



TRAINING COURSE

EXPERTS

Our Business is to save lives

Learner Handbook

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Code of Practice

Training Course Experts commits to observe the highest standards of educational practice and fairness as we deliver our training and assessment services. Our priorities are;

- The safety of staff and clients
- Obtaining the best outcomes for our clients
- Maintaining the highest standards
- To help people reach their potential

We will deliver services to clients (learners, employers and other service providers) to the best of our ability.

We operate our services to:

1. Uphold the integrity and continually improve the company by:
 - Acting with honesty, due care and diligence
 - Being openly accountable for our actions
2. Help and support our clients by:
 - Treating clients fairly and with respect
 - Considering clients' individual circumstances and backgrounds
 - Continually improving our service to clients
 - Ensuring we have appropriate facilities to deliver services
 - Maintaining a learning environment that is conducive to the success of clients
3. Provide accurate and relevant information by:
 - Keeping up to date through: feedback, discussions with industry and staff development
 - Providing accurate information about programs we offer;
 - Tailoring assistance to clients with consideration of their individual needs
 - Being flexible in service delivery as clients' circumstances change
 - Accurately recording data and information.
4. Have effective two way communication:
 - Ensuring that clients are aware of their rights and obligations
 - Listening to clients and having a disputes process, of which they are aware
 - Providing timely information
 - Providing clients with access to their records on request.
 - Encourage feedback
 - Acting appropriately on feedback

Training Course Experts provide training to enable people to gain, or maintain employment in the construction, mining, warehousing and health care industries.

Courses Offered

Training Course Experts is a Registered Training Organisation (RTO52355) approved to provide training delivery and assessment services for:

CPCCWHS1001	Prepare to Work safely in the Construction Industry
CPPFES2005A	Demonstrate first attack firefighting equipment
PUAWER008B	Confine small workplace emergencies
HLTAID001	Provide cardiopulmonary resuscitation
HLTAID003	Provide first aid
HLTAID004	Provide an emergency first aid response in an education and care setting
MSMWHS217	Gas test atmospheres
RIIWHS202D	Enter and work in confined spaces
RIIWHS204D	Work safely at heights
TLIA1001	Secure cargo
TLID2004	Load and unload goods/cargo
TLID2003	Handle dangerous goods/hazardous substances
TLID2016	Load and unload explosives/dangerous goods
TLID3015	Identify and label explosives/dangerous goods
TLIF1001	Follow work health and safety procedures
TLILIC0001	Licence to transport dangerous goods by road
TLILIC2001	Licence to operate a forklift truck
TLILIC2002	Licence to operate an order picking forklift truck
TLILIC2005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

In addition, we also offer the following courses that are not regulated under National Register on Vocational Education and Training (VET) in Australia, that is, they are not nationally recognised:

Scissor Lift – Yellow Card

Learners Rights and Responsibilities

Learners in our courses have the right to:

- Have access to course information, our policies and procedures, prior to enrolment, to ensure that they can make an informed decision about their study;
- Study in a course that meets both the current industry standards and accreditation requirements;
- Be provided with information about the assessment requirements of the course at its commencement
- Have their training outcomes assessed and be provided with regular feedback on their progress;
- Be treated fairly and respected by fellow learners and training staff;
- Be trained in an environment free from any form of discrimination and harassment;
- Have their personal records kept private and secure and only made available to authorised users;
- Have access to an appeals/complaints process;
- Learn in a safe and supportive environment

Learners also have the responsibility:

- To manage their own learning and assessment requirements (e.g. participate in activities, complete any pre-course work that is required etc);
- To complete all assessments within set time periods (as advised);
- To treat all training staff and other learners with respect and fairness;
- Not to discriminate or harass other learners or staff;
- To follow all health and safety procedures in the learning environment;
- Not to undertake courses while under the influence of drugs or alcohol;
- To advise staff of any changes to their personal details; and
- To advise staff if they will be withdrawing from the course.

Minimum requirements for Training and Assessing Staff Only

TCE abides by the requirements of the Standards for RTO's 2015 in the quality and standard of its training and assessment staff. All of our trainers and assessors have, as a minimum, the following:

- A Certificate IV in Training and Assessment (TAE40110, or demonstrated equivalent) and;
- A vocational qualification(s) at least the same level being trained or assessed and;
- Industry experience in the appropriate vocational area of study and the ability and commitment to keep up-to-date with industry and training requirements through ongoing, relevant Professional Development.

