

TRAINEE HANDBOOK



coateshire

Coates Hire Registered Training Organisation - 1402



This document is to be used in accordance with the Coates Hire Policies and Procedures as circulated and the Australian Quality Training Framework.

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TRAINEE HANDBOOK

Introduction

Welcome to Coates Hire Training, a Registered Training Organisation committed to providing excellence in training and assessment. Our philosophy encompasses first class customer service and the delivery of premium quality services.

Our Trainers and Assessors are highly qualified; have extensive experience in their industry and are here to support you in your training program.

Trainee's Rights and Responsibilities

Trainee's Rights

Coates Hire Training recognises that Trainees have the right to:

- Expect their training and assessment to be of high quality. Have their individual needs and learning styles recognised and appreciated. .
- Trainees have a right to have their individual learning needs known and addressed by their Trainer.
- Have access to all Coates Hire Training's courses and services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation, except where physical agility or where units of competency specify prerequisites or is a requirement of the course.
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for accredited courses.
- Be advised of the learning outcomes and prescribed assessment tasks for the course of their choice prior to its commencement.
- Appeal for a review of the results of an assessment.
- Expect to achieve the published learning outcomes from their course, if they, in turn, devote the necessary time and diligence to it.
- Be provided with knowledge and skills from qualified, competent and diligent Trainers/Assessors who observe their responsibility to address Trainees learning needs, assist them to achieve the course outcomes, and assess the Trainee's work fairly.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with dignity and fairness.
- Expect that we will be ethical and open in our dealings, communication and advertising.
- Expect that we will observe our duty of care to them.
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds, etc.
- All Trainees have the right to access all of their own personal training records when requested.
- Privacy, confidentiality and secure storage of their records in accordance with AQTF recognised policies to the extent permitted by law.



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Trainee's Responsibilities

Whilst in attendance at Coates Hire Training, as a Trainee it is your responsibility to understand and adhere to all policies and procedures.

- Trainees are to recognise other people's human worth and dignity.
- All Trainees have a right to learn in an appropriate environment and be free from any form of harassment and/or discrimination.
- Trainees should attend the courses sober and drug free and smoke only in designated outside areas away from other people.
- Trainees will be made aware of the learning outcomes of each course and the associated assessment program. Competencies are assessed throughout the course and each course will consist of an assessment. If a competency is not achieved at the initial assessment, Trainees are given the opportunities to be re-assessed at a time that is mutually convenient to both the Assessor and Trainee and relevant to any regulatory requirements.
- Where Trainees are to be assessed for a National Certificate of Competency, THEY MUST BE 18 YEARS of age or over.
- Refunds will only be granted in accordance with our refund policy. (See Fees and Refund Policy)
- Trainees are responsible for all personal possessions whilst attending the course.
- Individual Trainees will divulge no personal information to third parties without written consent. All Trainee and staff information will be kept confidential except where a legal obligation exists such as a court order.
- There is no provision for child minding and children are not permitted in class.
- Occupational Health and Safety is important to Coates Hire Training and our policy is to ensure the health, safety and welfare of all employees and Trainees. All employees and Trainees, however, have a responsibility for their own health and safety and the health and safety of other employees and Trainees. Due care should be exercised at all times, that the health and safety of all is not effected by anything occurring or not occurring in the course, as part of our duty of care.
- All Trainees will be made aware of all safety provisions and location of the First Aid equipment.
- All Trainees are required to report all injuries or any incidents of harassment by another Trainee or Trainer promptly to the RTO Manager and ensure that a written report is kept. This record is kept in the office and all incidents are to be reported giving time, date, location and description of the incident.
- All Trainees are required to turn off mobile phones during classes to avoid disruption to fellow Trainees and the class in general.
- All Trainees are required to advise Coates Hire Training immediately of any changes to their contact details.
- The management of Coates Hire Training reserves the right to ask any Trainee to leave a class if, in the opinion of the Trainer, that Trainee is disruptive and interrupts the flow of the lesson.
- Coates Hire Training retains the right to refuse enrolment as permitted by law and to remove from class any Trainee who disrupts the learning experience of others. Trainees who do not behave in an acceptable and appropriate manner towards staff or other Trainees, or who fail to respect the property of Coates Hire, or the premises in which courses are conducted may be removed from the course.
- Trainees that seek an "assessment only" process or RPL must make prior arrangements with the RTO Manager.



