

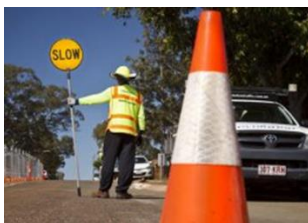
evolution

TRAINING SOLUTIONS

STUDENT HANDBOOK 2020

Forming part of Evolution Training & Safety Pty Ltd RTO 31733

Quality Management System (QMS)



This is a live document.

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Introduction

Evolution Training and Safety Pty Ltd is a wholly-owned subsidiary of Evolution Group Holdings.

Evolution Training and Safety is also a Registered Training Organisation (RTO) providing accredited competency-based training in many courses including Business & Leadership and Traffic Management.

The Evolution Training and Safety team is proud to welcome you to our training and assessment programs. Our team of trainers are highly qualified and experienced in the delivery of training and assessment across a number of industries, and will provide you with a variety of experiences and challenges that will enhance your learning and development opportunities.

Whilst undertaking training with Evolution Training and Safety, you will have certain rights and responsibilities, most of which are covered in this handbook. You can also find out more about the programs offered by Evolution Training and Safety by visiting our website:

www.evolutiontraining.edu.au

If you have any questions which are not covered in this handbook or our website you are always welcome to contact us on 1300 880 488.

We wish you all the best in your training and professional endeavours.

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Definitions and Information

Term	Definition / Information
Induction	At the commencement of your program, you will complete an induction which outlines the program outcomes, learning and assessment process, and program schedule. The induction outlines everything you will need to know about your training and where applicable, the program vocational placement/on-the-job arrangements.
Off-the-job training	Training that is away from a work environment or removed from routine work duties. This can take place either in the workplace or at a training venue.
On-the-job training	Training and work skills students receive while they are undertaking tasks in a work environment or completing vocational placement.
USI	A Unique Student Identifier (USI) is a reference number made up of numbers and letters, unique to each student. This USI allows them to link their previous and future VET qualifications into a single authenticated transcript, through the National Vocational Education and Training Data Collection, and prevents them from losing their record. Registered Training Organisations are obligated to record this reference number at time of enrolment in all accredited/nationally recognised training programs or skill sets/units.
Vocational Placement	<p>Vocational Placement is a structured arrangement that involves a contract between the student, the Registered Training Organisation and a host employer. It is a mandatory component of some qualifications/skill-set programs and provides the student with an opportunity to consolidate knowledge and skills developed through the course and apply these skills in a workplace/live environment.</p> <p>During Vocational Placement, the student is under supervision of a suitably qualified staff member assigned by the host employer. The supervisor records comments and feedback on their observations of workplace performance.</p> <p>Working with their trainer and assessor, students will be able to demonstrate their performance in the workplace through competent completion of defined work tasks and practical task observations.</p> <p>Vocational Placement Assessment contributes towards final assessment in the unit(s) of competency.</p>

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Privacy Statement/Confidentiality

Evolution Training and Safety as a Registered Training Organisation is highly sensitive to the confidentiality of information provided by you. As a result, Evolution Training and Safety has adopted the following Privacy Policy which is applicable to all information that you provide to Evolution Training and Safety and that Evolution maintains electronically, whether you provide the information through Evolution's website or other means.

Laws and Legislation

All personal information that Evolution Training and Safety collects is protected by the Privacy Act 1988 (Privacy Act). Information about the Act can be found on the website of the Office of the Australian Information Commissioner (OAIC).

Under the requirements of the Information Privacy Principles in the Privacy Act, Evolution Training and Safety is committed to protecting the privacy of your personal information.

What information do we collect?

Evolution Training and Safety must collect personal information as part of your application process for training. This information may be of a personal nature and can include details of educational background, employment history, current employment status, and language, literacy and numeracy skills.

The requested enrolment application information conforms to the AVETMISS (Australian Vocational Education & Training Management Information Statistical Standard) requirements. All students are required to provide this information when enrolling.

