

Student Induction Handbook



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WELCOME

It is my pleasure to welcome you on behalf of **Worksmart Global** to this training course. We are committed to helping you to successfully complete your studies, by providing a quality learning experience.

This Handbook has been prepared to help you understand what you can expect from **Worksmart Global**– and what **Worksmart Global** expects from you. It will serve as a handy reference during your time with us. We have tried to include information that will be of general interest to you.

Please take the time to read through this Handbook. If you have any questions, do not hesitate to ask your trainer or Course Coordinator.

Kind regards,



Brian Vernon

RTO Compliance & Business Development Manager

Email: brianv@worksmartglobal.com.au

OUR HISTORY

Worksmart Global was established in 1998, as a leading training provider and consulting services, committed to assisting clients and students continuously improve their professional and training options in the workplace. **Worksmart Global** is a Registered Training Organisation accredited by ASQA to conduct training in qualification and courses, approved under the national training framework (NVR). Our registration number is 90757 and a record of the qualifications and courses we are accredited to conduct can be found on the National Training Information Service website – www.training.gov.au. Also please visit the **Worksmart Global** website (www.worksmartglobal.com.au) for a full list of programs we offer. Our focused is on delivering the qualification right for you to achieve your goals.

OUR VISION

To provide the best possible service to all our clients and to be able to assist owners of enterprises and individuals in achieving the objectives and goals they have set.

OUR MISSION

“At **WORKSMART Global** we have a
passion to provide excellence in training and personnel support services”

COURSE INFORMATION

Our website includes an entire section of qualifications and courses available that we facilitate on our scope. Simply select the qualification or course tab and then the course information is available for your perusal. Qualifications or courses will describe all you need to know about the training.

1. **Course purpose.**
2. **Course format** – how long the course will take to complete.
3. **Course assessment** – how we will assess your performance to enable **Worksmart Global** to verify that you have successfully acquired the skills and knowledge needed to gain the course qualification.
4. **Qualification issued** – what formal evidence is provided as a consequence of successfully completing the course (e.g. Certificate VI, Statement of Attainment).
5. **Pre-requisites** – the qualifications (if any) you need to possess or experience you need to demonstrate prior to being able to enrol in the course.
6. **Target audience** – this will describe the circumstance of people who commonly enrol in the course.

The key is to help you make the best choices through being informed. Please contact a **Worksmart Global's** friendly course information staff or our Head Office in Belconnen if you require any more detail.

If you do not have access to the web, contact our Head Office at Belconnen and we can arrange for a hard copy version of our Course Handbook to be sent to you.

PRE-COURSE PREPARATION

It is essential that you are prepared for the course you have selected to attend. This involves:

1. Ensuring you clearly understands the course outcomes and therefore what you can expect to gain from the course. The course information on the web or the course handbook will help.
2. Ensuring any concerns regarding LANGUAGE, LITERACY & NUMERACY (LLN) is addressed with your trainer at the enrolment stage prior to the commencement of the course. In most cases, LLN support can be provided. Where only a low level of support is needed, the course co coordinator may arrange for the student to receive extra curricula assistance from the trainer or other staff member. Where extensive support is needed, specialised LLN classes may be set up. This will attract a fee. Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, enrolment may be declined. If you feel that you have any problems with literacy and numeracy. Please speak to us about it!

Centrelink Literacy & Numeracy Training Phone 132850 or WEA who have a certificate in General Education for Adults, which is a literacy program for adults to gain skills for employment and further training opportunities. They offer one on one or small groups, with confidentiality assured. We will also assist with the identification of other organisations where our local contacts are not suitably located.

3. Ensuring you are aware of the assessment process and therefore what **Worksmart Global** will expect of you to enable us to assess your competence to acquire the course qualification.

Make sure you have discussed any concerns you may have about issues (physical or otherwise) that may prevent you from completing the tasks required with your trainer or a representative of **Worksmart Global**. There is some flexibility within our courses to enable us to adapt assessments to meet special needs. However, it is essential that this be clearly established with your trainer prior to commencing the course. This will ensure that we can accommodate your needs and still meet the requirements of the assessment process for the range of skills and knowledge that must be demonstrated to meet the program requirements.