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Client Selection

In some of Coates Hire Training's courses there may be more Trainees who wish to enrol than there are available places. Coates Hire Training's selection criteria will take into account various factors when deciding upon which Trainees will be offered places into the various courses.

Coates Hire Training will use a range of selection criteria in its selection of Trainees for entry into courses. Information used as selection criteria may include relevant skills, experience and career plans. It is the responsibility of each individual potential Trainee to discuss this information with Coates Hire Training staff prior to enrolment and to provide relevant evidence to substantiate their claims. The information supplied will be used by Coates Hire Training to help decide which applicants will be offered a place in a course.

Various courses at Coates Hire Training may require a different type of selection criteria, however, the common selection criteria utilised by Coates Hire Training is as listed below:

- principal customers' requirements;
- the ability and commitment of the potential Trainee to complete the course;
- why the applicant wishes to enrol in the course and how this course is relevant to their personal career plans; and
- any other defined relevant National Training Package pre-requisites.

Enrolment

All Coates Hire Training Trainees are required to complete an Enrolment Form prior to the commencement of all training. This Enrolment Form contains all necessary information required under the current AVETMIS standard and can also allow for accurate data to be collected by the State Government registered body.

All Enrolment Forms are to be entered onto the Coates Hire Training Learner Management System within 48 hours of completion and the original Enrolment Form will be filed in course/individual Trainee files and a copy will be provided back to the Trainee upon request.

Induction

Coates Hire Training conducts a Trainee Induction prior to the commencement of training and assessment for all courses and qualifications. This process is for all Trainees and includes detailed explanations of:

- Details of all Coates Hire Training Staff
- Smoking Policy
- Mobile Phones
- Toilets
- Lunch areas
- Emergency/Evacuations
- Visitors Pass
- Training and Assessment Procedures
- Information about the course content and vocational outcomes
- Copy of the course timetable
- Required Trainee behaviour
- Explanation of the Trainee's right and responsibilities
- Recognition of Prior Learning
- Record keeping and access to files
- Grievance Procedure
- Learning, Literacy and Numeracy
- Appeals Procedure
- Contact details for absenteeism or other issues
- Explain the Disclosure of Information Consent Form

Confirmation that all the above information was given and handouts distributed must be acknowledged by the Trainee on the Trainee Induction Form. This Trainee Induction Form will be kept on file within your course file.

Access and Equity

Coates Hire Training is committed to providing opportunities to all people for advancement, regardless of their cultural background.

Coates Hire Training ensures that our selection criterion is non-discriminatory, providing fair access to training for disadvantaged people.

Every Trainee who meets the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program (subject to vacancies).



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- Coates Hire Training endorses the national equity strategy by incorporating the principles of equity into all programs and further adheres to the NSW Government Charter for Equity in Education and Training.
- All Coates Hire Training staff are instructed in their responsibilities regarding Access and Equity Principles.
- All Trainees have equitable access to all programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.
- Enrolment procedures will be free of any form of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action

New South Wales Government Charter for Equity in Education and Training

Preamble

The NSW Government believes that education is the foundation of an informed and just society, the key to overcoming social inequality and to achieving its social justice objectives.

The NSW Government is building a high quality and fair education and training system. Our vision is of people from all backgrounds and circumstances sharing access to the knowledge, skills and understandings they need to participate fully and successfully in the community. We aim to improve overall education and training outcomes by focusing on those learners and groups of learners who are not benefiting fully from education and training.

Principles for Equity in Education and Training

1. Everyone is entitled to high quality education and training programs that provide recognised credentials and clear pathways to employment and lifelong learning.
2. The outcomes of education and training should not depend on factors beyond the learner's control or influence.
3. In the allocation of public resources, priority is given to narrowing those gaps in education and training outcomes that reflect need and prevailing social inequalities.
4. All young people are entitled, as a minimum, to be able to complete their school education to Year 12 or a vocational education equivalent.
5. The diversity of the population is recognised and valued by inclusive approaches to the development, conduct and evaluation of programs.
6. A demonstrated commitment to these equity principles and practices is a core responsibility for all those involved in education and training.

To ensure a coherent linkage between resources, access, delivery, participation and outcomes to achieve equity, these principles will be applied in three main ways:

- equity principles will be built into all services provided by education and training agencies;
- available resources will be clearly linked to the achievement of better and more equitable participation and outcomes; and
- specific measures will continue to be provided to assist all learners and groups to maximise their outcomes from education and Training.

Course Withdrawals

If a Trainee desires to withdraw from a course conducted by Coates Hire Training prior to completion of the expected training period they need to notify the Trainer immediately and their reason for the withdrawal.

