



**RTO No 30980**

**Queensland Electrical Training**

# **STUDENT HANDBOOK**

**RTO No 30980**

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## Welcome

On behalf of Queensland Electrical Training (QET), I wish to welcome you aboard. I have been involved in training for years, both as a student and a teacher. I believe I know your needs and desires as to training, and I plan to deliver.

The first step is for you to relax and be ready to enjoy training like you have never done before. Whether you are straight from school, or it has been quite some time since you have ever completed training, (and even then, you didn't enjoy it much), QET plans to make the journey as painless as possible. All I ask is that you let me know as soon as things don't make sense. Don't dwell on things and think they are too hard. Don't be intimidated by your peers. Speak up and I'll try to explain the theory another way, until it does make sense.

QET also offers an Electrical Licensing Consultancy service. Having contracted to the Electrical Safety Office for over three years as a Licensing Officer, I am quite familiar with the requirements of the different electrical worker's licences, as well as the electrical contractor's licence. Speaking of which, I too am a licensed electrical contractor.

So, welcome and enjoy, my door is always open.

Best Regards

A handwritten signature in blue ink, appearing to read 'Chris Williamson', with a long horizontal stroke extending to the right.

Chris Williamson (Bach IT, Dip Adult & Vocational Education, Ass Dip Elec Eng)

## **National Qualifications**

The national vocational training system is designed to allow people to learn and be trained, whilst on the job.

The training you are doing will give you a qualification that is recognised right across Australia.

The training also gives you the opportunity to commence a career path, and progress to higher qualification levels, if required.

### **What will the training offer you?**

QET aims to provide a balanced programme of training in the practical, technical and theoretical competencies relevant to any industry. The course is designed for people who wish to gain a qualification and to pursue further education and training in the industry.

### **What is a unit of competency?**

Units of Competency are statements of what a person needs to know and be able to do in the workforce, as determined by industry. They describe the knowledge and skills a person needs, to be competent in their job.

Your performance is assessed relative to your individual competencies, and not the performance of the group, or the time you spend in training.

## **Enrolment and Selection process**

Contact QET for information on the courses offered.

Include with your initial contact:

1. Any certificate, qualification etc that relates to your work,
2. Any previous correspondence with the Electrical Licensing Department (Board),
3. All letters from previous employers, references appointments etc.
4. Job description of what you do, and
5. Anything else that you believe will help (the more—the better)

Provided you have the necessary qualifications and / or experience, QET will reply to your emails with course information and any other relevant details, i.e. Training Permit etc.

*Individual students wishing to enroll with QET will be required to pay a 20% deposit for either:*

- A. Couriering learning guides to your residence, or*
- B. Requesting a position on a training course.*

*Companies will need to provide a Purchase Order for the requested training and will be sent a tax invoice on completion of training*

## **Student Access to their records**

Students are welcome to access their records. They should enquire with the instructor and arrange a suitable time to view their records.

## **What is the fees and refunds policy?**

### **On-site Training for Companies**

**Fees** are negotiated with workplaces on an individual basis depending on the training requirement. **QET invoices the company for group training.** Either a Purchase Order or a 20% deposit is paid to lock in dates for future training. These dates are only subject to change if both QET and the Company agree to the changes.

### **Individual Training**

The fee for individual students is given to the student prior to enrolment. Should an individual student then wish to enroll in a course, a 20% deposit is required. The balance of the fee is then paid prior to course or assessment commencement.

If a **refund** is required because you withdraw from the training program, this is requested in writing (email is fine) and is only available if you withdraw four weeks prior to the commencement of the course. If a client withdraws from the course/s less than four weeks prior to the course commencement date, a cancellation fee of 20% of the full cost of the course will apply. This is the same as forfeiting your deposit.

Alternatively, a refund will also be made where:

- (a) Training has been proven to be inadequate
- (b) A customer has been successful from an appeal on a result, and the assessment fee will be refunded
- (c) A customer paid in cash at the commencement of training and was unable to complete the training due to:
  - Illness or injury preventing completion
  - Exceptional circumstances that prevent completion of studies

Application for refunds must be made on the approved REFUND form and documentary evidence supplied.