4. Pre-course work. Some courses require students to complete activities prior to classroom attendance. Please make sure as part of the enrolment process you: are aware of any requirements,

Have the necessary material supplied to complete the activity(s) and allow sufficient time to complete the activity(s). The details are supplied on the course material on the web or in the course handbook. Your trainer or **Worksmart Global** at Head Office can guide you if you are unclear about the time and effort required to satisfy the pre-course requirement.

RECOGNITION OF PRIOR LEARNING

If you have completed courses in a related field you may be able to take advantage of a facility called “RPL” or “Recognition of Prior Learning”. This means that account may be taken of related qualifications to satisfy some or all of the course requirements. If RPL is available for a course, it will be stated in the course description material available on the **Worksmart Global** website or the hard copy course handbook. The course details will also explain how to approach **Worksmart Global** to establish the requirements that need to be supplied to enable your experience and or existing qualifications to be submitted for assessment.

Evidence considered for assessment is the RPL Application Form plus a wide range of supporting evidence. If further evidence is required then this is negotiated with the candidate. The process may include a further interview, written assignment, workplace assessment, and collection of other material. The outcome may be that we can:

1. Provide the qualification based on the material supplied.
2. Provide the qualification subject to some form of assessment, but without classroom attendance.
3. Provide partial recognition of units of the course and thereby reduce the classroom and assessment process leading to course completion.

Fees will be charged for the RPL service and will be discussed when you approach Worksmart to determine the requirements that will need to be supplied.

RECOGNITION OF CURRENT COMPETENCY (RCC)

Competence can be demonstrated in a particular unit of a course through formal assessment. Students who feel that they already possess skills & knowledge, which are the intended learning outcomes of a particular unit of a course, can apply for Recognition of Current Competency (RCC). Students can make arrangements with the Course coordinator at **Worksmart Global** to be formally assessed without classroom attendance to demonstrate their competence.

RECOGNITION OF QUALIFICATIONS/STATEMENTS OF ATTAINMENT

BY RTO's

A Registered Training Organisation (RTO) must accept and mutually recognise the decisions and outcomes of any other registered training organisation or body in partnership with a registered training organisation thereby ensuring the mutual acceptance throughout Australia of the qualifications and Statements of Attainment awarded by registered training organisations.

THE ENROLMENT PROCESS

Once you have selected a course, you need to complete an enrolment obtained by:

1. Contacting or visiting **Worksmart Global** and a form can be made available. We can also guide you as to whether you could do a course at Belconnen or other sites location more convenient to you is available,
2. Supplied by your Trainer,
3. Downloading an enrolment form from the website.

Please:

1. Complete you personal details.
2. Read the “instructions to students”.
3. Be aware that proof of identity is required. For some courses .Your trainer will need to sight documentary evidence and note the evidence supplied on the enrolment form. The 100-point system is used to determine the type and number of items that must be sighted.
4. Make sure you are aware of the:
 - Dates and times of course classroom sessions.
 - Location of the classroom sessions.

Refunds will not be facilitated if you simply forget to attend (see our refund policy in the next section), but we will re book you into the next course.

WORKSMART GLOBAL POLICIES

It is important that you are aware of the policies **Worksmart Global** has developed to conduct its programs and support students. We have a policy manual on the web.

(Being developed), simply select the 'Documents' tab and then the 'Organisational Documents' icon to gain access to the full range of policies.

A hard copy is available at our Belconnen head office and copies of any particular policy can be sent to you if required. Set out below is a summary of some of the key policies you should be aware of that have not been covered so far. If you need more detail refer to the policy manual.

ACCESS AND EQUITY POLICY

Worksmart Global will ensure that:

Participants are treated fairly and equitably and with dignity and respect at all times;

Any individual or group, irrespective of cultural background is able to participate in and gain from services and activities;

All aspects of organisational and service practice will reflect a commitment to meeting the needs of people with disabilities. **Worksmart Global** will work with Special Needs clients to ensure access and equity principles are maintained;

The principles of the Affirmative Action (EEO for Women) Act are reflected in recruitment procedures;

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery order to maximise the opportunity for access and participation by disadvantaged students. Our Access and Equity Policy ensure that course entry requirements, assessment or curriculum do not limit access on the basis of gender, race, social, cultural, religious, disability or philosophical background and regardless of age (however minimum age requirements may be set by industry or licensing bodies for some courses – see student information document for each course for specific course requirements)

Students have the right to:

Access their records to monitor progress in a course they have undertaken through their trainer or direct reference to **Worksmart Global** at our Belconnen Office.