Issuing of Qualifications

Coates Hire Training will issue all AQF qualifications and Statements of Attainment within 14 days of the training programs completion. All qualifications and Statements of Attainment issued by Coates Hire Training will comply with standards outlined in the Australian Qualifications Framework (AQF) Implementations Handbook.

Coates Hire Training will only issue AQF qualifications and Statements of Attainment within its scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or qualifications, competency standards or modules from accredited vocational courses.

Recognition of Prior Learning

The purpose of this policy is to confirm that all Trainees, potential or actual, of Coates Hire Training's courses are provided with full recognition of their current skills and knowledge. Coates Hire Training promotes acknowledgment of "non-traditional" forms of learning as valid pathways for recognition of competency achievement during the Recognition of Prior Learning (RPL) assessment process.

The RPL process conducted by Coates Hire Training is an assessment process, which provides acknowledgement of all skills and knowledge gained through the life experiences, work experience, previous training and formal education of applicants.

Coates Hire Training's RPL process examines the evidence within the following key principles:

- adopting a focus on the competencies held rather than on how, when or where the learning occurred;



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- demonstrated commitment to recognising the prior learning of adults;
- providing access to the RPL process for all potential Trainees of courses;
- undertaking RPL processes which are fair to all those involved; and
- providing adequate support for all potential RPL applicants.

The RPL assessment process includes the initial provision of information, support and counselling, formal application, assessment, post-assessment guidance and certification for course Trainees.

All Coates Hire Training Trainees are offered RPL at time of enrolment and can elect to be considered for RPL by selecting the option available on the Enrolment Form. The special needs of RPL applicants are recognised by Coates Hire Training and we will make all the necessary and reasonable adjustments (taking into account such areas as Learning, Literacy and Numeracy) during the RPL assessment process where appropriate.

A variety of RPL assessment options will be available for potential applicants to identify whether they have achieved the necessary competencies/learning outcomes to the required standard in the relevant national training program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner.

The key objectives of Coates Hire Training's RPL assessment process are to:

- minimise duplication of learning, training or skill acquisition;
- allow the completion of studies in the shortest possible time;
- provide clear RPL outcomes and access to further learning/training and career development;
- provide quality advice and support to potential and current applicants;
- conduct the RPL process only in respect to courses for Coates Hire Training is registered to assess;
- ensure that only fully qualified consultants are involved in the RPL process;
- document the RPL process;
- recognise competencies and modules gained through an RPL process conducted at another registered training organisation via the requirements of mutual recognition;
- ensure that the RPL processes are monitored, evaluated and updated where appropriate;
- advise all RPL applicants of their right of appeal through the formal process; and
- ensure fees and charges are fair and competitive with the industry standard.

Credit Transfer Policy

Credit Transfer is available to all Trainees enrolling with Coates Hire Training in any of its nationally accredited courses.

Credit Transfer – means credit towards a qualification granted to Trainees on the basis of outcomes gained by a Trainee through participation in courses or nationally training package qualifications with another Registered Training Provider.

Mutual Recognition

All AQF qualifications and Statements of Attainment issued by other Registered Training Organisations will be fully recognised by Coates Hire Training upon verification.

Fees and Refund Policy

Fees

All course fees are to be paid before the course commencement date. If the Trainee or their employer has an account, then an order number must be supplied.

All fees paid will be issued with receipts. Coates Hire Training management will be responsible for ensuring that those fees are accounted for.

Refunds

The purpose of this policy is to ensure that a full refund of enrolment fees will be made if a course is cancelled by Coates Hire Training for any reason.

An application for refund of course fees under any other circumstance must be made in writing to Coates Hire Training which can be communicated via fax or email.

An eighty percent (80%) refund is available up to twenty-four (24) hours prior to the commencement of the training program. Cancellation of enrolment under these circumstances will incur a twenty percent (20%) administration fee.

No refund is available where cancellation is made on the day of the course, or to Trainees who leave before finishing the course.

Refunds will be considered on a pro-rata basis for Trainees who fall ill or are injured to the extent that they can no longer undertake the course provided a supporting Medical Certificate is supplied to Coates Hire Training.



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However, should Trainees wish to finalise incomplete units of competency in a future course the original fee can be used as a credit towards that course within six (6) months of initial payment.

In all other cases, refunds are at the discretion of Coates Hire Training and may be negotiated on an individual case-by-case basis.

Harassment and Discrimination

At all times Coates Hire Training provides a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying).

