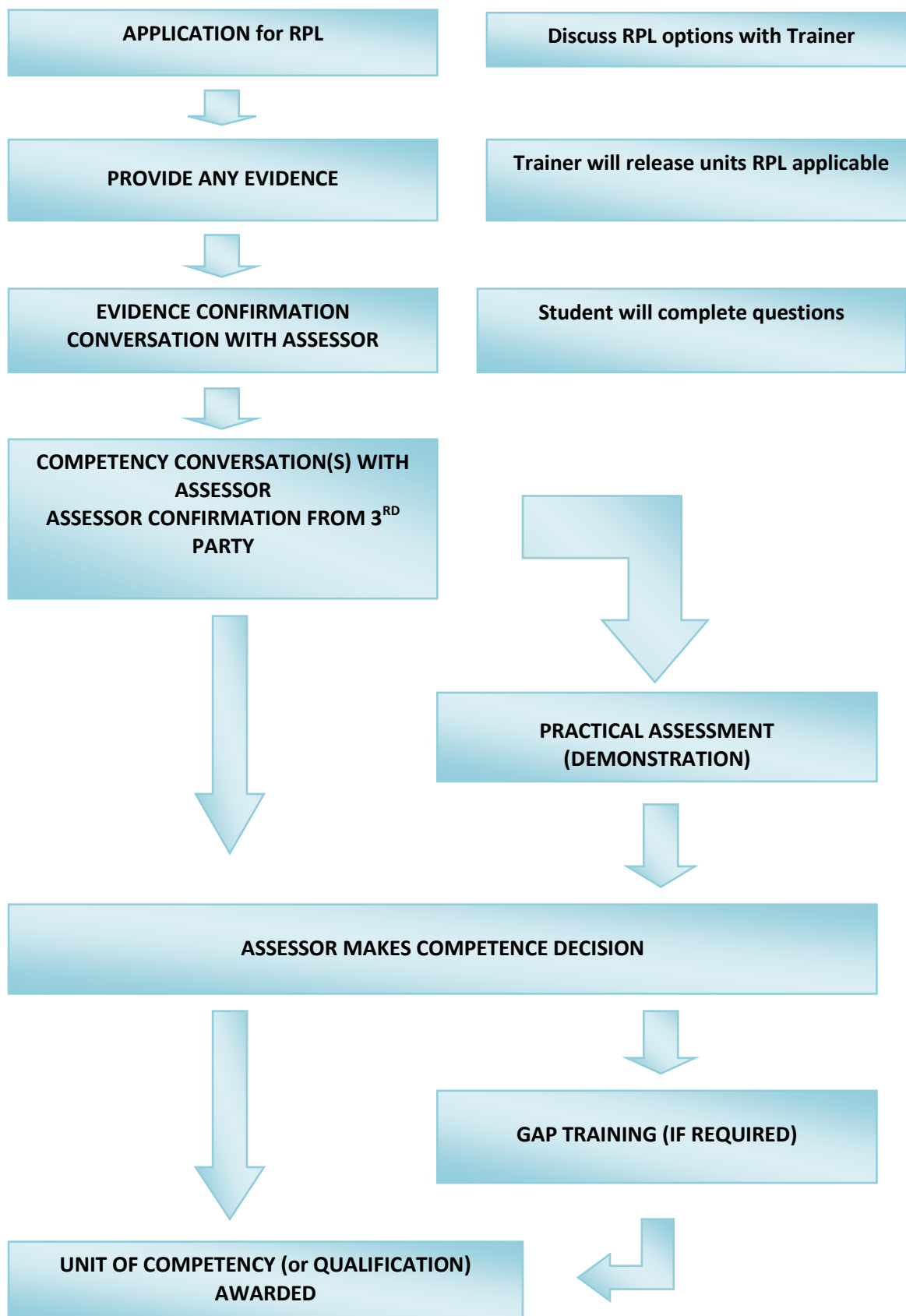
The process of Recognition involves collecting evidence that verifies your competence, from a range of sources. This evidence can include any combination of formal and/or informal training and education, work history and/or general life experience.