Seek access to records including the replacement of a statement of attainment or qualification if required after a course is completed by reference to **Worksmart Global** at our Belconnen Office.

ASSESSMENT POLICY

It is the policy of **Worksmart Global** that all Students undertaking studies in Accredited Modules are assessed to ensure competency in the module. At the commencement of any training program Students are informed of **Worksmart Global** Assessment Policy process. All assessment must meet

the assessment criteria of the training package or accredited course on which the program is based. We know that students do not all learn the same way and therefore how we assess performance needs to take account of different learning styles. Usually at least two to three forms of assessment will be used in any program.

Common strategies are:

Worksmart Global ensures that all Trainees/Students are assessed appropriately and fairly. Also it is imperative that assessment methods used are appropriate to the material being assessed, and that a variety of assessment tools are used to gain a 'holistic' picture of Trainees competence.

Identification of Recognition of Prior Learning and Recognition of Current Competencies will be assessed and included in documentation. If you believe you are eligible, ask your trainer to supply and assist in the completion of the appropriate forms.

The Assessor and Trainees negotiate an appropriate time to be assessed. This occurs when the trainees are ready to be assessed (material/skills being assessed are explained and practiced.) A suggested time is mapped into the Training Program. Assessments are usually carried out at an 'exit' point of a program, unless negotiated otherwise between the Trainees and the Assessor.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- Direct questioning
- Review of portfolios
- Oral or written questioning
- Observation.
- Demonstration
- Asking questions
- Work samples
- Third Party reports
- Simulation/ role plays
- Training records
- Project - Demonstrate the ability to complete work activities under direct supervision
- RPL/RCC process

In any assessment event, some or all of the above methods may be used to assess skills or knowledge.

The Assessment result can be C, NYC or MER.

In the event of NYC, the Trainee/Student can be assessed *AGAIN* at a later date (within the course timetable) to ascertain competence.

Appropriate grievance procedures are explained and outlined in the **Worksmart Global** Student Induction Handbook.

All assessors at **Worksmart Global** are qualified to assess. This means that they are skilled in the areas being assessed, currently use the skills and knowledge required, and that they have extensive workplace experience and qualifications in the area being assessed.

NYC = Not Yet Competent MER = More Evidence Required C= Competent Students

ASSESSMENT APPEALS POLICY

We will ensure that grievances or appeals regarding assessment outcomes are dealt with fairly. Appeals may relate to assessments as part of a course or an RPL (Recognition of prior learning) assessment. Where grievances and appeals cannot be resolved between **Worksmart Global** and the student, other options including independent mediation and/or referral to the appropriate governing or regulatory body are available.

ENROLMENT POLICY

Minimum age requirements may be set by industry or licensing bodies for some courses – see student information document for each course for specific course requirements. We require details from the applicant to enable us to confirm suitability for the course and confirmation of the person's identity. We are conscious of our obligations to only collect personal information that is relevant to our need to confirm identity and eligibility to access a course. That information will only be accessible to people within **Worksmart Global** who need to know the details for enrolment and ongoing management of the student's records. The information will not be used for other purposes without the express permission of the student.

Condition of Enrolments:

Course Fees

- Full fees must accompany your enrolment.
- You will receive a course requirement sheet and receipt when you enrol.

Referring agency (e.g. Job Network providers)

- On enrolment, a purchase order is to be sent to **Worksmart Global**. On training date an invoice will be issued to referring company for payment, if a student attends or not.

- If student does not attend they will be contacted by **Worksmart Global** and offered the next training date, a credit note will be issued (please refer to credit note conditions).

Certificate courses/Students

Fees are required to be paid in the following manner:

- \$100 enrolment fee
- 1/3 upon enrolment
- 1/3 at the mid point of the course
- 1/3 upon completion and prior to issue of certificate

Certificates/ Statements of Attainment

- Are issued for all accredited courses on completion of assessment requirements.

Course Cancellation

- We will contact you at least 3 days before your course is due to start.
- To help with your own planning, feel free to ring your **Worksmart Global** to check if the course is going ahead.

Refunds

- Are only issued when a course is cancelled by **Worksmart Global**.
- You will receive a refund within 2 weeks of your course being cancelled.
- Please read the **Worksmart Global** refund Policy and contact **Worksmart Global** if you are **concerned about your refund**.