At Coates Hire Training everyone, regardless of whether they are a Trainee, Trainer, Assessor administration or support staff, is entitled to expect the same rights.

- The right to learn, teach or carry out their duties.
- The right to be treated with respect and treated fairly.
- The right to be safe in the workplace emotionally and physically.
- The right to have all reports of harassment and discrimination to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated. This is included in Occupational Health and Safety Laws.
- The right to inform management of any harassment or discrimination and management has the responsibility to take immediate and appropriate action to address it.
- The right that all individuals should be respected and confidentiality maintained.
- The right to, (whenever possible) have all complaints resolved by a process of discussion, co-operation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Trainee's have the responsibility to:

- Allow others to learn.
- Make Coates Hire Training safe by not threatening, bullying or hurting others in any way.
- Make the classroom safe by obeying instructions.
- Make Coates Hire Training safe by not bringing illegal substances or weapons into the work place.
- Not steal, damage or destroy the belongings of others.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or Trainers.

Definitions

Bullying - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Confidentiality - refers to information kept in trust and divulged only to those who need to know.

Discrimination - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

Harassment - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel - refers to all employees of Coates Hire.

Racial Harassment - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests



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for sexual favours, smutty jokes, telephone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment, denial of access to resources or work.

Occupational Health and Safety Policy

The Occupational Health and Safety Act prescribes the employer's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the workplace. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use;
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene;
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers; and
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment.
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations.
- Store and dispose of waste according to health regulations.
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage.
- Check all equipment for maintenance requirements.
- Refer equipment for repair as required.
- Store equipment safely.
- Identify fire hazards and take precautions to prevent fire.
- Safe lifting and carrying techniques maintained.
- Ensure Trainee safety at all times.
- Ensure procedures for operator safety are followed at all times.
- All unsafe situations recognised and reported.
- Implement regular fire drills and provide first aid courses to all staff and Trainees.
- Display first aid and safety procedures for all staff and Trainees to see.
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.



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Competency Based Training and Assessment

Competency Based Training is always concerned with what the Trainee will be able to do at the end of training. All assessments conducted by Coates Hire Training will observe the following directives as required by the Competency Standards for Assessment from the National Training Package for Training and Assessment (TAE10) and Standard 1 of the AQTF.

- Competency Based Assessment - Assessment must take place within a competency based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Assessment.
- Validity - Assessment methods will be valid, that is, they will assess what they claim to assess;
- Reliability - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context;
- Fairness - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate;
 - involve procedures in which criteria for judging performance are made clear to all Trainees;
 - employ a participatory approach; and
 - provide for Trainees to undertake assessments at appropriate times and where required in appropriate locations;
- Flexibility - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment;
- Recognition of Prior Learning - Individuals seeking RPL will be able to access an RPL process as described in the supporting Recognition of Prior Learning Procedures.
- Cost Effectiveness - Assessment conducted by or on behalf of Coates Hire Training will be completed in a cost effective manner. Trainers are responsible for determining issues with respect to cost effectiveness such as the timing and frequency of assessment. Decisions made in this regard are to be made clear to all Trainees before they commence their training programs; and
- Comparability - The review of assessment systems and procedures and the outcomes of assessment will be undertaken at regular periods in order to ensure that they are functioning appropriately. The review process is essential in maintaining comparability of assessment. The comparability of assessment will be addressed within the quality management system. Coates Hire Training will utilise a network of consultants to assist in maintaining comparability of all assessments at the delivery level.

Complaint and Grievance

Coates Hire Training will deal with any complaint and/or grievance in an effective and timely manner. Coates Hire Training has processes in place for all course Trainees to lodge complaints and/or grievances in relation to any matter other than academic decisions in relation to a Coates Hire Training course or service.

The grievance procedure allows for:

- An informal approach to the person with whom the Trainee has the complaint/grievance.
- An opportunity for the person to formally present his or her case.
- A staff member or the Trainer who has not been involved in the grievance to review the complaint/grievance.
- An independent review by an external grievance consultant or appropriate body.

All complaints and/or grievances are recorded and reviewed at Management Review Meetings. Results of all grievances are communicated in writing to the Trainee and a copy of this communication is also kept on file, both on the complaints register and in the Trainee's individual file.



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Complaint/Grievance Procedure

1. Speak to the person with whom you have the complaint/grievance with and try to resolve the issue or problem
IF UNRESOLVED
2. Speak to your Trainer
IF UNRESOLVED
3. Speak to the Team Leader
IF UNRESOLVED
4. Make an appointment with the RTO Manager.