The evidence you provide 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 qualification. If at the sign-up or at the initial checkpoint meeting or after commencement of the qualification you and your 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 Trainer. 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:

1. Find ways to locate evidence
2. 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 Trainer 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 Trainer 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 if applicable your 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 and how quickly you can show competence with your Work Skills Trainer. Your Trainer 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 Trainer or call us and you can begin the process. RPL is essentially just another way to get your skills and experience recognised without having to repeat the learning again.

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 quiet 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 you as the student, through your qualification, communicate and work together.

An “**INITIAL CHECKPOINT MEETING**” occurs at the commencement of the qualification with you, your supervisor (if applicable) and trainer to sit down together to discuss:

- What resources and withdrawal times are required to support the qualification in the workplace
- A training plan will be agreed to
- Roles and responsibilities of all parties
- Customising and setting training appointment times
- Finalisation of enrolment in WOLAS Revolution
- 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.

Changes to Agreed Services

If any part of the students services change Work Skills will notify the student and employer (if applicable) as soon as practical to explain the changes, why the changes are required and how the changes will take place. This will either be done via the phone, email or face to face. The method will depend on the type of change that is required. In all instances all parties will be kept informed. Changes that may occur during the course of the program may include but not limited to: The need to do a new training plan, notify of a change of trainer, notify of any changes in fees (User Choice contribution fees are set by DETE and subject to change), etc.

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.

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 an industry manager.

SERVICE FEES AND REFUND POLICY

A refund may be applicable when a student or employer has paid fees in advance or a deposit for any training and/or assessing (including RPL). Work Skills has a simple 4 Step process for enrolling and notifying the customer of fees payable and procedure for any refund applicable.

Fees

Through the Work Skills sales process you are provided information on course outlines, course costs, payment method options, delivery method and all relevant information. All courses have "Information Brochures" available at www.workskills.com.au

Once a decision is made by you to proceed as a Customer, the following steps are initiated:

1. Work Skills develops and sends you an electronic (PleaseSign) "Service Level Agreement" (SLA). The agreement itemises what is agreed to by all parties, such as qualification, learning, fees and payment options etc. It is sent to you electronically to be opened, signed confirming your agreement to the terms and is automatically sent back to us once signed by all parties required to sign.
2. If you take advantage of the option of a payment plan, a separate document (NAB approved) is sent to you to be completed and returned to Work Skills using the same process as above. You select the payment amount, frequency of payments, date of commencement and provide bank details for withdrawal of payments. For Student Contribution Fees the amount recommended is a minimum \$9.00/week. If the fees outstanding/unpaid reach \$300 you will be contacted to organise payment of the sum outstanding and training may be placed on suspension until payment is received.
3. Once any required deposit/invoices are received, Work Skills will contact you and arrange an appointment to start the enrolment sign up and commence the training.
4. Work Skills provides monthly statements to all students and employers ensuring all parties are aware of fees paid and fees outstanding.

Refunds

A refund of the enrolment fee will be payable if Work Skills does not complete the enrolment process for customers. In that case all funds will be refunded less a \$100.00 administration fee.

If a student cancels or completes a qualification and a refund is applicable because of the payment plan, a refund will be provided within 30 days of cancellation or completion. This allows time for the student file to be audited, ensuring accuracy of the refund.

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, assessment or non-academic 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. Our complaints and appeal process follow the principles of natural justice and procedural fairness.

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 or 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 Trainer, and Access and Equity representative. All discussions made in that meeting will be recorded on the Complaint or 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 their records.
- If a complainant is dissatisfied with the outcomes of their formal complaint, they may wish to lodge an appeal with the Director (the most senior position in the organisation) within 21 days from the date when the original decision from the formal complaint. An internal appeal must be done in writing.
- 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 as well as added to the Work Skills Register for continuous improvement of our services.