Course Information and Enrolment

All enquiries for enrolment will be given full and equitable consideration. Where there are conditions of enrolment or pre-requisites applied to a course(s), these shall be clearly stated to the potential learners (such information is contained on our website, in marketing flyers and pre-course information sheets for each course).

Our aim, at all times, is to treat clients fairly and assist them in making decisions in relation to the training that accurately matches their needs.

Having researched our courses and made the decision to enrol in one of our courses, learners can either enrol in person at our office (3 Aberdeen Street, Northbridge), over the telephone (08 9225 5122) or via our website (www.tcettraining.com).

Payment of Course Fees

Course learners are required to pay all course fees at the time of booking, prior to the commencement of the course (all current course fees are available on our website and on hard-copy marketing flyers).

For client's convenience, course payment can be made via credit or debit card (via the Visa or Mastercard network), or with cash or EFTPOS (over the counter only). For clients who do not have access to any of these means, payment can be made via internet bank transfer on agreement with TCE, but bookings can only be confirmed on receipt of either (a) cleared funds in our bank account, or (b) on receipt of proof of funds transfer.

All learners will be issued with a receipt for fees paid. All fees paid in advance will be available should a refund be required.

Should a learner request a refund, it will be paid in accordance with the terms set out in our Booking Conditions and Refund Policy.

Booking Conditions and Refund Policy

In accordance with SRTTO's guidelines, we undertake to not take any advance payment of greater than \$1,500 from any individual client.

Learners must arrive 15 minutes prior to ALL scheduled start times.

A 50% course rescheduling fee applies if the learner:

- is more than 10 minutes late from the class start time;
- does not have the correct (or insufficient) identification;
- does not complete the pre-learning course materials (where required);

Under these circumstances the course fees are non-refundable and entry to class is not permissible.

Booking Conditions / Refund Policy

If you fail to attend your scheduled course, the course fee is non-refundable.

Cancellation Fees:

- If you cancel your course and give less than 48hrs notice your Course Fees are Non-Refundable
- If you cancel your course and give more than 48hrs notice your money will be refunded minus a \$20 Cancellation Fee

Rescheduling Fees:

- If you reschedule your course within 48hrs of your scheduled course date, you will incur a 50% rescheduling fee of course fee.
- If you fail to attend your course due to illness and provide a medical certificate within 7 days of your course, you can reschedule at no extra charge.
- If you reschedule your course and give more than 48hrs notice of your course date, there will be no rescheduling fee.

General Booking Conditions and Refund Policy

- If we cancel a course at any time, learners will be offered the option to reschedule to an alternative class (at no extra cost), or receive a full refund of the course fees. No additional monies will be reimbursed to the learner for any other expenses incurred, or inconvenience caused.
- Refunds will be made by the same means with which the original payment was made (i.e. EFTPOS payment would result in an EFTPOS refund) and will be made to the same person that made payment.
- If deemed Not Yet Competent, all learners are eligible to re-sit the final assessment on another day at no additional cost (for all courses other than Forklift, EWP or Order Picker). If deemed Not Yet Competent a second time, the learner is required to re-sit the entire course again and 50% of the course fee must be paid.
- If deemed Not Yet Competent, in Forklift, EWP or Order Picker courses, all learners are eligible to re-sit the theory session and assessment on another day at no additional cost. If deemed Not Yet Competent a second time in the Theory assessment, the learner is required to re-sit the theory session and assessment again and a fee of \$70 will need to be paid prior to a new date being set.
- If deemed Not Yet Competent in the practical assessment for forklift, EWP or Order Picker, learners are able to book into an additional practical training session and sit a Practical re-assessment for a fee. Please see office staff for additional training rates, as they vary for each course.

Mutual Recognition

TCE will recognise all AQF Statements of Attainments and Qualifications issued by other Registered Training Organisations within Australia.

Access & Equity

Training Course Experts welcomes learners from all backgrounds, regardless of race, impairment, or any other factor. Discrimination against any group or individual is prohibited in any form, by any staff member, trainer or course learner.

Access and equity and client service

TCE is committed to access and equity principles and processes, which relate to admissions, delivery methods, assessment and support arrangements for learners with literacy and numeracy needs.

Learner selection is non-discriminatory and equity principles are applied through the fair allocation of resources and the opportunity for all learners to participate in VET training without discrimination.

All training staff are qualified to assist learners with special needs and all trainers are required to adhere to our access and equity policy.

Privacy

TCE operates in compliance with all the current commonwealth privacy legislation. All TCE staff are fully aware of the requirements of the Privacy Act in relation to our operation as a Registered Training Organisation. We will at all times ensure that all required procedures are followed to ensure your rights to privacy.

Learner Records

All learner records are stored electronically for 30 years. Access to your records is available on written request.

In order to protect your privacy, we will only grant access to learner course files to: (a) the learner themselves (proof of identification will be required); or (b) to a third party with written, signed consent, along with a copy of identification, from the learner.

Flexible Learning

TCE is committed to providing its learners with flexible learning processes, where possible. This means that TCE focuses on the learning, rather than the teaching, to provide the best possible outcome for learners. Through this, the learner will have much greater control over what, when and how they learn. Some of the flexible learning options available include:

- Our scheduling of courses at a variety of times (including weekends and some public holidays);
- The provision of flexible learning and assessments for those with special needs
- Providing distance education through, pre-reading workbooks and the internet
- A variety of assessment methods and tools

If you would like to find out more detail about flexible learning options available for your course, please ask one of our friendly staff.

Assessments

The training you will be undertaking is competency based. The competencies required and assessments that will be undertaken for your course are clearly stated to you at the beginning of the course.

All TCE trainers/assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The trainer/assessor will seek evidence to confirm achievement of the stated competencies in your course and more than one competency may be assessed at any given time.

Learners and the trainer/assessor must be present for all planned assessment tasks. These will be carried out during the scheduled days of training. After successful completion of the course you will receive a certificate or Statement of Attainment for the appropriate units for the course.

It is the trainer/assessor's responsibility to ensure all learners receive the information to acquire the knowledge and skills required to complete their course successfully. The following types of assessment methods may be used by TCE during the course:

- Practical demonstrations
- Role play
- Group projects
- Assignments
- Questioning – written and verbal

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your trainer/assessor simply needs to know which skills you have mastered, and which skills require further practice. The trainer/assessor will be flexible in the assessment method used (e.g. those with literacy issues, may undertake a verbal assessment).

In a situation where you have been assessed as 'Not Yet Competent' your trainer/assessor will give you feedback and guidance on what you need to do to improve and advise you when to resubmit or demonstrate the assessment task(s) for re-assessment.

Every learner who is assessed as "Not Yet Competent" in their theory assessment is entitled to one free theory re-assessment, to be arranged at a mutually convenient time.

If you are unsatisfied with the result of either the initial assessment or re-assessment you should refer to the assessment appeals process (in this document) for the steps to take.

Access and Equity in Assessment

- All reasonable steps will be taken to ensure you will be given an equal opportunity to undertake the assessment.
- You will be treated equitably regardless of your race, sex, marital status, age or sexual preference.
- If there are any aspects of the assessment that are unclear, or you are not certain about, you should speak to the trainer/assessor, as soon as possible, so that they can arrange the necessary assistance
- Should you require a reasonable adjustment of the assessment due to a physical impairment you should discuss this with the trainer/assessor immediately.

Reasonable adjustments may include:

- use of special equipment,
- practicable extension of timelines

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an essential component of competency based training. It focuses on current competency standards gained by individuals through formal or informal training, work experience and life experience, which relate to an accredited course of study.

Eligibility

Learners who believe they possess, and can substantiate, relevant competencies, may apply for RPL. Where possible, Training Course Experts enables Recognition of Prior Learning via an Assessment Only means.

Process

In order to do so, learners would need to book in a mutually agreeable assessment time with a suitable trainer at our premises, to ensure that adequate supervision and assessment is upheld. The assessment will be undertaken in line with the relevant Assessment Instructions for that particular unit of competency.

This RPL process will be undertaken on a one-on-one basis and will include all theory components of the written assessment and any observations of practical implementation that may be required.

Cost of RPL

Learners will be entitled to consult with a member of office staff at no cost.

Costs to undertake Recognition of Prior Learning for each unit is then set out below:

CPCCWHS1001	Prepare to Work safely in the Construction Industry	\$90
CPPFES2005A	Demonstrate first attack firefighting equipment	\$120
PUAWER008B	Confine small workplace emergencies	
HLTAID001	Provide cardiopulmonary resuscitation	\$75
HLTAID003	Provide first aid	\$110
HLTAID004	Provide an emergency first aid response in an education and care setting	\$110
MSMWHS217	Gas test atmospheres	\$140
RIIWHS202D	Enter and work in confined spaces	\$250
RIIWHS204D	Work safely at heights	\$250
TLIA1001	Secure cargo	\$250
TLID2004	Load and unload goods/cargo	
TLID2003	Handle dangerous goods/hazardous substances	\$220
TLID2016	Load and unload explosives/dangerous goods	\$250
TLID3015	Identify and label explosives/dangerous goods	
TLILIC0001	Licence to transport dangerous goods by road	\$360
TLILIC2001	Licence to operate a forklift truck	\$230

If you make a claim for RPL a number of things could happen:

If you are deemed Competent in your assessment undertaken with a suitable trainer, you will be awarded a Statement of Attainment for the relevant Unit of Competency.

If you are deemed Not Yet Competent, you will be invited to attend a full classroom session, including a theory re-assessment at no additional cost. Re-assessment of practical components will incur an additional fee.

Learner Conduct in Training Courses

While on the premises, learners are required to conduct themselves in an appropriate manner.

Attendance

You are required to be in attendance 15 minutes prior to your classes scheduled start time and report back from breaks punctually.

Neatly presented clothing, appropriate to the workplace is expected.

Behaviour

It is important you are aware that certain types of behaviour will not be tolerated. You will not discriminate against any person because of their race, gender, sexual preference, background or religion.

You are required to work in a team and as such will endeavour to participate and actively contribute in all group work.

Mobile Phones

Please switch off your mobile phone while in a TCE training session. If you need to have your phone active please inform your trainer prior to the commencement of the day's classes and switch it to a silent/vibrate mode.

Cleanliness

You are required to clean up after yourself and place any rubbish in the bins provided.

Discrimination, Bullying, Victimisation and Harassment

TCE is committed to providing an environment for work and training that is free from discrimination, bullying, victimisation and/or harassment of any kind. Behaviour of this nature will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from the course. This applies to both learners and TCE staff members.

TCE's Discrimination, Bullying and Harassment Policy is set in accordance with relevant state anti-discrimination legislation.

Discrimination, bullying, victimisation and harassment is any treatment, directly or indirectly, of another person that causes that person distress or ill intent based on their:

- Race
- Religion
- Physical appearance or peculiarities
- Cultural background
- Sexual preference
- Sex
- Age
- Social status
- Education
- Or any other aspect of their person or circumstance

If you witness any incident of discrimination, bullying, victimisation or harassment you are expected to report it to your Trainer or the Office Manager, as soon as possible.

If you feel you have been discriminated against, bullied, victimised or harassed you should:

- Discuss the issue with your trainer or the Management of TCE
- Fill out a Complaint Form.

- It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other learners are also not subjected to the same discrimination, bullying, victimisation or harassing treatment.
- If you are not satisfied with the way in which your grievance was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board. We will be happy to assist you in this process.

All complaints will be dealt with seriously and sympathetically. Confidentiality and privacy will be respected at all times.

Occupational Health and Safety

Whilst participating in this course you are to take reasonable care for your own health & safety and also that of your fellow learners.

You should ensure that you follow all guidelines related to the handling, repairing, lifting, operating and maintenance of any equipment you may be required to use.

Your trainer will inform you of the TCE occupational health and safety policy and requirements including the process of reporting a health and safety breach and injury reporting.

As part of your course you will be trained in Occupational Health & Safety. This is a mandatory requirement of all nationally accredited Training Packages. The occupational health and safety training will last the entire length of your course and your trainer will at regular stages assess you in this area.

Occupational Health & Safety Act

The provisions of the relevant state OH&S Act cover every place of work in the relevant state. These provisions cover both self employed people as well as employees and employers.

(Extract of) the general duties set out in the Act are summarised below:

Employers must ensure the health, safety and welfare at work of their employees. Things employers must do to ensure this include:

- providing or maintaining equipment and systems of work that are safe and without risks to health
- making arrangements for ensuring the safe use, handling, storage and transport of equipment and substances
- providing the information, instruction, training and supervision necessary to ensure the health and safety at work of employees
- provide PPE when it is required and instruct as to its use and maintenance.
- Employees must take reasonable care of their health and safety and the health and safety of others. Employees must Co-operate with their employers in their efforts to comply with occupational health and safety requirements.