Credit Notes

- **Worksmart Global** cannot accept responsibility for changes in a student's circumstances.
- You can request a credit note if you want to withdraw from a course and the request must be in writing 10 days prior to course commencement.
- Credit notes are only valid for 6 months.

Insurance

- **Worksmart Global** attempts to take into account your safety and well-being but cannot accept responsibility for misadventure or loss to person or property.

Appeals, Complaints and grievance procedures

- **Worksmart Global** has processes in place to address complaints lodged by course participants; a Customer Query/Representation Form is available from reception.

Assistance for Clients with Special Needs

- Our courses are available for the whole community.
- Please speak to the Course Coordinator if you need assistance to attend any of our courses.

Student Declaration

I agree that if this application is accepted by **Worksmart Global**, I will be bound by the rules, regulations, procedural policies and code of conduct of **Worksmart Global** while I am an enrolled student. (Copies of these are contained in the Student Induction Handbook) I agree to comply with any reasonable instructions given to me by the staff of **Worksmart Global**.

I acknowledge that **Worksmart Global** reserves the right to refuse my application for enrolment or assessment without assigning any reason.

I have read and accept the conditions of enrolment, including **Worksmart Global** refund policy.

I have completed this form personally and the information I have given is correct. I understand that evidence provided with my application will be verified at enrolment.

GRIEVANCES / COMPLAINTS

Worksmart Global is committed to the resolution of all grievances and will deal with all matters in the strictest confidence. If you have a complaint or grievance, please follow the following steps to help us help you resolve the matter.

In the case of another Participant:

1. Please see your Trainer.
2. If the matter is not resolved please contact the Course Coordinator.
3. If the matter remains unresolved request to see the RTO Compliance Manager.

In the case of Your Trainer:

1. Please contact the Course Coordinator.
2. If the matter remains unresolved request to see the RTO Compliance Manager.

HELPLINES

Worksmart Global acknowledges that at times we all face difficulties. For your convenience **Worksmart Global** has prepared a list of useful help lines.

Dept of Industrial Relations	13 16 28
Anti Discrimination Board	(02) 6205 2222
Disabilities Services	02 9791 6599
Domestic Violence Helpline	1800 656 463
Dept of Health	1800 048 998

APPEALS PROCEDURES

Any decision made by **Worksmart Global** can be appealed, except in the instant dismissal from inappropriate behaviour, refer to the Code of Behaviour, Student Information Handbook. In particular this also refers to training assessment outcomes.

In all cases the following appeal process is to be observed:

The appeal request can be made either in writing or verbally within 7 days of the decision being made.

The Trainer/Assessor will discuss the matter with you and will advise you in writing within 7 days of the decision.

On receipt of decision, if you are not satisfied, the matter can be referred to the Course Coordinator and RTO Compliance Manager.

If you are still not satisfied with the decision you may take the matter to the Chief Executive Officer who will advise you in writing of the decision within 7 days.

CONTINUOUS IMPROVEMENT POLICY

Worksmart Global aims to provide high quality training materials and program delivery services to its customers. Achieving that aim requires a strong and constant dialogue with all customers to ensure we are meeting and at times exceeding expectations. Students are key customers. Therefore we seek feedback from every course, in the form of surveys, to ensure we consistently test our products and services against customer needs. Opportunity is provided on our website to provide feedback at any

time. The outcome of every survey is reviewed and where opportunities to improve are identified, the issue is recorded in a register and reviewed by the relevant managers.

The RTO's approach to quality encompasses all its operations including governance, academic services, student services, financial operations, facilities, human resources and occupational health and safety.

The RTO's quality system is based on adherence to the following principles:

- A commitment by all staff to continuous improvement of processes, courses, products and services.
- Input and involvement of all staff and students in identifying and implementing quality improvements.
- Systematic use of qualitative and quantitative feedback as the basis for identifying and prioritising improvement opportunities.

HARASSMENT POLICY

EQUAL OPPORTUNITY

Worksmart Global is committed to ensuring that the environment it provides for its personnel, participants and visitors is safe and is conducive to a learning environment. To assist in achieving this environment, **Worksmart Global** has developed policies and procedures that address the following issues.

SEXUAL HARRASSMENT

In support of legislation, **Worksmart Global** promotes and is committed to an environment that is free of sexual harassment. All participants, visitors, clients and personnel of **Worksmart Global** are expected to abide by the legislation.

Sexual harassment is any act that may offend, humiliate or intimidate you, another participant or staff member. If you have been sexually harassed, tell someone.

