

Student Handbook

TRAINIX[®]

High Risk Work Training and Assessment Conducted by Trainix Under Authorisation of Start Training Group
RTO 22381



Start Training Group Head Office
3/1825 Ferntree Gully Road, Ferntree Gully
Phone: (03) 9756 0244
Web: www.starttraining.com.au
Email: bookings@starttraining.com.au
Registered Training Organisation No: 22381

Contents

Topic	Page
Welcome to the Start Training Group!	3
Course selection and attendance	4
WorkSafe Victoria licensing units	4
Unique Student Identifier	4
Fees, refund and reassessment policy	5
Student and staff safety and welfare	6
Student assistance	6
Access and equity	6
Student behaviour and discipline	7
Cheating and plagiarism	8
Training and assessment	8/9
Recognition of prior learning	9
Complaints and appeals	9/10
Privacy and access to records	11
Continuous improvement	11

Welcome to the Start Training Group!

The management and staff of Start Training would like to welcome you. As a student undertaking training with us, or one of our partnered companies; Baytrain, Trainix and High Risk Licencing, you have chosen to acquire new or updated skills that will enhance your opportunities for employment.

Who are we?

Start Training Group is a Registered Training Organisation (RTO). This means that the training we offer can lead to nationally recognised and accredited Statements of Attainment and qualifications.

The training collective of Start Training, Baytrain, Trainix and High Risk Licensing is a joint collaboration. We work together to deliver ethical and high quality training to the warehousing and construction industries in Victoria.

These four dynamic companies work under the one quality assurance system of Start Training Group (the RTO). Ideas, resources and even trainers are shared between the companies, ensuring consistent training and assessment methods, and delivery to an exceptionally high standard.

With the safety and success of our students as paramount, the collective's aim is to be the industry standard in forklift, EWP and earth moving training in Victoria.

The units we are accredited to deliver are:

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 11m or more)
CPCWHS1001 Prepare to work safely in the construction industry
RIIHAN301D Operate elevating work platform
RIIMPO318E Conduct civil construction skid steer loader operations
RIIMPO320E Conduct civil construction excavator operations
RIIMPO319D Conduct backhoe/loader operations
RIIMPO321E Conduct civil construction wheeled front end loader operations
RIIWHWS204E Work safely at heights

We care about your success

At the Start Training Group, our motto "We care about your success" underpins all that we do, and our students' success is the driving force behind our business.

Please remember that we are here to support you and you can contact our office at any time during the business hours of 8.00am – 5:30pm Monday to Friday and 8am – 4pm on Saturdays.

Start Training's head office and central training facility is located in Ferntree Gully.

Head Office contact details

3/1825 Ferntree Gully Road, Ferntree Gully
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Course selection and attendance

You have chosen to attend a course conducted by Start Training Group. There are no pre-requisites however students must meet the minimum entry requirements specified in the qualifications and units of competency. Generally this includes the language and literacy skills to the level required in the workplace.

If you are enrolling into a licensing unit, you will be supplied with a student workbook to complete. If you find this workbook difficult, please let us know so that we can determine your learning needs. If required, additional theory training is available to all students at no extra cost or alternative arrangements may need to be made.

If at any point throughout the course, it is founded that you as the student, are unable to successfully complete your course due to language difficulties; all monies paid will be refunded. We will take this opportunity to refer you to the appropriate organisation for assistance (e.g. Ames for English).

Students are expected to attend all classes. If for some reason you cannot attend a class, please let your trainer know.

WorkSafe Licensing Units and White Card Requirements

WorkSafe Victoria requires us to verify that the person enrolled to do training in a Licensing Unit or White Card is the person who attends the course. Students therefore need to provide photo identification prior to commencing training in any of these units. Approved forms of identification include:

- **Passport** (Australian Passport current or expired with the last two years, but not cancelled, International Passport must be current).
- **Driver's Licence** – Australian with photo, must be current.
- **Boat Operator's Licence** – Australian with photo, must be current.
- **Firearm Licence** – Victorian with photo, must be current. (Can accept interstate Firearms Licence as long as it contains a photo and is current).
- **Licence to Perform High Risk Work** or equivalent photo certificate of competency that is current, not expired.
- **State, Territory or Federal Government Employee ID card** with photo.
- **Other Australian Government issued ID card** with photo.
- **Photo identity card** issued by a Tertiary Education Institution, must be current.
- **Keypass ID Card** with photo, must be current.
- **Consumer Affairs Victoria Proof of Age Card** with photo.