Remember if you have any questions or want to make any comments about this booklet, the information you are provided please contact us at QET on 3344 1274.

### **Guarantee given by the NVR RTO to complete the training or assessment if a student has commenced study in their chosen course or qualification**

If in the event of totally unforeseen circumstances such as permanent disability or death of the QET Manager/ Trainer where QET is unable to continue operations, students would be refunded in full and referred to an alternative provider as listed on the Electrical Safety Office Website, or training.gov.au.

### **So what happens next?**

1. QET staff member will contact you to discuss the training program requirements with you. You will be asked to complete an enrolment form, providing us with some personal details including your employment and education history. These details are placed on a *QET/ Student Handbook/ Vers9 (October 28, 2013)*

secured database. The details will only be used to produce an overall statistical report to the government at the completion of the training year. Your name and address will not be forwarded to anyone without your prior approval.

2. You will be given information about Recognition of Prior Learning and Mutual Recognition (if you have completed some of the training with another provider). You will then be asked if you wish to apply for recognition. If so the procedure will further be explained.

3. At the same time a training plan will be negotiated between you, your employer and the trainer. This training plan will outline how the training and assessment is to be conducted. All three parties will be asked to agree to this plan. The training plan is then regularly reviewed and may be changed once all parties agree.

4. A “training needs analysis” may also be conducted at this stage. The training needs analysis is used to identify those skills you have already developed and those that may need some more development. This tool assists us preparing training program that most suits your needs.

5. Finally you will be given a commencement date for your training.

### **Training, Assessment and Reporting Procedures**

- Training will take place both on and off the job. In most case QET, will deliver the off - job training in a suitable room at your company premises or at QET. The QET trainer will conduct the on-job training.

- Assessment will involve a variety of methods, and might include demonstration, observation, workplace projects, simulation tasks, and written or oral questions and answers.

If you feel you are ready to be assessed in any particular area you should discuss this with your trainer.

QET records all your results on secured database and provides the statistical information to the Australian Government on an annual basis. This assists the government in planning for the future training and education needs of Queensland. Upon completion you will be issued with a Certificate that indicates all the units you have completed.

### **Will you have access to facilities and equipment?**

The majority of your training will be conducted in your workplace, either whilst working or in a workshop setting. For practical training you will have access to your workplace machines and equipment. For theory-based training you may need to work in a workshop setting with your colleagues, and have access to learning resources and materials.

**At any time you may request to see the Training Package that your qualification has been taken out. Just ask your trainer for access. The trainer can show you why the units of competency were selected.**

### **Will you have access to support services?**

Training is easier if you have a mentor or a training partner whilst you are training. This is a person you can ask for help when you don't understand something, or need to be shown something. Your trainer is there to assist you along with your workplace supervisor and mentor.

If you are having difficulty with the training, speak to your trainer or contact the Managing Director at QET.

### **Monitoring of Education, Training and Assessment Standards**

QET will adopt policies and management practices which maintain high professional standards in the delivery of education and training services and which maintain the interests and welfare of students/clients. Assessment will meet the National requirements (including Recognition of Prior Learning and Credit Transfer).

QET will maintain a learning environment that is conducive to the success of students/clients. Adequate facilities, equipment and training materials will be utilized to ensure the learning environment is conducive to the success of students/clients.

QET will ensure that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students/clients. The company will also provide training for its entire staff as and when required.

As a learning organisation, QET can demonstrate its ability to identify the learning needs of diverse clients and to plan/implement appropriate learning strategies. This will include the ability to design and/or adapt training products so that the outcomes of the endorsed components of training packages or accredited courses can be achieved. In order to meet this standard QET will employ teachers/trainers with recognized skills and experience in interpreting competency standards and /or curriculum for training and assessment purposes (see H.R. Standard).

As an RTO, QET must ensure:

- ❑ Students are informed of the context and purpose of the assessment and the assessment process;
- ❑ Students are provided with feedback about the outcomes of the assessment process;
- ❑ Assessments are equitable for all persons taking account of cultural and linguistic needs;
- ❑ Assessments provide for assessment on appeal.

QET will ensure that assessments will comply with the principles of validity, reliability, fairness and flexibility and wherever relevant focus on the application of knowledge and skills to the standard of competence in the workplace.