The personal information gained during the enrolment process will not be used for marketing purposes.

What do we use the information for?

The purpose of collecting personal information during the enrolment process is to allow the staff of Evolution Training and Safety to develop effective training and assessment programs, according to the needs of each individual. This will enable you to enrol and obtain your qualifications.

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Enrolment Information

Enrolling

Having selected Evolution Training & Safety as your Registered Training Organisation you will need to complete an enrolment form which will provide us with your details and the course you will be undertaking.

You will need to provide identification and your Unique Student Identifier number (USI). If you do not already have a Unique Student Identifier number (USI), you can register and receive a USI by accessing this site: www.usi.gov.au/your-usi/create-usi

This information is important in helping us to assist you in your studies and keeping in touch with you. It also allows us to ensure pre-course entry requirements are met prior to commencement (where applicable) and that your unit of competency and qualification results are recorded in your personal record of nationally recognised education and training.

Fees

The cost of your training with Evolution Training and Safety is dependent upon the specific course you are enrolling in and your internal or external employment status.

Course information and program fee information can be located in our course information on the website or by contacting Evolution Training & Safety directly.

Payments

Payment for the course must be made prior to commencement. Payment methods are Credit Card, Cash, or Direct Deposit.

Please refer to the sections on Terms and Conditions and Cancellation and Refunds for further information.

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Training and Assessment

Training

Training programs will be delivered through a combination of off-the-job and on-the-job training modes.

The off-the-job component will be delivered at our dedicated training facilities or at a local Evolution depot. It will combine face-to-face instructor-led theoretical classes and simulated practical exercises involving small group and individual activities. You will be provided with training resources relevant to each training session.

Resources include:

- workbooks
- summative assessments
- industry reference material

The on-the-job component will be a combination of instructor-led practical task-based activities and mentoring/workplace supervision provided by a host employer.

Assessment

The evidence-gathering techniques available for use for each program area are outlined in the following table. You will be assessed using a minimum of three (3) techniques such as:

- | | |
|----------------------------|--------------------------|
| • written test | • self-assessment |
| • observation | • Third-Party Report |
| • oral questioning | • Supervisor's Report |
| • work history (portfolio) | • work related documents |

You will be given the opportunity to apply for Recognition of Prior Learning (RPL).

Please note: units of competency associated with Licence Programs may not permit Recognition of Prior Learning however, accelerated progression to assessment and challenge testing may be applied.

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Learning Strategies

Evolution Training and Safety uses learning and assessment strategies to provide you with the potential to make the most of your learning opportunity. These strategies have been developed and validated by staff with vast and demonstrated experience in vocational education and in consultation with key industry stakeholders.