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.

A complaint can be defined as an individuals or business expression of dissatisfaction with any aspect of Work Skills service and activities, including both academic and non-academic matters.

Students can obtain further information on how Work Skills handles complaint and appeals from our website, www.workskills.com.au under Student Information section, or contact Work Skills on 1300 360 567.

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 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 Trainer 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. (Photo identity needs to be provided)

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 copy of the evidence for your Student file. In addition photo evidence of yourself such as copy of driver's license or passport or similar will be required. 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. In cases where only some of your credit is "creditable" against your training plan the gaps will be identified and a decision will be made to either train you in the gap identified or recognise any previous learning gained and assessed via that process. (see page 9)

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



Payment Plans

Work Skills strongly recommends you take advantage of our payment plan option to allow you to pay off your fees in installments over the duration of your study.

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 the relevant documents electronically via email for completion and signing. You will need to provide your approval by electronic signature through our PleaseSign feature and your bank account details. All this can be completed with you over the phone and is very easy.

Counseling and Support

Students may receive academic and vocational counseling from appropriately qualified training staff of Work Skills. The Client Manager is required to monitor the students progress and intervene to provide support as appropriate and where deemed necessary.

Personal Counseling

Any Student 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 students with courtesy and empathy at all times.

Student and Trainee Records

Work Skills 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

In the event you're a previous Work Skills Apprentice/Trainee and require us to re issue your certificate for any reason, you will be required to complete the following process.

- Supply photo evidence (such as drivers license or passport) showing complete name and address.
- If the certificate has been issued by Work Skills but not received or was lost or destroyed or otherwise a declaration must be completed by the Student confirming that they have not received the certificate or circumstance pertaining to its loss. On receipt of the letter of declaration, issue of a duplicate certificate will be completed.
- If a certificate is re issued (for whatever reason) an administration fee of \$50.00 per certificate will be require to be paid prior to its release.
- Issuing of initial Certificates will be completed within 21 days. Re-issuing of Certificates may take up to 28 days due to time allocated for sourcing information.

Nationally Recognised Training

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

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>

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:

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- 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. All work Skills staff adheres to Work Skills policies and procedures including driver fatigue policy. Health and safety of students and Trainers 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*. For a copy of the relevant legislation visit: <https://www.legislation.qld.gov.au/legisltn/current/a/antidiscrima91.pdf>
- 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. Information is 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.
- Fair Work Australia is the Government Department to obtain all information regarding wages, leave and other apprentice and trainee entitlement visit: <http://www.fairwork.gov.au/find-help-for/apprentices-and-trainees>

Copyright

Work Skills holds all required copyright approval and licenses.

Students, Apprentices, Trainees or any other third party should not copy in any way, 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 or WOLAS Revolution for any reason.

If additional information is required please check with your Work Skills or email info@workskills.com.au

Registered Training Organisations (RTO) Obligation to the Student

Work Skills obligation as an RTO is to provide quality training and assessment services to all of its students in compliance with the *Standards for Registered Training Organisations 2015* and for the issuance of the AQF certification documentation that is required to be issued when a student completes some or all units of competence within the nationally accredited qualification they have been enrolled in.

Student Consumer Rights and Responsibilities

Work Skills aims to provide an environment to support quality vocational education and training to benefit individuals, industry, business and the wider community.

As a Work Skills Student you have the right to:

- expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) Standards and QLD User Choice Contract requirements
- be informed about personal information that is collected about you and the right to review and correct that information
- access to Work Skills complaints and appeals handling process.

With rights come responsibilities and as a student of Work Skills your responsibilities include:

- providing accurate and complete information to Work Skills
- participate in training and assessment activities in a responsible and ethical manner.
- pay any fees applicable as agreed.

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

Train them...Don't blame them!