Policies and Procedures are in place to help you and Management resolve any disputes. Should you wish to raise this matter please advise your Trainer or the Course Coordinator.

ANTI DISCRIMINATION

Under the Anti Discrimination Act, Equal Opportunity Act and Affirmative Action (EEO for Women) Act, **Worksmart Global** has ensured that all recruitment and training procedures are equitable and provide equal access to services. **Worksmart Global** Policies and Procedures are available for all personnel and participants of **Worksmart Global**.

Should you wish to raise this matter please advise your Trainer or the Course Coordinator.

INSTRUCTOR COMPETENCE IN DELIVERY AND ASSESSMENT POLICY

Worksmart Global training undertakes to ensure that all assessments and evaluations of students in accredited VET courses will be done in accordance with the criteria laid down in the relevant training packages.

Instructors are appointed after a rigorous review of their formal qualifications and industry experience. Once appointed we monitor and support their efforts to maintain and enhance current skills through a program of 'Professional Development'.

LEGISLATION POLICY

Worksmart Global complies with all relevant local, state and federal government regulations covering this type of training and Work Cover requirements. We follow Australian Skills Quality Authority (ASQA)/National VET Regulator (NVR) guidelines in relation to training standards. As such all staff and students need to be aware of the relevant legislation including:

- Occupational Health and Safety,
- Workplace harassment, victimisation and bullying,
- Anti-discrimination, including equal opportunity, racial vilification and disability discrimination,
- Privacy,
- VET (Vocational Education and Training).

Each of these pieces of legislation/regulation is described in more detail in

Worksmart Global's Policy Manual. We encourage you to read the relevant policy item.

OHS PROCEDURES FOR PERSONNEL

Section 8 of the Occupational Health and Safety Act 2001 states that employees must take reasonable care of the health and safety of others and those employees must co-operate with employers in their efforts to comply with the occupational health and safety requirements.

To this end **Worksmart Global** has developed procedures to assist participants, visitors, personnel and management ensure a safe working and learning environment. Each course participant will have access to the OHS procedures for personnel, maintained in the Policy Statement, a copy of which is accessible to all trainers and participants in the training room.

Participants will be provided with information regarding the OHS Act at the time of their induction.

All documentation regarding OH&S is available in the daily trainer's documentation folder and includes forms for the reporting of hazards, incidents and accidents.

PRIVACY POLICY

Release of Client Information

Release of client information is to be within the principles of the Privacy Act.

Client information is only to be released if it is in the best interests of the client.

Release of client information is not to occur without the written permission of the Course Coordinator or in their absence the RTO Compliance Manager.

Implications and the reasons for the release of client information is to be explained to the client prior to them signing the Release of Client Information, FORM RCI.

The Staff member is to complete and sign FORM RCI, acknowledging their explanation to the client.

The Release of Client Information, FORM RCI is to be completed by the client acknowledging their understanding and granting permission for the release of the information.

The Course Coordinator, or in their absence the RTO Compliance Manager, is to sign **FORM RCI**. The form is to be maintained in the participants file.

REFUND POLICY

If you have paid your enrolment fees, **Worksmart Global** will refund all or part of your fee on the following basis.

Once an enrolment has been processed, refunds are not made except when **Worksmart Global** cancels a course, the refund will be sent within 14 days. (Students will also be offered future course as an option).

Where the student decides to withdraw from the course we regret that **Worksmart Global** cannot accept responsibility for changes in student's circumstances and refunds cannot be issued.

Where a written request is received 10 days prior to the course, due to serious illness, injury or misadventure – a medical certificate must be provided.

- A Credit Note/refund may be issued in the case of serious illness if a medical certificate accompanies a written request. An administrative charge of 10% of course fee applies with a minimum fee of \$20.
- Final decisions on any refund or credit note issues will remain with the General Manager of **Worksmart Global**.

Note: refunds will incur a \$20 administration fee (except where a course has been cancelled by **Worksmart Global**).

CODE OF BEHAVIOUR

CONFIDENTIAL INFORMATION

Each of us has an obligation under the Privacy Act to treat work and client information as confidential. Information will not be disclosed without the prior written permission of the Manager and/or client. Procedures are available in the **Worksmart Global** Procedures Manual for the release of confidential information.