Safety Rules – Applicable to Face to Face Training

First Aid

- First Aid Kit is located in the First Aid Training Room – Room 4
- The First Aid Officer is: First Aid Trainer on Duty on the day.

Behaviour

- Walk, do not run
- No horse play
- Do not lift anything that is too heavy for you
- Observe legislation and policies

Housekeeping

- Keep your work area clean, in good order and free of hazards at all times

- Correct and/or report any hazard
- Correct Tools and Equipment
- Always check instructions before use
- Return all tools and equipment to their correct place when not in use
- Report any faulty or unsafe tools or equipment and tag out of service

Operation of Machinery and equipment

- Don't operate a machine or piece of equipment until authorised and shown how to use it and stop it in an emergency
- Don't operate machinery or equipment until you fully understand the safety requirements relating to it and have checked that all guards are in place
- Never open, work on, adjust, or free jams unless machinery is stopped, power is switched off and equipment is tagged at the power source and you know what you are doing.

Smoking

TCE is a smoke free learning environment. As such you are not permitted to smoke inside the building. You are permitted to smoke outside the building, at least 7 metres from any doorway.

Emergencies

A copy of the Emergency Procedures in Case of Fire and Evacuation is on display in each room.

If there is a fire on the premises you must follow the procedures below:

SIGNAL: Tell the staff there is a fire

The staff will call 000 if it is safe to do so and provide details:

- Name and address
- Location of fire
- What is burning
- Staff person's name

Evacuation Procedures

Evacuation procedures are outlined at the exit of each room of our premises. Please make yourself familiar with these procedures.

Upon The Direction of the Staff:

- Ensure no-one enters the fire area
- Evacuate all walking people first, wheel-chaired people, then staff
- Check all toilets, rooms, if it is safe to do so
- Everyone meet at a location designated on the wall chart displayed
- Take a roll call
- Meet the fire brigade when they arrive on site

You are required to follow any instructions given to you by the staff in the case of emergency.

Complaints and Assessment Appeals

Purpose

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals of learners can be resolved in accordance with the principles of natural justice, equitably and efficiently.

Scope

This complaints and appeals policy applies to all learners enrolled with Training Course Experts.

Definitions

Complaints and Appeals include but are not restricted to matters of concern to a learner relating to training delivery and assessment; the quality of the training; learner support and materials; discrimination; and sexual harassment.

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused.
- All parties are told the decision and the reasons for the decision.

Policy

TCE believes that a learner, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The learner has the right to present the complaint or appeal formally and in writing.

TCE will manage all complaints and appeals fairly, equitably and efficiently as possible. TCE will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, TCE acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. TCE seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all learners and staff, from the TCE drive.

Procedure

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

1. Learner should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the learner should discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. If still no resolution the learner should put the following information relating to the complaint or appeal in writing:
 - description of the complaint or appeal
 - state whether they wish to formally present their case
 - steps taken to deal with the complaint or appeal
 - what they would like to happen to fix the problem and prevent it from happening again.
4. The learner brings the complaint or appeal to the attention of the trainer.
5. If the complaint or appeal is not dealt with to the learner's satisfaction, s/he may bring it to the attention of the General Manager. The General Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the General Manager receives written notification from the learner about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 30 days.
6. Should the issue still not be resolved to the learner's satisfaction, the General Manager will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the learner. The learner will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.

7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period. If the process is taking longer than 60 days from the complaint or appeal being received the learner will be notified in writing of the reason for the delay and kept informed about all progress.
8. If the learner is still not happy with external mediation, he / she may take his / her complaint to the VET Regulator.
9. All documentation relating to complaints or appeals should be archived for audit purposes.

The TCE General Manager will be person responsible for the implementation and maintenance of the policy.

Client Support

TCE will endeavour to assist you with matters of concern. TCE is committed to providing all of its' learners with an enjoyable learning experience to enhance their knowledge and skills. If you have any concerns please mention them at enrolment so we can be of assistance.

If you are concerned that you have specific requirements that you would need assistance with in order to successfully complete one of our courses, we strongly encourage you to contact a member of our staff prior to enrolling in a course.

Language, Literacy and Numeracy

General requirements

A level of English is required that enables you to understand the course content and be able to answer questions verbally, at the very least. If you do not have this level of English we can put you in contact with services that can assist you.

Specific requirements

Some courses may require a level of literacy and/or numeracy as a prerequisite, if so you may need to demonstrate that you have the required levels.