Unique Student Identifier

As at the 1st January, 2015 it is a requirement of the Australian Government that each Student will be required to obtain a USI (Unique Student Identifier Number) when enrolling into any accredited course in Australia.

You must have a USI in order to receive a Statement of Attainment. It gives you the ability to access a complete record of your Vocational Education and Training (VET) enrolments and achievements from a single online source; so your records are not lost.

If you do not already have a USI you will need to create one at the [USI website](#) using an acceptable form of identification, such as a driver licence, passport, Medicare Card, VISA (non-Australian passport) or birth certificate.

Fees, refund and reassessment policy

Course fees / payment methods

- Please refer to our website, course flyer, or booking for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
- In line with the RTO's Fee Protection Policy the RTO will not collect more than \$1,500 prior to course commencement.
- Statements of Attainments are issued to students who are assessed as competent in the units successfully completed. The cost of the Statements of Assessment is included in the course fees.
- All study material for your course is included in the course fees.

Deposits

- A minimum %50 deposit for your booked course is required with 24 hours of Trainix sending you an email booking confirmation.
- If no deposit is received within the required time frame, your booking will be automatically cancelled.
- The balance of the fees must be paid on the first day of your course(s).

Payment methods

- VISA, MasterCard, Bank Transfer, and Cash are accepted. EFTPOS is available. Invoice (for companies only).

Invoices

- If paying by invoice, no deposit is required.
- Invoice terms are strictly 7 days from issue date unless other terms are approved in writing by a Trainix team member.
- If payment is not received within the invoice terms, the booking will be cancelled

Refunds/cancellations/reschedules

- Cancellations made more than 5 days prior to course starting date, will be refunded in full.
- Cancellations made with less than 5 days of course starting date, will result in forfeiture of any/all payments already made.
- Reschedules made more than 5 days prior course date will incur no extra fees.
- Reschedules made within 5 days of the course date, will result in an extra \$200 fee per student, per course rescheduled course.
- Extra fee and any remaining course fees must be paid in full at time of rescheduling.
- Please arrive at your course on time, each day. It is the student's responsibility to check the course start times/dates stated in their booking confirmation.
- For fairness to all other students and staff, any students more than 15 minutes late without prior notice, will not be able to attend the course and no refund will be given. Please call us if you are running late.
- If you cancel or do not show up on either day of your course, no refund will be given. Full course fees will apply to re-book in addition to the loss of funds already paid.
- Medical certificates and extreme hardship as determined by the RTO will be accepted for cancellations / reschedules made within 5 days of your course.
- No refunds will be issued once the student has commenced the course.
- Approved refunds can take between 1-3 business days to be processed.
- In the unlikely event that Trainix have no other option but to postpone or cancel your booking due to unforeseen circumstances, we will transfer your payment to new course date or refund any/all fees paid.
- Refunds will be granted in the event that the RTO fails to provide the agreed services

Re-assessments

Any student who attends any of our 2-Day Forklift/Order Picker courses will be eligible for one free retest, only if all the following requirements have been met:

- Student completed and submitted all required study material (workbook) on the first day of their course.
- Full payment has been made (This applies for company/invoice bookings also).
- The student arrived at the course on-time, both days.
- The student did not leave the course early on either day by their own accord.

ONSITE BOOKING – RETESTS

- The offer of one free retest will apply to any onsite bookings, only if all the above terms are met and if the retest is held at our training centre in Hoppers Crossing.
- If the retest is to be held onsite, it will be charged at our 'onsite per person' licence course fees. Please contact Trainix for all onsite fees.