If required at any stage during the grievance procedure, another member of Coates Hire Training staff will also be available for confidential appointments or to review the complaint/grievance. This person may act as a mediator if necessary between Trainee and the staff.

If the Trainee is still not satisfied with the resolution of the grievance, they are able to seek advice and further assistance from the authorities listed below:

Anti-Discrimination Board
Level 4, 175 Castlereagh Street
SYDNEY NSW 2000
Ph: (02) 9268 5544

Department of Fair Trading
1 Fitzwilliam Street
PARRAMATTA NSW 2150
Ph: 13 32 20

VETAB
Level 14, 1 Oxford Street
DARLINGHURST NSW 2010
Ph: (02) 9244 5335

Discipline

Coates Hire Training makes all attempts to provide its training and assessment in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well being of all Trainees and staff. Trainers should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken include when a participant:

- fails to attend the required minimum number of classes for any course without reasonable explanation
- brings onto, or consumes on Coates Hire Training premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- brings onto or consumes on Coates Hire Training premises any alcohol
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol
- damage or removes any property or resource of Coates Hire Training or any training venue hired by Coates Hire Training
- assault (physically or verbally) any person or persons on the premises of Coates Hire Training or any training venue hired by Coates Hire Training
- fail to comply with any instructions given by a member of Coates Hire Training staff relating to the safety of any person or persons on the Coates Hire Training premises
- exhibits any form of conduct within the Coates Hire Training premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
- enters any part of the Coates Hire Training premises or any other place to which Trainees have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises



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When disciplinary action is taken, the RTO Manager will notify the participant of the reason for the action.

1. A verbal warning will be given to the Trainee and documented on the Trainees documents/course file.
2. Where the behaviour continues after the verbal warning, the RTO Manager will counsel the Trainee and a written warning will be provided to the Trainee. A copy of this warning will be noted and kept on the Trainee's individual file.
3. In the event that the behaviour continues beyond the written warning, the Trainee will be removed from the training program. Notification of their removal will be made in writing and a noted copy will be placed on the Trainee's course file.

If a Trainee wishes to express a grievance in relation to the disciplinary action taken, they have the opportunity to follow the Coates Hire Training grievance procedure.

Coates Hire Training expects that its staff will maintain a professional and ethical working relationship with all other staff, management and Trainees. Any breach of this standard will be discussed with the Trainer and the Group Training Manager and the appropriate action will be taken.

Appeals Process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the Australian Quality Training Framework.

A fair and impartial appeal process is available to all Trainees of Coates Hire Training. If a Trainee wishes to appeal his/her assessment result, he/she must first discuss the issue with the Trainer/Assessor.

If the Trainee would like to proceed further with the request after discussions with the Trainer/Assessor a formal request is made in writing outlining the reason(s) for the appeal.

Grounds for Appeal

An application for appeal will be considered where:

- A Trainee claims a disadvantage because the Trainer did not provide a subject outline.
- A Trainee claims disadvantage because the Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline.
- A Trainee claims disadvantage because assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her.
- A Trainee is of the view that a clerical error has occurred in the documenting of the assessment outcome.
- A Trainee claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven, Coates Hire Training will make all necessary arrangements to conduct the re-assessment of the Trainee at a time that is mutually convenient for all parties concerned.

All appeals are recorded and reviewed at Management Review Meetings. Results of all appeals are communicated in writing to the Trainee and a copy of this communication is also kept on file, both on the complaints register and in the Trainee's individual file.



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Language, Literacy and Numeracy (LL&N)

Coates Hire Training aims at all times to provide a positive and rewarding learning experience for all of its Trainees. Coates Hire Training's Enrolment Form asks you to provide information regarding your LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the Trainee to discuss their requirements.

You must ensure that you have discussed with the Administration Staff or Trainer any concerns you may have about your capacity to participate because of any Language, Literacy or Numeracy difficulties.

Where LL&N competency is essential for the course, the Coates Hire Training Trainer will make every effort to ensure that you are adequately supported to enable you to complete the training within the boundaries of the course performance criteria.

Some examples of the type of support that Coates Hire Training can offer include:

Literacy

- Providing Trainees only essential writing tasks.
- Provide handouts in an audio format via either cassette tape or on compact disc.
- Consider the use of group exercises so that the responsibility for writing rests with more than one person.
- Provide examples and models of completed tasks.
- Ensure that documents and forms are written and formatted in plain English.
- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used.
- Assessments can be conducted using the interview technique where required.