GENERAL BEHAVIOUR

Participants are expected to demonstrate appropriate social behaviours and will be aware of **Worksmart Global's** Equal Opportunity Policy, especially Anti Discrimination and Sexual Harassment. Abusive, aggressive and demeaning behaviour will not be tolerated.

Worksmart Global will work with all participants to resolve disputes or misconduct. However, in serious matters, **Worksmart Global** reserves the right to instantly dismiss any participant in breach of the Code of Behaviour.

THE RIGHTS AND RESPONSIBILITIES OF PARTICIPANTS

- Students have the right to learn in an appropriate environment that is free from any form of harassment or discrimination.
- Students have the right to expect a competent tutor who can assist them to achieve the expected course outcomes.
- Students have the right to be reassessed if competency is not met in the first instance.
- It is the student's responsibility to notify **Worksmart Global** when enrolling if support is required (e.g. help with literacy, transport, access to venue etc).
- Students are responsible for personal possessions during class.
- It is every participant's responsibility to respect the rights of other participants, trainers and staff while attending **Worksmart Global** course. Participants whose behaviour is deemed to be unacceptable will be asked to leave, fees will not be refunded. Such behaviour may include that which:
 - Puts others at risk
 - Is deemed to be disruptive
 - Hampers others' learning
 - Or interferes with **Worksmart Global** code of practice

ATTENDANCE

Participants will attend the training on each day of the training, during the times outlined in the course summary. Participants who are unable to attend are to contact the Trainer or Course Coordinator by 9.30 am on the day of the training. The contact phone numbers will be provided during this induction session. If you are unable to attend training two consecutive days you will be required to provide a medical certificate. Accepted attendance ratio is 80% of training participation. Non-attendance may result in failure to achieve the outcomes of the training.

DRUGS, ALCOHOL, AND NO-SMOKING

No participant is to be under the influence of drugs or alcohol while attending **Worksmart Global** activities. Breach of this requirement may result withdrawal from the activity.

Worksmart Global has a policy of non-smoking in the premises.

DRESS CODE

Participants are to be dressed in a manner that is inoffensive to personnel and clients. Where uniforms are supplied, they must be worn.

USE OF FACILITIES AND EQUIPMENT

Participants should ensure that the resources or equipment provided are used for the purpose for which they were intended. Any person found defacing; removing or damaging **Worksmart Global** equipment or goods will be required to pay the total replacement cost and will be dismissed from the course. The incident will be reported to the Police and legal action will taken to have the cost of the goods reimbursed. Extended tea and lunch breaks will only be taken with the permission of the Trainer. If you need to leave early, advise your trainer and the appropriate documentation will be completed.

PARTICIPANT SELECTION

It is a **Worksmart Global** policy not to discriminate towards an individual who is applying to complete a course. You will be assessed on your ability to complete the course and will be offered every opportunity to participate and gain successful outcomes.

SPECIAL NEEDS

Worksmart Global is committed to ensuring that all participants gain the most from their time and learning at **Worksmart Global**. We acknowledge that some individuals may need special assistance during their training.

If you are a participant with special needs please advise your Trainer or the Course Coordinator prior to the commencement of the course, so we can arrange to meet your needs.

SUPPORT AND WELFARE GUIDANCE SERVICES

Should a situation arise during the course of the training that creates a problem for you, **Worksmart Global** will discuss and counsel you to a successful conclusion regarding the matter.

Should the situation remain unresolved, through our broad network, you will be referred to the relevant a community support agency.

WORKSMART GLOBAL PHONE NUMBER CONTACTS

Phone: 02 6251 3388

Fax: 02 6253 3263

Email:

Brian Vernon – RTO Compliance & Business Development Manager – brianv@worksmartglobal.com.au

Danielle Seddon – Compliance Administration Officer – compliance@worksmartglobal.com.au

FLEXIBLE SERVICE DELIVERY

Worksmart Global will provide a range of service delivery models that may include field trips and work experience. Modules will be rostered and arranged to provide a service that is flexible and reflective of the activities being undertaken at **Worksmart Global**.

Special Needs, Recognition of Prior Learning and Current Competencies and Assessment methods are incorporated into flexible service delivery.

COURSE QUALIFICATIONS

Once you have completed the program and assessments, the paperwork, including enrolment details and your assessment results are forwarded to

Worksmart Global at Head Office. We will:

- Check the details for completeness and accuracy and,
- Check the assessments to ensure you have satisfied all requirements. Your details will be entered into our database and,
- If you have satisfactorily completed all course requirements, a certificate or statement of attainment will be produced and either issued to you directly.
- If some component of the assessments has not been completed satisfactorily, we will write to you and encourage you to review your performance with your Trainer and carry out the assessment(s) again.