The offer of one free retest will be not honoured if the student:

- Is caught cheating or plagiarising during the assessments.
- Refuses to partake in any part of the training and or assessments.

If a student is deemed not yet competent after the 'free retest', a **\$250 fee** will be charged for another retest to be conducted.

If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.

Student and staff safety and welfare

Start Training is committed to the safety and welfare of our students and staff and support is offered throughout the organisation.

Student and staff safety are assured by providing a safe work and learning environment to the required OHS standards at our premises.

Students are required to follow safety instructions that are given during the student induction session held at the beginning of their course. During this induction they will be informed of the facilities available at our training centre and nearby.

Students and staff are also responsible for their own health and safety as well as the health and safety of others. Any accidents or near misses must be reported to the RTO manager or member of staff immediately and an incident report form must be completed within 24 hours of the incident.

Car parking is available on site and there will be a member of staff available at least half an hour before the start of class or half an hour after the class has ended. Taxis, buses, trams and trains are available nearby. Please refer to the 'locations' page of our website for public transport maps to our training centres. For clients without their own transport, and who need a taxi, a member of staff will ring a taxi on request.

Classes are conducted between the hours of 8am and 10pm and will not be more than 8 hours in length on any one day.

Student assistance

As we have small numbers of students in our groups, our trainers will provide you with individual support and guidance. Should you require longer term support (for instance for literacy and numeracy) we may be able to assist you in locating such services. Once such supporting agency is the Australian Council for Adult Literacy, <http://www.acal.edu.au/>

If, during your course you experience unforeseen circumstances which cause you to experience difficulty with your study, special consideration may be applied for. You will need to apply in writing to the RTO manager accompanied by a medical certificate or other evidence.

Access and equity

In summary, access and equity is about everyone being treated fairly without discrimination. This includes you being able to enrol and participate regardless of any irrelevant characteristics such as your ethnic background, sex, religion, race, disability, age, marital status, parental status.

It also includes us considering reasonable adjustments to training and assessment if you have a disability, and providing these within available resources. If you have any special needs, we encourage you to tell us about them so we can work to meet your needs and keep you on track.

Student behaviour and discipline

We want our students to have equal opportunity to learn in a safe, supportive and encouraging environment.

Start Training therefore will not allow the following:

- taking, possessing, trafficking, or being affected by illegal substances or alcohol during training
- engaging in violence or threats of violence, bullying or other harassment
- acting in any way that could cause any loss, damage or harm to other students, staff or property and equipment

The RTO manager, or delegate, will immediately deal with the issue by investigating the matter. Action may include suspending or cancelling enrolment.

Where the RTO manager suspects any actions or events are unlawful, any applicable external authorities will also be contacted.

Ways in which inappropriate behaviour may be dealt with:

- clearly identifying the unacceptable behaviour and how it could be addressed
- giving the student the opportunity to fully respond to the points raised
- attempting to agree a shared resolution such as an agreement about future behaviour or monitoring
- where appropriate, producing written notes summarising outcomes and agreements

In response to any misconduct, we may also decide to caution a student with a written notice. This will:

- clearly state the misconduct
- detail remedial action required, if any
- be provided to the student as soon as possible after the misconduct takes place
- include advice that the student can request a private session to discuss the issues.

Further misconduct could result in a written notice cancelling enrolment. Some behaviours or actions are so severe they require an immediate response and we reserve the right to suspend enrolment immediately in response to these.

Enrolment cancellation and suspension

The RTO manager will ensure that the students who have their enrolment cancelled receive written notice. They will not be eligible for a refund of any course fees paid.

In some cases, the nature of misconduct may not be clear in its scope, impact or severity. In these cases, the RTO manager can suspend the student's enrolment for a reasonable time to investigate allegations of misconduct following the principles of natural justice.

Where suspension is deemed to be required the RTO manager will ensure that:

- the student is given written notice outlining the reasons and timeframe for the suspension
- if the misconduct cannot be investigated in the time, the student is given notice in writing before the end of the suspension period, extending the suspension
- the student does not have access to our premises during the suspension period.