Language

- Present information in small chunks.
- Speak clearly, concisely and not too quickly.
- Give clear instructions in a logical sequence.
- Give lots of practical examples.
- Encourage Trainees to ask questions.
- Ask all questions to ensure Trainees understand.

Numeracy

- Ask Trainees to identify in words, what the exact problem is and how they might solve it.
- Show Trainees how to do the calculations through step by step instructions and through examples of completed calculations.
- Help Trainees to work out what maths/calculations/measurements are required to complete the task.
- Encourage the use of calculators and demonstrate how to use them.

See "Trainee Welfare and Guidance".



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Trainee's Training Records

Coates Hire Training has in place a policy and procedure for the collection, storage and protection all the training records of individual Trainees to meet training and assessment activity requirements.

Definitions:

Training Records - covers all types of documentation and information relating to training and assessment activities. It includes but is not limited to:

- Trainee enrolment form;
- commencement and completion dates for individuals of all competency units;
- individual Trainee assessment information for each unit of competency;
- information on awards issued (award, date, certificate number);
- individual Trainee participation data (assignments/ assessments where practicable, attendance);
- documentation/records of grievances, complaints, appeals; and
- recognition (RPL/RCC) process documents (application and results).

Coates Hire Training is committed to maintaining and safeguarding the confidentiality and privacy of all of its individual Trainee's information. Coates Hire Training will document and implement procedures to assure the integrity, accuracy and currency of all Trainee records.

Individual Trainee records will be stored (including the daily backup of all electronic records) in a secure area and with safeguards in place to minimise loss, unauthorised access and use, modification or misuse.

Trainee results will be archived for a period of not less than thirty (30) years. Training records will be collected and stored to meet the requirements of external reporting requirements.

Trainee Training Records Procedure

Each individual Trainee will have his records placed on a course file for storage of training records. Trainee's training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password).

All Trainers/Assessors involved in the training program will be informed of their responsibilities under this policy. Requests for access to information must be in writing and the release of information is the decision of Coates Hire Training's RTO Manager. Records of Trainee results for each unit of competency will be as per VETAB requirements so as to limit the amount of rework.

Access to Trainee Training Records

Access to individual Trainee training records must meet Commonwealth and State Privacy legislation and will be limited to:

- Individuals wishing to access their own personal records.
- Individuals authorising releases of specific information to third parties in writing.
- Coates Hire Training staff that require the information as part of their job role.
- Officers from the Department of Education and Training, the Vocational Education and Training Accreditation Board or their representatives for activities required under the Standards for Registered Training Organisations.
- Legal requirements (eg. subpoena/search warrants/social service benefits/evidence act).



TRAINEE HANDBOOK

Trainee Welfare and Guidance

Coates Hire Training will make every effort to provide as much support as possible within its policies and resources for Trainees to achieve the required level of competency in all accredited courses.

A Trainee may make an appointment at any time to see a support officer for free advice relating to study on:

- time management;
- setting and achieving goals;
- motivation;
- ways of learning;
- coping with assessments; and
- taking care of themselves.

Coates Hire Training staff will assist Trainees in how to seek help with local welfare and guidance services if required. An organisation that can assist is “Workplace English Language & Literacy Programme” (WELL) – www.deewr.gov.au

Privacy

Coates Hire Training operates in compliance with current privacy legislation (2001). All training staff have current knowledge of privacy policies as they relate to a RTO. Coates Hire Training will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilised for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the AQTF.

Training Staff

Coates Hire Training will abide by the AQTF standards regarding Trainer and Assessor qualifications in relation to all training and assessment activities. Coates Hire Training will ensure that all of its Trainers and Assessors will have as a minimum, the following combination of:

1. **Certificate IV in Assessment and Workplace Training (BSZ40198), Certificate IV in Training & Assessment (TAA40104) or Certificate IV in Training & Assessment (TAE10)** – to ensure competency in educational delivery.
2. **Vocational Qualifications** - to ensure knowledge of the occupation or vocation in which the training is being provided.
3. **Industry Experience** – to ensure the currency and relevance of the training to industry and to the Trainee.



Acknowledgement and Declaration

I acknowledge that I, _____ have read and fully understand the contents of this Trainee Handbook, which outlines my rights and responsibilities as a Trainee of Coates Hire Training and that I have also received induction into my training program.

Name

Signature

Date

Name of Witness

Signature of Witness