### **Provision of Information to Students/Clients**

QET will supply accurate and current information to prospective students/clients covering but not limited to information contained in this Student Handbook. QET will supply this information to students/clients before enrolment or entering into written agreements with them and will regularly review all information to ensure its accuracy and relevance.

### **What is Recognition of Prior Learning (RPL)?**

You do not have to be trained in skills you already have. RPL means that if you think you already have the skills described in the learning outcomes and the competencies, you can ask to be assessed prior to any training commencing.

## **Process for applying for RPL**

**Note:** As an RTO, QET recognises the NQF National Qualifications Framework for Certificate and Statements of Attainment issued by other RTO's.

### **Student:**

- ❑ Obtain information regarding course of study if relevant.
- ❑ Submit an RPL application form listing any studies and workplace experience or other experience relating to the course. Please see your trainer or Manager, QET
- ❑ For an RPL application from Electrical Fitter to Electrical Mechanic, students are required to contact QET by email. They will be sent a letter outlining further assessment requirements.
- ❑ This information requires verification from a previous employer, or Academic Institution or RTO
- ❑ Attach certified copies of supporting documents

**Note:** Where RPL relates to workplace experience, applicant should present documentation verified by workplace supervisor.

### **QET Assessor**

- ❑ Peruses application
- ❑ Interviews applicant to assess knowledge and skill in demonstrating competency. Conduct a skills test if applicable
- ❑ Decides if application is approved
- ❑ Notifies student in writing of outcome
- ❑ Completes relevant documentation and place on student's file.

## **Welfare and Guidance**

QET is required under State Legislation to provide for the health, welfare and safety of both its employees and students/clients. (Duty of Care: see Workplace Health and Safety).

QET provides:

- ❑ a complaint/appeal procedure for training and assessment as outlined in this handbook and the Code of Practice;
- ❑ assistance to students with literacy and numeracy problems;
- ❑ arrangements for students with legitimate reasons to defer training or cancel their enrolments;
- ❑ a refund and financial policy as outlined in this handbook or its Code of Practice



Under its Quality Assurance procedures QET reserves the right to terminate a student's enrolment should the student:

- ❑ endanger the health and safety of another student or a trainer;
- ❑ engage in the falsification of documents and/or assessments and training outcomes;
- ❑ divulge personal or confidential information relating to another student's documents, assessment and training outcomes;
- ❑ prevent other students from completing their course of study in reasonable peace and privacy;
- ❑ refuse to act in accordance with any rules and regulations prescribed by the RTO that are designed to protect the well of others (e.g. Smoking policies).

Furthermore, any trainer employed by QET who violates student's rights or engages in any activity that causes stress or disadvantage to any student will be subject to discipline procedures that may involve termination of services. Trainers should be aware of complaints procedures and when in doubt contact senior management to arrange a personal interview.

QET will provide all students with adequate print resources to successfully complete all training programs. In addition will provide information where additional resources can be obtained.

### **What is Recognition of Qualifications from Other RTO's?**

If you were previously enrolled in the same qualification with another training provider you should provide us with a copy of your results. If you were deemed competent in any units you will not have to repeat them. QET will **credit transfer** your results.

### **How will QET ensure Access and Equity Policy**

QET wishes to ensure all individuals have the opportunity to fulfill their aspirations to participate in and contribute more productively to industry and the community irrespective of gender, culture, age, location or whether they have a disability or disadvantage.

QET values diversity and believes that diversity makes training and assessment more appealing.

QET will endeavor to provide appropriate support and assistance to individuals to ensure they can access services and achieve their learning objectives. To the best of our ability QET will endeavor to remove impediments that inhibit access in areas such as selection, timetabling, marketing and student support.

### **What are Special Needs?**

If you have any special needs, e.g. cultural, religious, physical, dietary, or any other requirement please contact QET Staff who will make every effort to help with your request.

## What is Anti Discrimination?

QET has in place policies on Access and Equity, which ensure that staff and students are not discriminated against in accordance with relevant State, Commonwealth and Territory legislation. All staff are made aware of their obligations under the relevant legislation during staff induction and professional development programs.