Cheating and plagiarism

Cheating and plagiarism are unacceptable breaches of discipline and will be dealt with by the RTO very seriously.

Cheating is any fraudulent action that provides or attempts to provide an unfair advantage to a student. For example, if a student submits work done by someone else as their own work (with or without the other person's knowledge), or if a student has someone else sit an assessment for them, or if a student copies someone else's answers in a test, they are cheating. Cheating can also involve collusion by others in defrauding the RTO. For example, if a person lets another person hand in an assignment they have completed, they are colluding in cheating.

Plagiarism is a form of cheating where students represent the words or ideas of another person as their own. Plagiarism includes copying written, oral or electronic-based material.

Students will be asked to sign a declaration for each written assessment that it is their own work.

They will be required to remove mobile phones, books, and notes from their desk.

Trainers and assessors will be supervising all assessments and where this is not possible, video surveillance will be monitored by another member of staff.

Consequences of cheating include immediate termination of assessment and loss of all fees paid. Full fees will be required to book again.

Training and assessment

Through our programs we will provide you with experiences that progressively build your knowledge and skills.

During the process, the assessor will make a judgement about whether you are competent (or not yet competent) against the requirements of the nationally recognised unit or units of competency.

Units of competency are designed to reflect workplace requirements – to be assessed as competent you must demonstrate you can apply the skills, knowledge and attitudes as set out in the unit of competency to the standard of performance expected in the workplace.

Assessment can include processes such as oral or written tests, practical demonstrations and practical application of skills in a workplace (or simulated workplace) setting. The trainer will choose the most suitable for you.

In conducting assessments, the assessor will,

- tell you about the assessment processes in the first training session;
- gather evidence to make valid judgements;
- record outcomes as 'competent' or 'not yet competent';
- give you feedback on the skills achieved and options; and
- ensure your assessment meets workplace requirements in line with the unit of competency and job roles.

If you are completing a licensing unit, it is a WorkSafe requirement that assessments are conducted in English, without the assistance of an interpreter. Students whose first language is not English may benefit from attending one of our additional training sessions, or by requesting a verbal theory assessment (instead of written), however they do need to be able to speak basic English to pass the assessment.

Recognition of prior learning (RPL)

Recognition of prior learning (RPL) is an assessment process by which individuals may demonstrate competencies gained through work, other study, or life experiences. To be considered for RPL, ask our staff and complete an RPL application form.

To have skills formally recognised in the national system, assessors must make sure you have the underpinning (theoretical) knowledge and practical skills to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of one or all of the units of competency you can be recognised for.

The process involves a general 'competency conversation' in which we discuss your past experience and current competencies. Then, we will advise you of the sorts of evidence of your competency you may be required to provide.

Students are eligible to apply for RPL, but please note the duration and cost of the course will no change. Due to the 'High Risk' nature of Forklift and Order Picker operations Trainix want to ensure we provide all students, regardless of their skill and knowledge level, with sufficient and thorough amount of training. This not only provides students with the best possible outcome for their training and assessments, but also ensures other people in the students' workplace are also safe.

Complaints and Appeals

What do I do if I have a complaint?

'Complaints' refer to any issue a person might have with any aspect of our services. 'Appeals' refer to appeals against any of our decisions, usually assessment decisions.

If you believe you have been treated unfairly, have an issue with any aspect of our services, or wish to appeal any of our decisions (including assessment decisions) you have the right to do so. Anyone making a complaint or appealing a decision has the right to be heard and we will deal promptly, fairly and confidentially with the complaint or appeal using independent people.

If you have a complaint about Start Training or our services, you should speak with your trainer or the RTO manager as soon as possible. If you are not satisfied with the outcome of this informal process, or find it difficult to approach others informally, you may submit the issue in writing (this becomes a 'formal complaint'). Contact the RTO manager or your trainer for a form. A copy may be downloaded from our website or is available from the notice board at our Head Office.

Formal complaints

If you wish to make a formal complaint, this procedure will be discussed with you, and you will be given clear choices or options. Formal complaint forms can be found on our website, or on a noticeboard in your classroom. Alternately you may ask one of our staff members for one. You can choose to have your complaint heard through the internal process or the external process and can choose to have someone be with you.