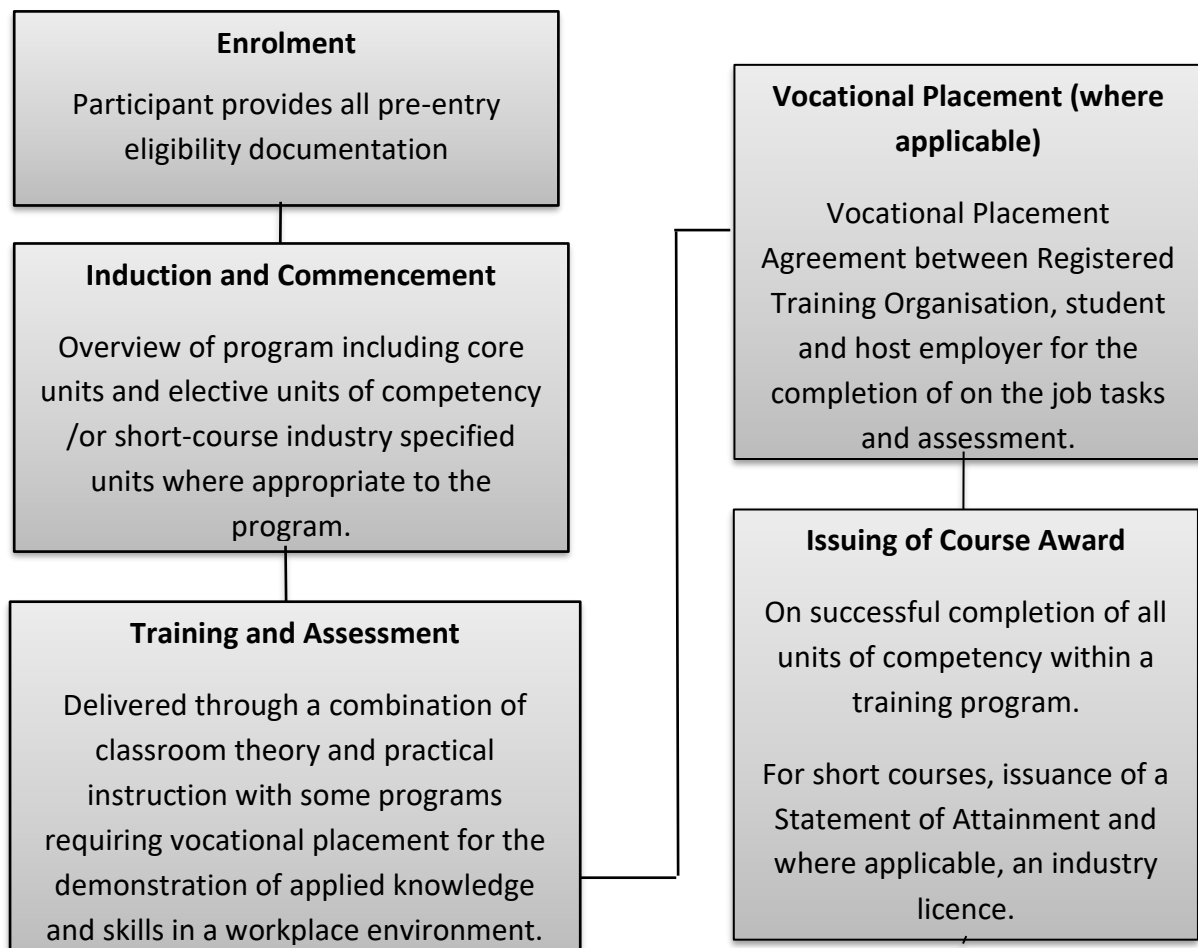
Some of the strategies include:

- blended learning encompassing classroom and worksite instruction
- supervisor engagement in the learning process
- assessment conducted by qualified trainers and assessors with industry expertise and currency

These strategies are supported by learning resources that are current and reflect industry best practice.

Training and Assessment Strategy

The delivery strategy for this program will be based on a staged approach as depicted below:



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Evolution Training Staff

The greatest strength of Evolution Training and Safety is the expertise and experience of our trainers. All of our trainers are highly regarded practitioners who have become trainers through a desire to see the industry up-skilled. The trainers are supported by a management team who not only understand industry standards but are also highly regarded in the VET sector. This experience assists when working with employers to ensure robust learning occurs with minimal disruption to the program of works.

Evolution Training and Safety is ideally placed to add value to learning because of the knowledge, skills and reputation of our staff.

Recognition of Prior Learning and Credit Transfer

Have you gained knowledge and skills through your work, life experience, training or education?

You may be halfway to a qualification and not realise it.

Even if you have never formally studied or trained in a particular area, you may be able to have your skills formally recognised.

Recognition of your current skills and knowledge can occur through:

- Credit Transfer, or
- Recognition of Prior Learning (RPL) if applicable.

Credit transfer

If you have completed past studies in areas related to the qualification you plan to enrol in you may be eligible for credit transfer.

Mutual recognition is based on training package guidelines regarding unit equivalency. You will need to provide your Statement of Attainment/assessment results of your past study. You will also need to provide approval for Evolution Training and Safety to verify your competent completion with the Registered Training Organisation that issued your results or through student records linked to your Unique Student Identifier (USI). An assessor can provide advice regarding the equivalency of previous units of study to determine if a credit transfer can be granted.