We can reproduce your qualification should it be lost or damaged. However a fee of \$25.00 will apply. Naturally no fee applies if the document is replaced due to an office error, such as a misspell name.

OPEN STUDENT FILE POLICY

At any time on request a student is welcome to request and review their own student file. All information in their file is only relevant to them, their attendance and their training records.

FEEDBACK

Feedback for you the student is pivotal to our efforts to continue to improve the services we offer you and every student that follows your involvement with **Worksmart Global**. So when your trainer asks you to rate the course, the trainers delivery and the materials/facilities used to support the course, please take the time to give a considered response.

If for any reason you are unable or uncomfortable about completing the form in class, please go to our website www.worksmartglobal.com. Learners questionnaire and send it to us. (Being worked on)

We do listen and we do act on your feedback.

TRAINING MATTERS

VOCATIONAL EDUCATION

Worksmart Global has a commitment to assisting individuals achieve their career and life goals through the provision of Vocational training and personnel services. To facilitate an environment that is conducive to learning and self-improvement.

Worksmart Global is an authorised registering training organisation, authorised under the National Vocational Education and Training Regulator Act 2011 to conduct and provide Accredited vocational courses and education

The National Vocational Education and Training Regulator Act 2011 is the legislation that establishes the Australian Skills Quality Authority (ASQA).

The objects of the Act are:

- (a) to provide for the accreditation of vocational courses conducted within Australia;
- (b) to provide for the registration of people and organisations that conduct vocational courses;
- (c) to provide for the approval of people and organisations (other than official universities) that provide courses to overseas students within Australia;
- (d) to promote consistency of standards in vocational education and training; and
- (e) to encourage the recognition of vocational courses that are accredited under the Act.

ASQA's responsibilities are outlined in the Act.

The governing body in ACT is ASQA, which means Australian Skills Quality Authority. For further information their website is www.asqa.gov.au.

APPRENTICESHIP AND TRAINEES

Worksmart Global has a commitment to assisting individuals achieve their career and life goals through the provision of Vocational training and personnel services.

Worksmart Global as an authorised registering training organisation is also a provider on the APL Site to provide training and assessment to Trainees.

As a signatory to the training contract we have a number of responsibilities, including where a student may experience difficulties associated with conditions of their employment, health and well being, and training issues. Should concerns arise during the course of the Apprenticeship/Traineeship, **Worksmart Global** will not encourage the apprentice to withdraw from the workplace without the employer's consent.

Worksmart Global may however, advise the apprentice and their guardian of appropriate procedures to pursue in certain events.

Worksmart Global has a copy of and adheres to the guidelines for vocational guidelines, which trainees are trained under.

COURSE INDUCTION CHECKLIST

- ☐ Course information
- ☐ Pre-course preparation.
- ☐ N/L
- ☐ Recognition of Prior Learning
- ☐ Recognition of current competency (RCC)
- ☐ The Enrolment Process
- ☐ Worksmart Global Policies
- ☐ Code of Behaviour
- ☐ Attendance
- ☐ Participant Selection
- ☐ Special Needs
- ☐ Support and Welfare Guidance Services
- ☐ Flexible Service Delivery
- ☐ Course Qualifications
- ☐ Feedback
- ☐ Open file Policy
- ☐ Training Matters
- ☐ Apprenticeship and Trainees

This Handbook is part of your OHS induction to your training course. Please tick off the points above. If you have any further question, please speak to your trainer.

I understand and agree to each of the conditions listed above from the Handbook.

Initials:

Date:

PARTICIPANT COMMITMENT AND AUTHORISATION STATEMENT

Please complete the following information on the Participant Commitment and Authorisation form and return it to the trainer for inclusion in your file.

PERSONAL DETAILS

Name:

Address:

Postcode:

Phone No.:

Mobile:

Signature:

Date:

Having read the Student Induction Handbook, I understand and agree to each of the conditions outlined in the Handbook.

This Handbook is part of your OHS induction to your training course.

I authorise **Worksmart Global** to use the information below in case of emergencies.

EMERGENCY CONTACT

Name:

Relationship:

Phone No.:

Mobile: