



Training Sense



STUDENT HANDBOOK 2011



www.trainingsense.com.au



TABLE OF CONTENTS

THE ORGANISATION	5
THE PEOPLE.....	5
OUR VALUES	5
Educational Standards & Student Welfare	7
Training Environment.....	8
Student Information	8
Recruitment & Selection.....	9
Induction/Orientation	9
Student Support Services	10
Quality Policy.....	10
Competence of educators.....	10
Adult Learning Principles.....	11
Recognition of Other Qualifications	12
Training Delivery.....	12
Gaining Competency	12
Vocational Education & Training	13
Legislation & Regulatory Requirements	14
Occupational Health & Safety Act 2004.....	15
Information Privacy Act 2000.....	15
Racial & Religious Tolerance Act 2001	16
Vocational Education & Training Act	16
Victorian Qualifications Authority Act.....	17
Equal Opportunity Act 1995	17
Training Information.....	18
DEFINITIONS	18
Assessment.....	19
Objectives of the Assessment Process	19
What Evidence Is Required?	20
Recognition of Current Competencies or	21
Recognition of Prior Learning.....	21
Outline of RCC/RPL Procedure	21
WHAT YOU NEED TO DO!	22
ASSESSING COMPETENCY.....	23
Course Monitoring	25
Post Training Reviews	25
Equal Employment Opportunity Policy	26
Discrimination / Harassment Policy	27

Workplace Harassment, Victimization & Bullying	27
Making a Complaint.....	28
Disciplinary Policy for Participants	28
Access & Equity Policy.....	29
Occupational Health & Safety Policy	29
Language, Literacy & Numeracy Policy	30
Privacy Policy.....	31
Complaints Policy	32
Appeals Policy	32
OUR CODE OF PRACTICE.....	33
EDUCATIONAL STANDARDS	33
SALES AND MARKETING.....	33
STUDENT INFORMATION MANAGEMENT	33
ENROLMENT & EQUAL OPPORTUNITY PROCEDURES.....	33
COMPLAINTS & APPEALS PROCEDURES	34
LITERACY & NUMERACY SUPPORT	34
ACCESS & EQUITY	34
REFUND POLICY	34
INTERNAL AUDIT PROCESS.....	34
GUARANTEES	35
DISCLAIMER	35
BEHAVIORAL STANDARDS	35
MINIMUM STANDARD DRESS REQUIREMENTS	35
Student Code of behaviour	36
1. Health & Safety.....	36
2. Training Sense Property	36
3. Smoking, Alcohol, Drugs, Gambling & Theft	36
4. <i>Possession of Dangerous Items</i>	36
5. <i>Disruptive Behaviour</i>	36
6. <i>Attendance</i>	37
7. <i>Phone Calls</i>	37
<i>TERMS & CONDITIONS of Enrolment:</i>	38
TERMS & CONDITIONS	38
DEFINITIONS:	38
CANCELLATIONS BY PARTICIPANTS	38
CANCELLATIONS BY TRAINING SENSE	38

PAYMENT OF REFUNDS	38
COMMENCEMENT OF TRAINING	38
ATTENDING WORKSHOPS	39
GENERAL	39
CONDITIONS OF ENROLMENT	40
ACKNOWLEDGMENT, RELEASE AND ASSUMPTION OF RISK.....	40
NO GUARANTEE OR WARRANTY	41
RELEASE AND INDEMNITY TO TRAINING SENSE AND THE WORKSHOP LOCATIONS.....	41
CONSENT FORM:	42

Welcome!



As General Manager, I welcome you to Training Sense, and would like to take this opportunity to encourage you to use this guide as an important resource as you make your way through your training program.

THE ORGANISATION

Training Sense is a nationally accredited Registered Training Organisation offering quality training in the Sport, Fitness, and Leisure industries.

Our aim is to empower people to reach their full potential by offering innovative and creative training programs that are flexible and designed to suit the needs of participants, employers and the industry.

THE PEOPLE

Educators will be available to assist participants over the duration of the training program and are always accessible by contacting our office.

OUR VALUES

Quality Delivery: We believe that quality delivery of training and assessment is vital to our ongoing business success and why we do what we do.

Industry Integrity: We believe that the industries we work within guide our desire to set the benchmark for a skilled and vibrant workforce.

Clients Right to Learn: We believe that all people have the right to learn and we use every possible tool at our disposal to provide opportunities for student success.

Relationships: We believe in positive relationships and the importance of our people, our clients, our Participants and our industry in all aspects of the business.

We wish you all the best with your course and we look forward to working with you to ensure an enjoyable and rewarding relationship.

Kind regards

Mark Pullin
General Manager



ALL PARTICIPANTS

MUST READ:

Before you start any course with Training Sense you must read the following information.

These are the essential personal characteristics and key resources required to successfully complete the course

<p>Language, Literacy and Numeracy</p>	<p>The course is provided in English. An ability to read and write English at year 10 level is a prerequisite for all Participants who enroll in this course.</p> <p>If you feel that you may not be able to meet this requirement, it is your responsibility to contact the Training Sense Education Team.</p> <p>Please refer to the Language Literacy & Numeracy Policy & Procedure contained in the Training Sense Handbook.</p> <p>Participants must complete the Numeracy and Literacy assessment before commencing the course.</p>
<p>Training Sense Student Handbook.</p>	<p>All Policies and Procedures are outlined in the Training Sense Handbook.</p>
<p>Attitude & Commitment to Education and your Training</p>	<p>A positive attitude and a real commitment to the program and the studies is important for success</p>
<p>Quality</p>	<p>Submission of Work should be of the highest of standards.</p>
<p>Ability to Verbally Communicate and Understand English</p>	<p>Student support is communicated in English.</p> <p>For the safety of TRAINING SENSE Staff, Clients and Yourself, you will need to be able to clearly communicate the English language whilst undertaking "Practical" sessions.</p>
<p>Highly Motivated with a Positive Attitude</p>	<p>Successful Sports Personnel are highly motivated, energetic people who have the ability to inspire and motivate others.</p>
<p>Ability to Study Externally and Unsupervised and Meet Predetermined Deadlines</p>	<p>External Study (Correspondence, Blended Learning or Self Paced Study) offers a flexible training alternative that allows Participants to study while managing their work / life balance.</p> <p>This style of delivery does not work for everyone.</p> <p>Be certain you are able to apply time management skills to effectively coordinate all aspects of your work, personal life and study.</p> <p>Adherence to deadlines is essential</p>