Any person believing that they have experienced any form of discrimination through their relationship with the QET should report their complaint immediately to QET management.

## What is Discrimination?

Discrimination refers to treating individuals or groups less favorably (make distinctions) than other individuals or groups so as to disadvantage some and advantage others in same or similar circumstances.

**Direct Discrimination** is less favorable treatment of a person on the basis of an attribute, such as age, race, sex or creed or on the basis of a characteristic particular to persons with one of the particular attributes.

**Indirect Discrimination** is the imposition of a condition on a person/persons, which, on the face of it appears not to be discriminatory, but which has in fact an adverse affect on people in a particular group.

QET has a policy where employees and its external customers are to be treated equitably and the Company will not tolerate discrimination based on any of the following grounds.

Sex Race Political Belief Lawful sexual activity Marital status Physical impairment Age	Social Origin Religious conviction Trade union activity Sexual orientation Parental Status Family responsibility
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In summary, QET provides to its students/clients prior to enrolment information about each of the following:

- Client selection, enrolment and induction/orientation procedures;
- Course information, including content and vocational outcomes;
- Fees and charges, including refund policy and exemptions (where applicable);
- Provision for language literacy and numeracy assessment;
- Client support, including any external support the RTO has arranged for clients;
- Flexible learning and assessment procedures;
- Welfare and guidance services;
- Appeals, complaints and complaint procedures;

Disciplinary procedures;  
Staff responsibilities for access and equity;  
Recognition of Prior Learning (RPL) or Recognition of Current Competencies (RCC) arrangements.

### **What is Workplace Harassment?**

Workplace harassment in any form including sexual harassment will not be tolerated under any circumstances. Any person should be able to work in an environment free from intimidation and harassment. QET acknowledges that workplace harassment is against the law in any workplace context (which include, conferences, work or business related functions, and business or field trips) and expects that its workplace and training environment at all times reflects the principles of law for the benefits of its employees, clients and visitors.

### **What if you have a complaint or wish to Appeal?**

The Appeal Procedure is designed to resolve differences and is based on conciliation or mediation rather than arbitration. Confidentiality is paramount to QET.

The procedure for lodging a complaint is as follows:

Student communicates problem to the on-site Training Co-coordinator;

No other parties are involved at this stage;

The training co-coordinator will discuss the details with the trainer or assessor;

Where possible a joint discussion between the three parties concerned will be arranged.

Students have **one month** from the completion of the training program or the assessment to lodge their appeal on the appeal form F013. In the case of an appeal against an assessment, the student is requested to follow the above procedure. In an Endeavour to reach a successful outcome to the appeal one or more of the following options will be considered:

Counselling by the training co-coordinator or the trainer;

More training or another assessment is arranged;

An alternative venue is arranged;

More time to complete criteria is arranged;

A new trainer or assessor will be allocated;

All information will be recorded and filed;

Mediation will be sought if a satisfactory resolution cannot be achieved.

Where a complaint/appeal cannot be resolved through this process, QET shall refer the students/clients to the appropriate legal entity.

All results of decisions will be given to the student in writing.

### **Customer Satisfaction Survey**

On a regular basis during your training you will be asked to complete a customer satisfaction survey, it is in your best interest to ensure you complete these documents honestly. QET, then look at each response to ensure the training program can be continuously improved.

## **Workplace Health and Safety**

QET is obliged:

to ensure the health and safety of each of their workers and students;  
to ensure the health and safety of other people who are not workers or students; e.g. visitors and guest presenters;  
to ensure people can come to work or a training venue with a minimum of risk of injury or illness;  
Ensure that any equipment used by staff or students is safe when properly used.

### **Students are obliged:**

To obey instructions regarding their health and safety and the health and safety of others. They must not deliberately interfere with or misuse anything that has been provided for workplace health and safety;  
They must not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.

## **Customer Service Policy**

QET recognizes that its customers are an important and integral part of its business and not an interruption to its work but rather the purpose of it. The company is therefore committed to providing a level of customer service that includes:

Answering the telephone within three rings.

Answering the telephone politely stating the company name and our approved greeting.

Acknowledging customer complaints as opportunities to demonstrate superior customer service. Always treat complaints seriously and efficiently in a friendly and courteous manner.

Constantly examining methods to improve our customer service to ensure our products are more effective and competitive.

The understanding that each customer contact represents an opportunity to make a positive impact and demonstrate our ability to provide excellent service.

QET has client service standards that ensure student/clients issue of assessment and qualifications are effected promptly (within 14 days) upon the students/clients completion of their course of study.

## **Management and Administration**

QET has in place policies and management strategies, which ensure sound financial and administrative practices. Company management guarantees the organisation's sound financial position and safeguards students/clients fees until used for training and assessment.

The company has a refund policy, which is fair and equitable. Policies and practices for managing the integrity of student records are in existence. These ensure that records are managed with security and confidentially. Students may peruse their individual records upon request. The company has adequate public liability insurance.

## **Replacement of Statement of Attainment or Certificate**

Students who wish to obtain a replacement Statement of Attainment or Certificate must contact QET via email requesting the particular document. Students should also supply student number or date of birth. QET will access its secure database to verify issuance of the original document and will reply within 2 weeks requesting the administration fee of \$15.00. Once received, QET will forward the appropriate document.

## **Training Options**

QET delivers a range of quality training options. We have extensive experience in delivering training to new employees and can assist you in accessing funds and incentives for employing and training new staff. A range of programs is available for your existing employees to access. They include nationally accredited training, which can both recognise their current skills and provide gap training to ensure they have the latest skills and competencies to improve your business. Programs are also available to assist your workers with language, literacy and numeracy skills required for the workplace.

## **Our Team**

Our training team has the expertise and commitment to deliver quality-training outcomes to meet your company's needs. Our team is not only qualified to deliver nationally accredited programs but have extensive industry experience.

## **Legislation**

QET provides its staff and students with access to all the relevant Acts and Regulations that govern the actions of persons engaged in the Electro technology Industry. In particular, all training staff will be required to be familiar with all the provisions of the following Legislation as it affects QET as a Registered Training Organisation.

- Anti-discrimination, including equal opportunity, racial vilification, disability discrimination;
- Vocational education and training;
- Apprenticeships and Traineeships (if and when relevant)

QET ensures that its policies and procedures meet the requirements of the legislation, which are relevant to its operations and that:

- Staff are provided with information about legislation that significantly affects their duties;
- Clients are provided with information about legislation that significantly affects their participation in vocational education and training.

QET ensures that it has all the insurance cover necessary to carry out its business including:

- Workers Compensation Insurance;
- Public Liability Insurance;
- Professional Indemnity Insurance;
- Building and Contents Insurance where applicable.

### **Legislation Summaries**

Copies of the following legislation is kept in the QET Office:

The Vocational Education, Training and Employment Act 2000

The Vocational Education and Training Regulation VETR 2011

Workplace Health and Safety Act 2011

Anti-discrimination Act 1977

Antidiscrimination Act including Equal opportunity, Racial Vilification, and disability Discrimination Act 1991

Electrical Safety Act 2002 (In January 2014 the electrical Safety Act will be harmonized with the Workplace Health and Safety Act

Privacy Act 2009 QLD

Privacy Act Commonwealth of Australia 1988

Compliance with other legislation

Training organisations have an obligation to comply with relevant Commonwealth, state or territory legislation and regulatory requirements.

Training organisations must ensure that staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training (see Standards 9 and 20 of the Standards for NVR Registered Training Organisations 2012).

Requirements for RTOs under Commonwealth, state and territory legislation

### **The Copyright Act 1968**

Provisions under Part VB of The Copyright Act 1968 allow all educational institutions to copy and communicate third party material to distribute to students, within the limitations of the Statutory Education licence. The Copyright Agency Ltd (CAL) administers the Statutory Education licence on behalf of the Attorney General's Department.

Any RTO electing to rely on this licence is legally allowed to introduce a wide variety of material into its training environment, both in hardcopy and digital format, without having to obtain direct permission from the owner. It facilitates compliance and good governance across the industry, while at the same time ensuring the freedom and flexibility of sharing information without infringing copyright legislation.

Without this licence an educational institution is generally not allowed to reproduce any third party material from any source, other than where there is a direct licence/subscription in place, or permission has been granted by the creator of the work.