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Recognition of Prior Learning (RPL)

If you believe you are already competent in a number of skills through your work or life experience, then these skills may be eligible for RPL and they can often be credited towards a partial or even a complete vocational qualification.

What is involved?

As part of the RPL assessment your existing skills and knowledge will be assessed against a range of industry standards by a qualified assessor. You can demonstrate your competence in a variety of ways including performing tasks, sharing your stories about how you carry out tasks in the work place or providing work samples that are directly related to the performance and knowledge evidence within individual units of competency.

Depending on your skills, knowledge and experience, you may find you are eligible for one or more units of competency within a qualification.

Benefits of applying for recognition:

- recognition can accelerate you through your qualification
- a qualification may assist you with getting a promotion, job security, a change in career or even a pay rise
- recognition helps keep your studies interesting and challenging (as you are not learning things you already know)

RTO Obligations

Evolution Training and Safety is obligated to:

- induct you into the training program
- determine that students meet entry requirements that may be specified by training packages or programs that link to licence issuance
- assess your possible learning needs and apply reasonable adjustment where it does not impact your ability to demonstrate competence in performance
- offer you Recognition of Prior Learning (RPL)
- arrange training and assessment and provide training materials
- provide access to the information held except to the extent that prescribed exceptions apply
- issue you with your appropriate Qualification Award or Statement of Attainment on successful completion of the training program

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Student Obligations

All students are expected to:

- conduct themselves professionally at all times, so as to comply with the generally accepted standards of moral behaviour and decency
- attend all training and assessment activities as identified in the training program
- not undertake professional services until studies are fully completed and you are qualified
- at all times strive to achieve a high level of proficiency through commitment to studies
- never criticise, condemn or otherwise denigrate the organisation, its staff members and trainers or members of the industry or allied professions

Student obligations to a host employer:

When attending vocational placement/on-the-job training, employers can expect students to fulfil certain obligations during training. Students must:

- represent employer in a professional manner at all times
- understand and abide by all aspects of the vocational placement agreement
- make all reasonable efforts to complete the training and acquire the required skills
- handle training resources and workplace resources supplied with reasonable care
- treat proprietary company knowledge learnt during the training as confidential
- respect the rights of colleagues during the training

Student Conduct and Etiquette (Disciplinary Information)

This organisation expects students enrolled in all courses to behave in a professional and dignified manner with regard to fellow students and trainers.

You will be asked to leave training immediately for the instances listed below:

- cheating in class tests or examinations
- intimidating other students
- being disrespectful to staff and other students

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- been rude, or discourteous to a trainer, the RTO Manager or any other member of the staff or guest trainer
- causing disruption in class
- not adhering to host employer workplace policies and procedures whilst on Vocational Placement
- or engaging in misconduct deemed unsuitable or unprofessional

A notice of expulsion will be provided in writing to the student. Fees will not be refunded. Malicious damage to equipment and/or stealing materials or products will result in instant dismissal and will be referred to law enforcement agencies.

Any student who does not abide by the policies and procedures will be counselled by the RTO Manager.

If you are under 18 years and do not abide by the policies and procedures the RTO Manager may wish to contact your parents. If the matter is not resolved the RTO Manager reserves the right to suspend or expel you from your training program. Under these circumstances a student may have a right of audience or a right of appeal to the Chief Operations Officer, Evolution Group.

Such right of audience or appeal must be requested in writing to the Chief Operations Officer, Evolution Group within seven (7) days of suspension or expulsion. (See Complaints and Appeal Procedures)

The decision of the Chief Operations Officer, Evolution Group shall be final and binding upon all parties. No refund will be given.

Access and Equity

Access and Equity policies are incorporated into operational procedures. Evolution Training and Safety prohibits discrimination towards any group or individuals in any form, inclusive of:

- gender
- pregnancy
- race, colour, nationality, ethnic or religious background
- marital status
- physical or intellectual or psychiatric disability
- sexuality (male or female, actual or presumed)
- age

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Evolution Training and Safety encourages students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

Complaints and Appeal Procedures

All complaints and appeals are taken seriously and their findings incorporated into procedures as appropriate. For the purpose of this procedure, the **client** can be either a **student** or an **employer** representative.

Should a client have a complaint or appeal, the following steps are to be followed:

1. The client should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the client student should discuss the issue / complaint with their trainer to see if it can be resolved.
3. If still no resolution the client should put the following information relating to the complaint or appeal in writing:
 - description of the complaint or appeal
 - state whether you wish to formally present your case
 - steps you have taken to deal with the it
 - what you would like to happen to fix the problem and prevent it from happening again
4. The client brings the complaint to the attention of the trainer within seven (7) days of the issue taking place.
5. The client brings the appeal of a result to the trainer within seven (7) days of receiving formal notification of the “Not Competent” outcome.

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6. If the complaint or appeal is not dealt with to the client's satisfaction within the seven (7) day period, they may bring it to the attention of the Operations Manager (Evolution Training). The Operations Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the Operations Manager receives written notification from the client about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 7 days.
7. Should the issue still not be resolved to the client's satisfaction, Evolution Training and Safety will make arrangements for an independent external person to resolve the issue. The client will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than 14 days.
8. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.
9. If the client is still not happy with external mediation, they may take their complaint to the National VET Regulator using their online complaint form:

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

10. All documentation relating to complaints or appeals should be archived for audit purposes.
11. The Operations Manager (Evolution Training) will be the person responsible for the implementation and maintenance of the policy.

Terms and Conditions

- Full payment is due prior to commencement of the course unless prior approval from Evolution Training and Safety has been granted
- Registrations for group bookings must be received in the requested electronic format and approved by an authorised representative from the nominating organisation
- It is the responsibility of the authorised representative to provide any purchase orders or additional supporting documentation together with the registration request
- Evolution Training and Safety is unable to register delegates who do not meet all the prerequisites listed in the course outline
- Evolution Training and Safety reserves the right to cancel or reschedule any course with insufficient enrolments
- Enrolment and attendance does not guarantee a successful outcome and issuance of course award to the trainee

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Cancellations and Refunds

Evolution Training and Safety Pty Ltd offers a fair and equitable refund policy that complies with all legislative requirements.

Refund Policy is as follows:

- In the event that Evolution Training and Safety cancels or reschedules a course, you will be given the option to transfer to the next available course (free of charge) or we will refund any money paid by you in full
- If you withdraw from a course due to any reason, monies paid will be refunded as per Evolution Training and Safety's Cancellation and Transfer policy
- If you have not been able to attend the course due to extenuating circumstances, please contact us in writing and this will be reviewed by Management for consideration
- See related costs for cancellations and refunds under the section Other Costs and Related Charges

Other Costs, Fees and Charges:

All course costs can be found on our website. In addition to course fees, other fees are applied for the following services:

- Reprinting of Certificates, Statements of Attainment and work cards \$25.00 each
- Replacement MUTCD – Part 3 \$45.00 per manual
- Replacement Traffic Control Ready Reckoner \$30.00 per booklet
- Transfer of course date \$20.00 Administration fee
- The transfer fee is raised by \$10.00 for each subsequent transfer
- Cancellations:
 - Outside 7 days \$25.00 Administration fee
 - Inside 7 days but outside of 2 days before the course commencement date 50% of the course cost
 - Inside 2 days of the course commencement the trainee will forfeit 100% of the course cost

Additional services fees and charges may be subject to change, current associated fees and charges are available on our website

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The Training Guarantee

- Evolution Training and Safety will honour all commitments made in this Student Handbook and as outlined in our Quality Policy.
- Evolution Training and Safety will honour all agreements and commitments for the provision of training including:
 - Access to resources (training and assessment)
 - Access to physical resources (in the ownership of Evolution Training and Safety or sourced externally)
 - Access to appropriately qualified and industry current trainer and assessors
 - Supporting its learners through their qualification/course including the provision of flexible and assessment options for special needs students or students requiring specific assistance
- Evolution Training and Safety will support the transition of its students to new qualifications or accredited courses
- Evolution Training and Safety will transition students to a new registered training organisation in circumstances where Evolution Training and Safety cease to offer a specific training program

Evolution Training and Safety is committed to meeting its obligations under the Standards for NVR Registered Training Organisations 2015 and any amendments to the standards, requirements of training packages and accredited courses for which it is registered.

We hope you enjoy your course of study.

Contact us

For any questions or enquiries related to the services provided by Evolution Training and Safety, please contact us on:

- P **1300 880 488**
- E training@evolutiontraining.edu.au
- W www.evolutiontraining.edu.au

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Useful Links

www.asqa.gov.au

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met

www.csq.org.au

CSQ is a central point of contact for the Queensland building and construction industry for career seekers just starting out, workers keen to up-skill and employers building a skilled workforce

www.skillsdmc.com.au

SkillsDMC, is the nationally recognised advisory body on the skills and workforce development needs of the Resources and Infrastructure Industry.

www.training.com.au

provides a single point of access to the vast range of vocational education and training information, products and services in Australia.

www.training.gov.au

encompasses the national register which contains the authoritative information about Registered Training Organisations (RTOs), recognised training products and the approved scope of each RTO to deliver nationally recognised training as required in national and jurisdictional legislation within Australia.

www.training.qld.gov.au

Department of Education Training & Employment – Queensland

www.usi.gov.au/your-usi/create-usi

create your Unique Student Identifier number

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Relevant Legislation

Work Health and Safety Act 2011

The WHS Act www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkHSA11.pdf provides a framework to protect the health, safety and welfare of all workers at work and of all other people who might be affected by the work.

The WHS Act aims to:

- protect the health and safety of workers and other people by eliminating or reducing workplace risks
- ensure effective representation, consultation and cooperation to address health and safety issues in the workplace
- encourage unions and employers to take a constructive role in improving health and safety practices
- promote information, education and training on health and safety
- provide effective compliance and enforcement measures
- deliver continuous improvement and progressively higher standards of health and safety

Throughout the WHS Act, the meaning of health includes psychological health as well as physical health.

Anti-Discrimination Act 1991

The Anti-Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by ETS, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to www.legislation.act.gov.au/a/1991-81/default.asp

Privacy Act 1988

The Privacy Act 1988 (www.privacy.gov.au/privacy_rights/laws) makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in Queensland and in other states and territories, visit the website of the Office of the Federal Privacy Commissioner

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Legislation for Managing and Minimising Risk

Like any organisation, training organisations must have systems in place for managing and minimising risk commensurate with the nature of the services they provide. Visit the Queensland Government's Workplace Health and Safety website (www.whs.qld.gov.au/whsact) for more information regarding legislation for managing and minimising risk.

Vocational Education, Training and Employment Act 2000 & Training Reform Act 2003

(www.legislation.qld.gov.au/Legislation.htm) was introduced by the Queensland Government to provide a legislative foundation for flexible, high-quality training to support Queensland's workforce, now and into the future. The legislation regulates the apprenticeship and traineeship system and provides a structure for providing advice on vocational education, training and employment matters to the Government. All RTO should comply with the Act. The Training Reform Act 2003 is an amendment to the VETE Act 2000.

Fair Trading Act 1989

The Fair Trading Act 1989 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit www.legislation.qld.gov.au/LEGISLTN/>CURRENT/F/FairTradA89.pdf

Electrical Safety Act 2002

The object of the Electrical Safety Act 2002 is to eliminate the human cost to individuals, families and the community of death, injury and destruction that can be caused by electricity and to prevent property from being destroyed or damaged by electricity. For more information visit www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/ElectricalSA02.pdf Linked with this Act is the Electrical Safety (Codes of Practice) Notice 2002 Schedule 2.

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