Educational Standards & Student Welfare

The following measures will be taken to safeguard the educational interests and welfare of Participants:

- *Providing training that is dynamic and innovative in approach*
- *Ensuring educational materials reflect current thinking and models of best practice*
- *Motivating staff to achieve the highest standards in service delivery*
- *Ensuring that training and assessment occur in accordance with the requirements of the accredited course*
- *Maintaining confidentiality at all times*
- *Developing positive, supportive relationships with Participants based on open communication and sharing of knowledge and skills*
- *Using a range of assessment styles and tools to accommodate a range of abilities and learning styles*
- *Adhering to principles of good management, accountability and financial viability*
- *Maintaining accurate and secure Participants records*
- *Actively supporting our policies to protect individual rights and to prevent harassment, discrimination and bullying*
- *Appropriate information, advice, support and referrals is made available to all clients within the restrictions of the Privacy Act 2000 in order to assist the achievement of their desired outcomes*
- *Provide Recognition of Prior Learning for previous studies and relevant life/work experiences*
- *Adherence to fees and charges policies and the educational principles of OTTE/DET or other*
- *Discipline procedures*

Training Environment

Training Sense will:

- *Market their programs with integrity, accuracy and professionalism at all times*
- *Avoid vague, ambiguous statements*
- *Never make false or misleading comparisons with other providers or courses*
- *Ensure that all Participants are given information that is true and correct at the time*

Student Information

Training Sense will provide accurate, relevant and up-to-date information to Participants prior to enrolment. This will include but not limited to:

- *Code of Practice*
- *Selection, enrolment and induction/orientation*
- *Admission procedures and criteria*
- *Course information - including content, vocational outcomes and fees*
- *Provision for language, literacy and numeracy assessment*
- *Details of support services that are arranged for Participants*
- *Staff responsibility for access and equity*
- *Certification to be issued upon completion*
- *Competencies to be achieved*
- *Assessment procedures*
- *Arrangements for the Recognition of Prior Learning*
- *Disciplinary procedures*
- *complaints/ Appeal procedures*
- *Refund policy*
- *Equal Opportunity Policy*
- *Occupational Health & Safety*
- *Privacy Act*
- *Anti-discrimination guidelines*

Recruitment & Selection

Recruitment for all training will be conducted in an ethical and responsible manner, consistent with the principles of access and equity. Qualified educators will assess the extent to which potential Participants are likely to achieve the stated competencies and learning outcomes. Successful applicants will be provided with assistance relevant to their learning needs.

Induction/Orientation

Prior to commencement, a Student Information Handbook will be given to each student, and the educator will elaborate and answer questions and address any queries concerning the forthcoming training and assessment at the induction/orientation. An explanation will be given of:

- *Training Sense*
- *Competency Based Training*
- *Assessment*
- *Your obligations*
- *Certification and Pathways*
- *Recognition of Prior Learning (RPL) / Recognition of Current Competency (RCC)*
- *Complaints Procedures*

Student Support Services

For individual support with language, literacy or numeracy, assistance and mentoring will be available from a staff member or external consultant with experience and qualifications in the specific area of need. If a student has any concerns, their educator is available for support or referral.

Should a student need welfare or guidance assistance, they should speak with their trainer in the first instance, who will arrange for a meeting with a qualified Counsellor.

Quality Policy

Training Sense provides a range of training and vocational services to the fitness industry. It is the policy of Training Sense to consistently provide superior customer service through the use of quality materials, effective work procedures, prompt and courteous delivery.

We recognise that consistent product and service quality will ensure a high degree of customer satisfaction, repeat business and continued growth.

In supporting these objectives, Training Sense has established a quality system based on continuous improvement and steadfast application of quality processes, which meet the requirements of Australian Quality Training Framework.

All employees are committed to successfully implementing and maintaining these procedures and achieving the required levels of quality in product and services.

Competence of educators

Training Sense will ensure that assessments are conducted by suitably qualified educators who demonstrate competency. Training will be delivered by qualified educators and mapped against each unit of competency that they are either assessing or delivering, along with relevant vocational competence and judgments relating to its relevance and hold the minimum qualification of Certificate IV in Training & Assessment (TAE40110) or equivalent.

Adult Learning Principles

Training Sense incorporates adult learning principles throughout the delivery of its training programs, and Participants are encouraged to take responsibility for their learning and to be active in the learning and assessment process. Courses are designed to be flexible, interactive and involve all Participants in discussion and activities. Your contribution, thoughts and experiences are vital to the success of the course.

To achieve competency and be issued with a nationally recognised qualification or Statement of Attainment you will need to:

- *Complete any required reading and/or research*
- *Complete all specified unit assessment tasks*
- *Complete specified practical assessment tasks*
- *Complete an integrated competency assessment*

Training Sense therefore encourages all Participants to:

- *Prepare for training sessions*
- *Complete any required reading and/or research*
- *Participate appropriately in all training sessions*
- *Undertake all work requirements in line with designated deadlines*
- *Relay to your educator any problems being experienced*
- *Participate in evaluation activities and offer constructive advice relevant to course delivery*
- *Expect that Training Sense staff will treat you with politeness and respect and reciprocally treat staff in the same manner*
- *Use established complaints procedures if there is a difficulty in relation to course delivery or you experience difficulties with Training Sense staff*
- *Seek assistance with language, literacy and numeracy difficulties*
- *Modifications and adjustments can be made for identified disabilities*
- *Reference material will be made available to all Participants*
- *Referrals to professional counselling will be arranged if the needs of the student cannot be met by Training Sense staff*

Recognition of Other Qualifications

Training Sense recognises the AQF qualifications and Statements of Attainment issued by any other RTO in Australia. Our recognition requirements are available to Participants on request.

Training Delivery

The flexibility of our training programs incorporates options that best meet and suit your needs:

- *Supervised Learning*
- *Practical Demonstration*
- *Observation*
- *Team/group work*

This is achieved by offering innovative and creative training programs that are flexible and customised to suit each individual.

Educators will also be available to discuss your needs and to support you through your training program.