For further details about the Statutory Education licence and/or how to apply, call CAL's **education** team on 02 9394 7600 or email [educationlicences@copyright.com.au](mailto:educationlicences@copyright.com.au).

### **The Vocational Education, Training and Employment Act 2000 can be read and printed from the Queensland Government Web site.**

*This act provides an overview of legal definitions, basic concepts, apprenticeships and traineeships and vocational placements. It also provides the overarching legal framework for the operation of RTO's, procedures for amending, suspending and cancelling registration, audit powers, other powers, accredited courses, apprenticeship contracts, employer obligations, the training ombudsman, the Training and Employment board and council, and the operation of TAFE Institutes.*

### **The Vocational Education, Training and Employment Regulation 2011**

*The Vocational Education, Training and Employment Regulation 2011 can be read and printed from the Queensland Government Web site. It includes information on*

*Registration fees for holders of a transfer approval and costs for RTOs related to their Scope of Registration*

### **The Workplace Health and Safety Act 2011** can be read and printed from the Queensland Government Web Site.

*This act covers who and what the act applies to, definitions, explanation of public liability as it relates to bodily injury and property damage, obligations of employers and others, obligations of workers and others, WHS board and committee roles, conduct of enquiries claims in relation to civil liability arising from the conduct of the Insured Professional Business Practice.*

The **Anti-Discrimination Act 1991** can be accessed and printed from the web site:

*One of the purposes of the act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation and from sexual harassment and certain associated objectionable conduct.*

*The act prohibits discrimination against Sex, Race, Political Belief, Lawful sexual activity, Marital status, Impairment, Family responsibility, Political belief or activity, Trade union Activity, Lawful sexual activity, Sexuality, Age, Parental Status, Social Origin, Religious conviction, Trade union activity, Sexual orientation, Relationship status, Pregnancy, Breastfeeding, Gender Activity*

**Sexual harassment is defined in the Anti-Discrimination Act 1991** as happening when a person: -

- a. *subjects another person to an unsolicited act of physical intimacy (egg. physical contact such as patting, pinching or touching in a sexual way or other unnecessary familiarity such as deliberately brushing against a person); or*
- b. *makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person (eg. sexual propositions); or*
- c. *makes a remark with sexual connotations relating to the other person (eg. unwelcome or uncalled for remarks or insinuations about a person's sex or private life or suggestive comments about a person's appearance or body); or*
- d. *engages in any other unwelcome conduct of a sexual nature in relation to the other person (eg. offensive phone calls, e-mails, screen savers, indecent exposure or stalking);*

## **The Electrical Safety Act 2002**

### *Purpose*

- (1) *This Act is directed at eliminating the human cost to individuals, families and the community of death, injury and destruction that can be caused by electricity.*
- (2) *Accordingly, the purpose of this Act is to establish a legislative framework for—*
  - (a) *preventing persons from being killed or injured by electricity; and*
  - (b) *preventing property from being destroyed or damaged by electricity.*

*This purpose is achieved by placing obligations on employers/employees, repairers and installers of electrical installation / equipment. As QET provides training and supervision of same, QET has policies and procedures in place to meet these obligations.*



## **Commonwealth Legislation**

*Details about the following Commonwealth Legislation may be found on the Internet at the web sites listed.*

The **Equal Opportunity for Women in the Workplace Act 1999** can be accessed and printed from the web site:

*The Equal Opportunity for Women in the Workplace Act 1999 aims to:*

- *Promote merit in employment;*
- *Promote equal employment opportunity and eliminate discrimination; and*
- *Encourage consultation between employers and employees on these issues.*

*The Act applies to workplaces employing more than 100 employees*

The **Copyright Act 1968** can be read and printed from the web site:

The **Workplace Relations Act 1996** can be accessed and printed from the web sites:

The **Privacy Act 1988** (Privacy Act) is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information. The Privacy Act includes:.

**The Privacy Act QLD 2009** is an act to provide safeguards for the handling of personal information in the public sector environment, and to allow access to and amendment of personal information

**A copy of all relevant Legislation is kept in the Managing Director's Office at QET**

*We wish you success, and hope you enjoy your training.*