Complaints must be made in writing to the RTO manager and should be a brief statement of the complaint and any relevant details including your contact details. The RTO manager will offer you the opportunity to formally present your case with another person of your choice to assist if required.

The RTO will complete the process within 14 days of receiving the complaint. If this is not possible, the RTO manager will provide a written notice to you, nominating a date for the completion of the process.

Independent agencies

While we prefer to deal with complaints internally, sometimes you may not be happy with this process. You may choose to have your complaint resolved through the external process either at the beginning, or at any time throughout the resolution process. You have the right to take complaints to external agencies.

Where the matter is in relation to licensing you should contact WorkSafe. In this case, an L3 WorkSafe form “Application for review of a licence assessor’s decision” should be filled out and submitted to WorkSafe.

You also have the right to contact the body that registers RTOs in Victoria, the Victorian Registration and Qualifications Authority (VRQA).

You can also choose to contact the Dispute Settlement Centre of Victoria (phone 03 9603 8370 or toll free on 1800 658 528) or the Victorian Equal Opportunity Commission.

Appeals

You can appeal any of our decisions by providing information in writing to the RTO manager, preferably as soon as possible after the decision.

The appeal follows the procedure outlined below. You may choose to follow the internal appeals process, or seek external support for an appeals process (for example, WorkSafe).

An appeal about an assessment decision should be provided in writing to the RTO manager within 14 days of receiving notice of the assessment outcome. The appeal must include details of: the unit or units of competency; the assessment time and place; why you are appealing; any further information or evidence to support your appeal.

If your complaint is regarding an assessment, the RTO manager will offer a re-assessment with another internal assessor. If this is not satisfactory to you, you will be referred to an assessor from another RTO. The assessor will re-assess the student (or review evidence presented) and make a judgement. Appeals about any other matter will be handled in line with our complaints procedures.

We will attempt to complete the appeals process within 14 days of receiving the appeal notification. If a longer period of time is required, the RTO manager must inform the appellant in writing including the new date for the completion of appeal.

Contact information – external bodies

The following groups and organisations could be consulted for more information or to help with dispute resolution:

WorkSafe Victoria

<http://www.workcover.vic.gov.au/wps/wcm/connect/WorkSafe>

Victorian Registration and Qualification Authority (VRQA)

Complaints Unit

Phone: 9032 1554

<http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx>

National Training Complaints Hotline

Phone: 13 38 73

Dispute Settlement Centre of Victoria

L4, 456 Lonsdale Street, Melbourne 3000

Phone: 1300 372 888

Fax: 9603 8355

Email: dscv@justice.vic.gov.au

www.justice.vic.gov.au/disputeinfo

Consumer Affairs Victoria

L2, 452 Flinders Street, Melbourne 3000

Phone: 1300 55 81 81

Email: consumer@justice.vic.gov.au

www.consumer.vic.gov.au

Equal Opportunity Commission Victoria

L3, 380 Lonsdale Street, Melbourne 3000

Phone: Advice line 9281 7100

Toll Free: 1800 134 142 TTY: 9281 7110

Email: eoc@vicnet.net.au

www.eoc.vic.gov.au

Privacy and access to records

Start Training operates under the Australian Quality Training Framework and is bound by the committed to supporting the Australian Privacy Principles. Start Training will not use or disclose your personal information unless it would be reasonably expected that it would relate to the offer, provision and improvement of Start Training services to you or where it is required by law.

We will gather and store your information in a way that protects your privacy, as required by legislation.

If you wish to view your records, please contact us and we will make a time for you to do this.

Please refer to our website for Start Training's Privacy Policy

Re-issuing a Statement of Attainment that has been lost or misplaced may be obtained by phoning our office.

Continuous improvement

We hope you enjoy your training with us and develop the skills you need for the workplace.

So that we can ensure our services meet student's needs, we will ask you to provide us with an evaluation of our training and assessment services on completion.

In addition, please feel free to contact us if you have any feedback at any time on any of the services we provide.