Gaining Competency

Training Sense is accredited to deliver and assess against set industry standards to enable Participants to receive their qualification. Although the delivery and many of the assessment tasks have been customised for specific needs, it is important to note that the national standards must be met to achieve competency and receive the qualification.

Vocational Education & Training

VET qualifications are nationally recognised and provide people with practical skills and information to enable them to competently perform their workplace roles. VET qualifications are part of the Australian Qualifications Framework that links all recognised education and training nationally.

The inverted triangular symbol (the National training logo) that will appear on the bottom of your Certificate tells employers and other stakeholders that you hold a nationally recognised qualification. The diagram below indicates the 12 levels of the AQTF:

Secondary Education Sector	Vocational Education Sector	Higher Education Sector
Year 11/12	Certificate I Certificate II Certificate III Certificate IV Diploma Advanced Diploma	Diploma Bachelor Degree Graduate Certificate Graduate Diploma Masters Doctorate (PhD)

Legislation & Regulatory Requirements

Legislation that significantly affects participation in vocational education and training is:

- *Occupational Health and Safety Act 2004*
- *Information Privacy Act 2000*
- *Racial & Religious Tolerance Act 2001*
- *Vocational Education & Training Act*
- *Victorian Qualifications Authority Act 2000*
- *Equal Opportunity Act 1995*
- *Guidelines for Skin Penetration*

All Participants should note that the above legislation can be found at www.dms.dpc.vic.gov.au, www.vic.gov.au and www.otte.vic.gov.au. All Participants are permitted to use the internet at Training Sense to access information about legislation, and a summary of each Act is detailed below:

Occupational Health & Safety Act 2004

The objects of this Act are to:

- (a) Secure the health, safety and welfare of employees and other persons at work
- (b) Eliminate, at the source, risks to the health, safety or welfare of employees and other persons at work
- (c) Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- (d) Provide for the involvement of employees, employers and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards - having regard to the principles of health and safety protection

Information Privacy Act 2000

The main purposes of this Act are to:

- (a) Establish a regime for the responsible collection and handling of personal information in the Victorian public sector
- (b) Provide individuals with rights of access to information about them held by organisations, including information held by contracted service providers
- (c) Provide individuals with the right to require an organisation to correct information about them held by the organisation, including information held by contracted service providers
- (d) Provide remedies for interferences with the information privacy of an individual
- (e) Provide for the appointment of a Privacy Commissioner

Racial & Religious Tolerance Act 2001

The preamble to this Act states:

1. The Parliament recognises that freedom of expression is an essential component of a democratic society and that this freedom should be limited only to the extent that can be justified by an open and democratic society. The right of all citizens to participate equally in society is also an important value of a democratic society.
2. The people of Victoria come from diverse ethnic and Indigenous backgrounds and observe many different religious beliefs and practices. The majority of Victorians embrace the benefits provided by this cultural diversity and are proud that people of these diverse ethnic, Indigenous and religious backgrounds live together harmoniously in Victoria.
3. Some Victorians however are vilified on the ground of their race or their religious belief or activity. Vilifying conduct is contrary to democratic values because of its effect on people of diverse ethnic, Indigenous and religious backgrounds. It diminishes their dignity, sense of self-worth and belonging to the community. It also reduces their ability to contribute to, or fully participate in, all social, political, economic and cultural aspects of society as equals, thus reducing the benefit that diversity brings to the community.

Vocational Education & Training Act

The objectives of the Victorian Qualifications Authority Act are to:

- (a) Develop and monitor standards for education and training normally undertaken in, or designed to be undertaken in the years after Year 10
- (b) Ensure and support appropriate linkages between qualifications
- (c) Facilitate procedures which make it easier for people to re-enter education and training and acquire qualifications throughout their lives.

Victorian Qualifications Authority Act

The main purposes of this Act are to:

- (a) Establish the Victorian Learning and Employment Skills Commission and to specify its powers and functions in the promotion, planning, co-ordination and administration of vocational education and training in Victoria and of adult, community and further education in TAFE colleges
- (b) Provide for the establishment of TAFE colleges as self governing institutions forming part of the post-secondary education system in Victoria which includes vocational education and training and adult, community and further education
- (c) Provide for the establishment or declaration of industry training boards
- (d) Provide for the regulation of apprenticeships and other workplace training
- (e) Provide for and regulate the practical placements of Participants of TAFE providers so as to enable those Participants to obtain general work experience or to receive workplace training

Equal Opportunity Act 1995

The objectives of this Act are to:

- (a) Promote recognition and acceptance of everyone's right to equality of opportunity
- (b) Eliminate, as far as possible, discrimination against people by prohibiting discrimination on the basis of various attributes
- (c) Eliminate, as far as possible, sexual harassment
- (d) Provide redress for people who have been discriminated against or sexually harassed

Training Information

Training Programs and courses are based upon competency based training principles. Some of the common terms / definitions that you will come across are described below:

Definitions

Competency is a broad concept that describes a person's ability in a range of areas. It covers:

- *Task skills (performing individual tasks)*
- *Task management skills (managing a number of different tasks within a job)*
- *Job or role environment skills (dealing with the responsibilities and expectations of the workplace)*

Competency Based Training is aimed at providing Participants with the skills, knowledge and understanding to demonstrate competence against standards, usually nationally, industry endorsed Competency Standards.

Competency Standards reflect the knowledge and skill and the application of that knowledge and skill to the standard of performance required in employment and against the same standards. Participants are not compared with one another. Standards are developed by industrial parties, based on the organisation of work, expressed in terms of workplace outcomes and regularly reviewed to ensure their continuing relevance to the workplace.

Competency based assessment is a process of collecting evidence and making judgments on whether competence has been achieved. This is based upon the student being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed.

Assessment

At Training Sense, student assessment is conducted utilising a number of strategies:

- *Provision of user-friendly learning resources*
- *Availability of additional support when required*
- *Provision of information relating to the requirements of the training program, including the assessment details*
- *Developing assessment tools that are closely linked to both the training program requirements and the workplace*

Objectives of the Assessment Process

The objectives of the assessment process are:

- *To confirm that Participants have acquired the competencies identified in the competencies*
- *To demonstrate that Participants are competent to the agreed industry standard*

Assessment methods include, but are not limited to:

- *Observation*
- *Projects/assignments*
- *Oral/written questioning*
- *Role-plays*
- *Practical demonstration*
- *Case studies*
- *Simulations*

In keeping with the principles and practices of competency-based assessment, the determination of competence will be made on an aggregate of evidence, not on isolated assessment activities or events.

Once you have been assessed against the standards you will receive a grade of “C” for Competent or “NYC” for Not Yet Competent. Not Yet Competent means that you have not met the requirements and will be given the opportunity to fill any competency gaps to obtain competency. If you do not complete all requirements of a qualification, you will receive a Statement of Attainment, rather than a full qualification.

What Evidence Is Required?

Educators will gather evidence of competencies over the duration of the course. Throughout each competency there will be a variety of assessment tasks and you will be required to complete to ensure that your individual learning style is taken into consideration.

Don't be hesitant about assessment tasks, as they are designed to ascertain how you are progressing with your learning, and what progress you have made towards achieving the required competence.

More formal assessment strategies are used to consolidate the evidence bank that you have been developing.

Training Sense allows Participants two opportunities to be assessed as competent. Should a student not achieve competence after two attempts, then it will be recommended that they repeat the unit of study.

Recognition of Current Competencies or Recognition of Prior Learning

Recognition of current competencies (RCC/RPL) is *“the acknowledgement of skills and knowledge obtained through formal training, work experience and/or life experience”*. If you are considering applying for recognition of prior learning as part of a course you will need to present evidence of the following. You may have developed competency in these elements in a number of ways:

For example:

- *Through life experiences*
- *Through experience on-the-job*
- *Through training courses*

Previously acquired skills and knowledge can be identified and assessed against standards set by industry and the Australian National Training Authority (ANTA).

Participants may apply for RCC/RPL and supply evidence that demonstrates that they have all the skills and knowledge relating to the competency.

In cases where Training Sense' RCC/RPL Assessor is satisfied with the evidence supplied (documented or demonstrated), the student will be granted “RCC” or “RPL” for the whole or specified part of the competency.

Outline of RCC/RPL Procedure

Training Sense offers Participants recognition for skills and knowledge that they already possess. In this way, Participants may not need to attend all classes/ complete course work/modules, but can apply for Recognition of Prior Learning / Current Competencies.

Where recognition is granted, the student is granted full equivalent status to Participants who complete the course by attendance and assessment.

To apply for RPL, please complete an Application for Recognition of Prior Learning Form, available from Training Sense's administration office and available for download on TafeVC/WebCT.

You should read the information below and course outline/performance criteria (supplied) before completing any RPL forms.

Gathering evidence can be a time consuming process, however, if you feel that parts of the course are 'going over old ground' so to speak, it is worth the effort to have your expertise recognised.

WHAT YOU NEED TO DO!

Step 1 Read the Course Outline and Performance Criteria for each competency that you believe you may be able to gain RPL. This is available within the Module outlines icon on TAFEVC. Download the RPL - Module Outline File. Match how you have achieved this competency

- *Through life experiences*
- *Through experience on-the-job*
- *Through training courses*

Step 2 Gather as much evidence as possible that would support your claim in the areas that you consider you already have the appropriate skills in:

- You may have gained a special skill from life experiences, such as working with a community group, leadership skills, etc.
- Another form of evidence is demonstration of your skills. You may want to organise for your assessor to be present when you are demonstrating a particular skill at work.
- Evidence can also be gathered from your current supervisor. Discussions or interviews can be arranged, with your supervisor present, to assess your competency in areas you consider you have substantial experience but no documentation to prove this is the case.

Step 3

- Go to:
TafeVC-WebCT: SRF30206 CERT III IN FITNESS - INTRODUCTION TO TRAINING SENSE section to get the appropriate form/s.
- You will also need to complete the special Credit Transfer form which is entitled **“CREDIT TRANSFER – RPL APPLICATION & NOTIFICATION” Form**. This is available in the Forms folder within this section.
- There are individual RPL forms for each and every module. They are stored in the Home Page › Recognition of Prior Learning - Module Files folder in the **SRF30206 CERT III IN FITNESS - INTRODUCTION TO TRAINING SENSE section**. They are also stored in each Module section of the course as well.

ASSESSING COMPETENCY

The ultimate decision as to your competency will be made by an assessor. Evidence must match the performance criteria very clearly and satisfy the assessor that you genuinely have the skills and the knowledge you present for recognition.

Application

This form asks you to provide information about yourself and your request for recognition of previous learning and experience.

- After completing this application form, you may be invited to attend a discussion about information from this application. This is to confirm or clarify your request for recognition and to make sure that all relevant learning experiences have been identified.
- Please attach to this application form anything that you believe could assist your claim, for example, documentation about:

-
- *Statements of results from training courses*
 - *Detailed resume of work history and experience*
 - *Copies of assessments you passed as part of a course*
 - *Correspondence or external studies (course notes)*
 - *School involvement (e.g.: magazine)*
 - *School committees (minutes, reports, speeches)*
 - *Work experience and/or industry placement log books or references*
 - *Samples of work in other subjects relevant to this course*
 - *Certificates of attendance/achievement or participation*
 - *School reports and exam results*
- Present all your evidence and attach this evidence to your application you are required to make a listing of all the modules that you are requesting a Credit Transfer/RPL (Recognition of Prior Learning) on this form.
 - You are also required to obtain and complete the RPL form for each individual module you are claiming and complete. Attach all paperwork and send to:

Training Sense RPL Application

PO Box 531

Moonee Ponds VIC 3039.

You may be required to attend an Interview to justify your claims.

Course Monitoring

An educator is responsible for the delivery and monitoring of training, and Participants who feel that they may be disadvantaged in the learning environment as a result of disability, language, culture, gender, age or other perceived barriers should discuss this with their individual educator in the first instance.

Should you experience any difficulty that may be affecting your studies, please discuss this with your educator, or arrange to make an appointment to meet with the Training Coordinator.

Review and evaluation processes will occur at scheduled intervals over the duration of your training program. You are encouraged to provide feedback to assist us in our quality assurance process.

Training Sense has a policy of Continuous Improvement. The course relies on quality Feedback and Student Response. Training Sense acts on all feedback, so as to continuously improve all courses.

Post Training Reviews

All Participants will receive a feedback questionnaire at the completion of training for each qualification.

Individual Participants may be contacted by the governing body of RTO's in their state for feedback purposes during, or at completion of a course.

Equal Employment Opportunity Policy

Training Sense is committed to the goals of equal opportunity and affirmative action in education and employment. It aims to provide a study and work environment for staff and Participants that fosters fairness, equity, and respect for social and cultural diversity, and that is free from unlawful discrimination, harassment and vilification as determined by legislation.

In fulfilling this commitment, Training Sense will:

- *Foster a culture that values and responds to the rich diversity of its staff and Participants*
- *Provide equal opportunity by removing barriers to participation and progression in employment and education so that all staff and Participants have the opportunity to fully contribute*
- *Offer programs that aim to overcome past disadvantages of Participants*
- *Promote clear and accountable educational and management policies and practices to engender trust between managers, staff and Participants*
- *Enhance the quality of Participants' learning through the provision of culturally, socially and gender inclusive education in areas such as curricula, teaching methods, assessment and review provisions, written and audio-visual material and support services*
- *Ensure that its staff and Participants are aware of their rights and their responsibilities*

Discrimination / Harassment Policy

Sexual harassment and discrimination are unacceptable behaviours, which will not be tolerated. As well as being unlawful, they are also against Training Sense's work ethics and corporate values.

Harassment is any uninvited, unwelcome behaviour of a sexual or racial nature (which may be physical, verbal or visual and/or written including electronic formats), requests for sexual favours, or any other form of unsolicited or unwelcome conduct of another person. It can be male to female, female to male or to a person of the same sex.

It is important to understand that whilst single occurrences of unacceptable behaviour may appear relatively minor, when continued over a long time they can become very stressful. Harassment can be either deliberate or unintentional and seen to be 'normal' or 'in good fun', particularly by the person doing the harassing.

As in any area of personal interaction, the boundaries of what constitutes harassment may vary from person to person. In addition, one person may have different boundaries for different relationships. It is the responsibility of all persons to recognise and respect the boundaries set by others.

Workplace Harassment, Victimisation & Bullying

Workplace harassment almost always has a strong clear focus (e.g.: sex, race, disability). It tends to focus on the individual because of what not who they are. It has a strong physical component, e.g.: contact and touch in all its forms, intrusion into personal space and possessions, damage to possessions - including a person's work, etc.

Victimisation and bullying is persistent, offensive, abusive, intimidating or insulting behaviour, abuse of power which makes the recipient feel upset, threatened, humiliated or vulnerable, which undermines their self-confidence and which may cause them to suffer stress.

Victimisation and bullying differs from harassment in that the focus is rarely based on gender, race or disability. The focus is often on competence, or rather the alleged lack of competence.

These types of behaviour are not acceptable in any way by Training Sense, and are considered disciplinary offences.

Making a Complaint

Any person who feels that he/she is being sexually harassed or discriminated against should advise the other party that the conduct is inappropriate, offensive and must cease. The person may be unaware that his/her behaviour is upsetting, and discussing the situation amicably may clear up any misunderstanding.

If the behaviour does not change, the aggrieved person has the right and is encouraged to make a formal complaint, which will be treated seriously, sympathetically and confidentially. The complaint should be brought to the attention of the Quality Manager, who will either personally handle the matter, or refer it to a more appropriate authority to action.

Action will be taken to stop the harassment or remedy the discrimination. It is expected that all individuals will comply with this policy.

If a complaint of sexual harassment is substantiated against any individual person, the person may be disciplined up to and including termination of agreement.

If at any stage you feel dissatisfied with how your complaint has been handled, you have the right to take it to an independent panel. Any necessary investigations will be carried out in an impartial manner.

Disciplinary Policy for Participants

To ensure a transparent and equitable process for disciplinary procedures, it is the responsibility of the Executive Director, to ensure that:

- *Where disciplinary action is necessary, the Executive Director shall notify the student of the reason. The first warning must be verbal and will be recorded on the student's personal file. A union representative shall be present if desired by either party.*
- *If the problem continues, the matter will be discussed with the student by the Executive Director, and a second warning in writing will be given to him/her and recorded on his/her personal file. A union representative shall be present if desired by either party.*
- *If the problem continues, the Executive Director will see the student again. If a final warning is to be given, then it shall be issued in writing and a copy sent to any relevant third party. A union representative shall be present if desired by either party.*
- *In the event of the matter recurring, then the student may be terminated. No dismissals are to take place without the authority of the Executive Director.*
- *Dismissal of a student may still occur for acts of "serious and willful misconduct".*
- *If a dispute should arise over the disciplinary action, the course of action to be followed is that the matter shall be referred to an appropriate arbitrator for resolution. Such resolution shall be accepted by both parties as final.*
- *If after any warning, a period of twelve months elapses without any further warnings or action being required, all adverse reports relating to the warning must be removed from the student's personal file.*

Access & Equity Policy

The aim of Training Sense's Access & Equity Policy is to meet the needs of individuals and the community as a whole through the integration of access and equity guidelines. The key principles of this policy are:

- *Training Sense recognises the need for implementation of equity principles via the fair allocation of resources*
- *All Participants will be recruited in an ethical and responsible manner, consistent with the requirements of the curriculum*
- *Training Sense recognises the right to equality of opportunity without discrimination for all members of the community*

In particular, Training Sense aims to:

- *Incorporate access and equity principles and practices in key processes that affect the outcomes for Participants in the vocational education and training system*
- *Achieve equitable access for all current and potential Participants to vocational education and training services and programs*
- *Increase the participation of people who are under-presented in vocational education, training and employment services and programs*
- *Increase participation in decision-making processes by people from under-represented groups*
- *Encourage positive outcomes for Participants of the vocational education and training system by giving them enabling skills to participate successfully in vocational education and training services and programs*
- *Develop quality support services that enhance Participants' chances to achieve positive outcomes*

Occupational Health & Safety Policy

The aim of Training Sense's OH&S policy is to achieve a healthy, low risk and quality working environment, with the commitment and co-operation of all Training Sense employees, Participants and visitors. The key principles of this policy are:

- *Training Sense recognises the importance to comply with or exceed the spirit and intent of relevant legislation and statutory requirements, codes of practice and industry standards and make adequate provision of resources to meet these requirements.*
- *Training Sense acknowledges the need to promote health, safety, environmental and quality awareness in the development of standard work practices.*

Language, Literacy & Numeracy Policy

The provision of Language, Literacy and Numeracy training and assessment is seen as an enabling activity and therefore an integral pathway into vocational education and training.

All Participants will have an initial review that will assess their Language, Literacy and Numeracy skills.

All educators of Training Sense are responsible for:

- *Identification of level of Literacy & Numeracy for particular competencies*
- *Evaluating Language, Literacy and Numeracy needs of Participants prior to commencement of course*
- *Ensuring individual assessment evaluation is made and appropriate adjustment/s is/are made to training and assessment tools*
- *Developing Training Plans reflecting any adjustments that need to be implemented*
- *Referring Participants to appropriate provider for assistance with Language, Literacy & Numeracy*

Privacy Policy

PRIVACY AMENDMENT (PRIVATE SECTOR ACT)

Privacy provisions set out how Training Sense will collect, use, keep, secure and disclose personal information that it has obtained from Participants. This also gives the individual student the right to know what information Training Sense holds about them, and establishes a right to correct that information if it is incorrect.

Collection of Information

Information can only be gathered if it is deemed necessary, and the Participants need to be aware of:

- *How to contact Training Sense*
- *How to contact the relevant person*
- *Why the information was gathered?*
- *Who else will have access to the information?*

Information will only be taken from the student directly. The questions will be restricted to lawful, fair and not unreasonably intrusive ones. The information gathered can only be used for the purpose for which it was collected.

Use & Disclosure

Training Sense will endeavour to take all reasonable steps to ensure that the information is accurate, complete and up to date, and will not disclose information to third parties without the written consent of the student, except where legislation or Government requirements require the divulgence of such information.

Security

Training Sense will endeavour to take all reasonable steps to protect personal information from misuse, loss or unauthorised access, modification or disclosure.

Openness

Training Sense has a policy on privacy and the handling of personal information, which is available on request.

Access & Correction

Training Sense will provide access to information gathered for the correction of information if the student identifies that it is not accurate, complete or up-to-date. Access by Participants will be granted to all information collected or disclosed to a third party, i.e.: State or Commonwealth Government.

Complaints Policy

Training Sense is committed to facilitating a learning process that is both beneficial and enjoyable.

If you have a complaint that is affecting your ability to complete your training program, it is important to let your educator know of any concern.

If you feel your concern has not been dealt with to your satisfaction, you are encouraged to contact the Quality Manager in writing. The Educator or Quality Manager will provide you with a copy of the Complaints Procedure so that you can proceed with your concern.

We wish to ensure a satisfactory resolution to all parties, with consideration for the needs of the individuals concerned, and the relevant government legislation.

Appeals Policy

All Participants have a Right of Appeal regarding their results. If you have any concerns or wish to discuss your results, please talk to your educator. If however you are not completely satisfied with the response, contact the Quality Manager.

OUR CODE OF PRACTICE

EDUCATIONAL STANDARDS

Training Sense has and adopts management practices that maintain high professional standards in the marketing and delivery of vocational education and training services. These policies, practices, and professional standards are designed to safeguard the interests and welfare of all Participants.

We will maintain a learning environment that is conducive to the success of all Participants. We will deliver the nominated courses, provide adequate facilities and use appropriate training delivery and assessment methods and materials.

SALES AND MARKETING

Training Sense markets all vocational education and training products with integrity, accuracy, and professionalism. It is our policy to avoid vague and ambiguous statements, and when providing information, no false or misleading comparisons are drawn with any other training provider, or course.

STUDENT INFORMATION MANAGEMENT

Training Sense provides accurate, relevant and up to date information to all Participants prior to commencement of the course, which is detailed in the Student Information Handbook.

ENROLMENT & EQUAL OPPORTUNITY PROCEDURES

The enrolment of Participants in Training Sense courses is conducted at all times in an ethical and responsible manner, consistent with the requirements of the course objectives. It is Training Sense's policy that appropriately qualified staff shall assess the extent to which Participants are likely to achieve the competency standards and stated outcomes of the course, based upon the student's qualifications, proficiencies, and prior experience. Training Sense's policies ensure that all enrolment decisions comply with equal opportunity legislation.

COMPLAINTS & APPEALS PROCEDURES

Training Sense has fair and equitable processes for dealing with student's complaints and appeals in relation to any decisions made during the course. It is policy that any such complaint or appeal is handled at the highest level, and in the event they cannot be resolved internally, such Participants will be advised of their rights to have an independent review, which shall be arranged by Training Sense.

LITERACY & NUMERACY SUPPORT

Training Sense will refer identified Participants to high quality educators who can train, tutor and support Participants with literacy and numeracy deficiencies. When literacy and numeracy deficiencies are identified, support will be provided for the duration of the course with the objective of such persons achieving the desired objectives. Training Sense undertakes a Literacy & Numeracy Assessment at Induction.

ACCESS & EQUITY

Training Sense aims to meet the needs of individuals and the community as a whole through the integration of access and equity guidelines, and will:

- *Incorporate non-discriminatory student selection procedures that encourage fair access for members of under-represented groups*
- *Ensure access and equity issues are considered when developing training programs*
- *Provide access to staff development courses, if required, in order to assist educators who deliver courses to under-represented groups*

REFUND POLICY

Training Sense has a refund policy, and safeguards all fees paid by Participants through its Tuition Assurance Scheme. Training Sense's refund policy is considered to be fair and equitable.

INTERNAL AUDIT PROCESS

Training Sense conducts internal audits against the Australian Quality Training Framework Standards for the provision of recognised training. This review process covers all aspects of course delivery and assessment.

GUARANTEES

Training Sense will honour all guarantees outlined in this Code of Practice. It is clearly understood that if we do not meet the obligations of this code, or support all regulatory requirements, our registration as a training provider may be at risk of being withdrawn.

DISCLAIMER

Training Sense P/L endeavours to provide trainees with the best standard of training available with the purpose of providing industry with the best possible trainees. Training Sense P/L cannot be held responsible for the individual trainee who does not accept responsibility for their own training and does not behave in a responsible manner in the workplace whilst undertaking training.

BEHAVIORAL STANDARDS

The principal objective of Training Sense is to prepare and help you in achieving your personal objectives.

Dress and behaviour standards have been created by Training Sense. The development of the correct attitude, dress and appearance of persons seeking employment is equal to the development of skills.

MINIMUM STANDARD DRESS REQUIREMENTS

Dress standards should reflect a professional attitude. The minimum dress standards for your particular course will be outlined by your educator at the first session, and should be adhered to at all times whilst participating in practical class situations.

It should be noted that the non-wearing of personal protective equipment (PPE) will result in the removal of the person from the area, and could also result in Participants being refused their assessment. Should you require any more detailed information on requirements, please contact Training Sense's Administration Office.

Student Code of behaviour

The following code of behaviour is intended to ensure that each member of the student community enjoys satisfactory conditions in which to study, resulting in benefits for all. Participants are expected to conduct themselves in a manner that will not discredit themselves or Training Sense. Acts that seriously interfere with the basic purposes, necessities and processes of the community, or which deny the essential rights, health and safety of other members of the community, are prohibited.

1. Health & Safety

Participants are required to observe any lawful directions given by a staff member of Training Sense in order to ensure the safety of individuals and the orderly conduct of learning programs in line with the OH&S Legislation

2. Training Sense Property

All property of Training Sense, as well as that of individuals, shall be respected. The unauthorised entry into, use, theft, damage, or destruction of Training Sense buildings, equipment or property is prohibited.

3. Smoking, Alcohol, Drugs, Gambling & Theft

Smoking is not permitted in any Training Sense building. The appropriate authority will be called to deal with Participants who breach the law regarding alcoholic beverages, drugs, gambling, theft and other infractions that may be carried out.

4. Possession of Dangerous Items

Participants may not use or carry prohibited and/or dangerous articles/weapons whilst training unless under the direct supervision of an educator.

5. Disruptive Behaviour

The appropriate authority will be called to deal with Participants who:

- *Obstruct or disrupt any official meeting, ceremony or other activity*
- *Refuse to leave a property after being reasonably requested to do so*
- *Assault or attempt to assault any person whilst training*

A formal discipline / warning system exists, and continued disruptive behaviour may result in Participants being expelled.

6. Attendance

Participants are required to attend all classes. If Participants will be absent, they are required to inform the administration office by telephone. If the reason for absence is sickness, a medical certificate must be provided in excess of two days.

7. Phone Calls

Participants are not to receive phone calls during training hours. Important messages are to be left at reception. **Mobile phones and pagers must be turned off before training commences.**

Participants must agree to abide with all Training Sense's Regulations / Code of Behaviour.

Participants are reminded to conduct themselves in a manner suitable to the training environment and industry standards.

It is the student's right to be trained in a safe working environment and to be given the opportunity to acquire the skills specified in the course that are being assessed.

The student responsibilities are as follows:

- *To behave in an appropriate manner*
- *To treat confidential material as private*
- *To maintain communication with the training provider*
- *To abide with workplace health and safety, equal opportunity and other workplace requirements*

TERMS & CONDITIONS of Enrolment:

TERMS & CONDITIONS

DEFINITIONS:

'Training Sense' means Training Sense P/L (ABN 12 115 103 163) of 9 Newsom St, Ascot Vale 3032

- 'Trainee' is the student undertaking the training course.
- 'Employer' is the employer of the Trainee, as detailed on the Enrolment form and the Training Plan.
- 'Training Plan' is the Australian Apprenticeships form detailing all funding arrangements for the course of training.
- 'Workshop location' is the workshop training venue where face-to-face training and assessment takes place.
- 'Enrolment Form' means the contract between the Trainee and Training Sense. It is record of the Trainee's details and their application for their intended training. It includes all documentation completed by the Trainee in respect of the Training on or about the date of the contract.

CANCELLATIONS BY PARTICIPANTS

- Training Sense offers a 7 calendar day cooling off period commencing the day following a Participants' enrolment. During that time, a student can cancel their enrolment in writing, return all materials and receive a refund on enrolment fees paid minus an administration fee.
- Training Sense will not provide a refund following the cooling off period. At this point all monies owing to Training Sense pursuant to the Payment Schedule will become due and payable. In severe circumstances, a student may, in writing, apply for special consideration. Any application for special consideration will be at the sole discretion of Training Sense Management.

CANCELLATIONS BY TRAINING SENSE

- Should Training Sense cancel a course, Participants are entitled to a full refund (or pro-rata adjusted refund) or to transfer funds to another/future course.

PAYMENT OF REFUNDS

- Training Sense will pay the refund to the person or body from whom the payment was received on behalf of the student.

COMMENCEMENT OF TRAINING

- Upon enrolment, Participants will receive a Training Package - including a textbook, workbook, student handbook.
- Training Sense will commence and deliver the face-to-face training as per the set Training Plan & Delivery Strategy.
- The Commencement of Training without a final decision on the eligibility of the Trainee to receive funding, is at the **"Financial Risk"** of the Employer. The commencement of Training and receipt of the Enrolment Fee by Training Sense is not contingent on any funding being supplied.
- Training Sense is not responsible for the decision-making of any Government Department or AAC regarding the eligibility of the Employer and its receipt of Funding.
- Training Sense is not responsible for the receipt of, or timely return of the Australian Apprenticeship Forms to the AAC.

- Receipt of government payments and responsibility thereof sits solely with the Employer. It is the Employers role to actively source, track, complete and return forms correctly, and in a timely manner to the AAC.
- All payments will be automatically debited from the Trainee and/or employer's agreed bank account or credit card, as per the payment schedule
- **Other fees:** Training Sense may charge such fees, as it determines, for services provided to the Trainee. The fees for such products and services will be displayed on the Training Sense website from time to time. Charges apply, but are not limited to, additional workshop and assessment services.
- The Trainee will endeavour to make their best attempts to complete the training within 12 months of the commencement of their training.
- Training Sense endeavours to provide trainees with the highest standard of training available. Training Sense cannot be held responsible for the individual trainee who does not accept responsibility for their own training and does not behave in a responsible manner in the workplace whilst undertaking training. Failure to take responsibility or behave in an acceptable manner may result in termination of participation of the relevant course.
- Fee for Service Trainees are subject to the Refund Policy which is documented in the Student Handbook.

ATTENDING WORKSHOPS

When attending workshops the Trainee must comply with the conduct rules as stated in this Student Handbook. Training Sense reserves the right to amend the workshop dates at any time, to ensure the company's effective operation. Training Sense will use its reasonable endeavours to give at least the minimum notice period to all its Trainees of any change in workshops dates and times.

- In signing the Enrolment contract the Trainee/Employer agrees to:
 - be bound by the terms of this contract, including payment of any fees; and
 - sign any forms reasonably required by Training Sense.
- A Trainee must not:
 - abuse or misuse the equipment or facilities at any workshop location. Any willful neglect or deliberate damage to property must be paid for by the Trainee;
 - behave in a disorderly, violent or offensive manner or in a manner which causes (or is likely to cause) offence, distress or annoyance to other Trainees or employees of Training Sense;
 - smoke in any part of the workshop location;
 - bring alcohol, intoxicating liquor, narcotics or other mood altering substances to the workshop; and
 - consume alcoholic or intoxicating beverages in any areas on the premises of the workshop location.
- Training Sense reserves the right to refuse admission, to ask a Trainee to leave the workshop if Training Sense is of the opinion that the Trainee is in breach of the code of conduct contained in the student handbook.
- A Trainee must promptly notify Training Sense, in writing, of any changes to their name, address, telephone number, email address and/or billing details.

GENERAL

Training Sense reserves the right to:

- adjust the availability of certain facilities on a temporary basis for the general purpose of cleaning, decorating, essential repairs, maintenance of equipment, special functions and holidays;
- show potential trainees and other individuals the facilities and allow them to use those facilities on a trial basis; and
- use any individual or group photographs of Trainees and/or guests for press and promotional purposes.

CONDITIONS OF ENROLMENT

In consideration of Training Sense accepting the enrolment of a trainee, the trainee/employer will not hold Training Sense, and/or its employees, and/or agents liable for and will not make any claim against them for any loss, damage, death or injury suffered or caused as a result of or in connection with or during the period of:

- a) attendance at any premises owned, operated or controlled by Training Sense; and
- b) attendance at any activity that Training Sense has any knowledge of (whether work experience, sporting, cultural, social, educational, recreational or otherwise) that is organised by, or on behalf of, or with the assistance of Training Sense.

ACKNOWLEDGMENT, RELEASE AND ASSUMPTION OF RISK

The Trainee/Employer acknowledges and understands that whilst participating in fitness activities:

- the trainee may be injured, physically or mentally, or may die;
 - the trainees personal property may be lost or damaged;
 - other persons participating in such activities may cause the trainee injury or may damage property;
 - the trainee may cause injury to other persons or damage property;
 - the conditions in which the activity is conducted may vary without warning;
 - there may be no or inadequate facilities for treatment or transport if injury occurs; and;
 - the Trainee/Employer assumes the risk of and responsibility for any injury, death or property damage resulting from the trainee's participation in the activity.
- Training Sense and the workshop locations do not act as bailee of any property and shall not be liable for the loss or damage to any property, for any cause including the negligence of Training Sense, its employees or agents.
 - The Trainee/Employer represents and warrants to Training Sense that the trainee is medically able to participate in and undertake physical exercise and to use the workshop locations. The Trainee/Employer confirms that he/she is not aware of any mental or health disability condition or disease which might be aggravated or worsened by physical exercise or which might or could result in deterioration of health if physical exercise is undertaken. The Trainee agrees to take a fitness test if requested by Training Sense.

NO GUARANTEE OR WARRANTY

The Trainee/Employer acknowledges that Training Sense and its employees and agents offer

- that the program advice or facilities offered will have a beneficial effect or have been approved by any medical or other authority.
- All implied warranties, terms and conditions shall, except where otherwise mandated by statute, be excluded from this Agreement.

RELEASE AND INDEMNITY TO TRAINING SENSE AND THE WORKSHOP LOCATIONS.

- In consideration of the acceptance of the Trainee/Employer payment for participating in the activities and training (and except to the extent that the same may be excluded by statute) the Trainee/Employer agrees to release and indemnify Training Sense as follows:
 - participation in the activity is at the sole risk and responsibility of the trainee;
 - the Trainee/Employer releases, indemnifies and holds harmless Training Sense, its servants, directors, officers, employees and agents, from and against all and any actions or claims which may be made by or on behalf of the Trainee/Employer or by other parties or in respect of or arising out of any injury, loss, damage or death caused whether by negligence, breach of contract or in any way whatsoever.
- The Trainee/Employer agrees that in the event that he/she is injured or property is damaged, he/she will bring no claim, legal or otherwise, against Training Sense or the Studio in respect of that injury or damage.
- The Trainee/Employer on behalf of themselves, their executives, administrators and assigns, hereby release and indemnify Training Sense, and/or its employees, and/or agents against any liability.
- The Trainee/Employer agrees that this Agreement will be governed in all respects by and interpreted with the laws of the States and Territories in the Commonwealth of Australia.

CONSENT FORM:

As part of the Government Regulation and Registered Training Organisation (R.T.O) compliance, it is necessary that Training Sense withholds, or makes copies of Participants' Work. Training Sense reserves the right to do this, so as to fulfill its compliance obligations. This work is used by the Government Departments, for research, statistical analysis, program evaluation, post-completion surveys and internal management purposes.

The Trainee (as a Participant in Training) agrees and consents that Training Sense is able to withhold or make copies of their work for such purposes.

The Trainee acknowledges and agrees that any personal information in the Enrolment Agreement will be used, stored and disclosed in accordance with Training Sense's Privacy Policy.

CONSENT FORM:

As part of the Government Regulation and Registered Training Organisation (R.T.O) compliance, it is necessary that Training Sense withholds, or makes copies of Participants Work. Training Sense reserves the right to do this, so as to fulfill its compliance obligations.

This work is used by the Government Departments, for research, statistical analysis, program evaluation, post-completion surveys and internal management purposes.

I (as a Participant in Training) agree and consent that Training Sense is able to withhold or make copies of my work for these purposes.

I also declare that I am an Australian Citizen, and have full Residency Status to live in Australia.

Signed

Signature: _____ **Print Name:** _____ **Date:** _____