



Skills. Jobs. Safe Workplaces.

2018 Prospectus & Student Handbook



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1. INTRODUCTION

This prospectus and student handbook contains important information regarding the courses offered by Foresite Training, the role and responsibilities of students, including their expected behaviour and conduct. Also included is information regarding a range of procedures and processes that a student may need to access or use during their course of training.

Take your time to read and understand the information provided and ask any questions you may have. This is a very important document; keep it safe for future reference.

1.1 Welcome to Foresite Training

Foresite Training started in 2005 in a small warehouse in Thomastown with a total of three staff. Through hard work and dedication of the owners and a talented team, Foresite Training has grown to be the biggest accredited Forklift training organisation in Victoria with over forty staff and three Training Centres in Melbourne.

Foresite Training is a Registered Training Organisation, (RTO) accredited with Worksafe Victoria for Forklift and Order Picking Forklift licence assessment, and contracted to VicRoads for Heavy Vehicle Training giving you confidence that all training delivered is quality assured by external bodies and standards.

All of our Training Centres and facilities are designed to maximise training outcomes. Plant, equipment and vehicles are modern and well maintained. Our warehousing courses are run in fully equipped warehouses fitted out with Scan Pack technologies ensuring our student's learn in realistic work environments. Our trainers are qualified, accredited and come from industry so you can be confident they know what they are talking about.



Our aim is to ensure you meet your goals of becoming work ready or to successfully and confidently take the next step in your career using the skills and knowledge gained and practiced at Foresite Training.

The Foresite Training team will do everything we can to ensure that you achieve your goal and course learning outcomes. If you have any queries at any time please talk to your trainer/assessor in the first instance, or if you wish to talk to someone other than your trainer please contact our Head Office on 1300 366 015.

1.2 Foresite's Vision

To be Australia's leading provider of training, assessment and licensing services, driven by the demands of our clients with a focused on skills, jobs and safe workplaces.

1.3 Foresite's Values

Foresite's focus is always on our core values:

1. Operate with integrity and lead by example on Quality and Safety
2. Always place the customer first
3. Seize opportunities as they arise
4. Develop people who have ideas, energy and commitment

2. VOCATIONAL EDUCATION AND TRAINING (VET)

VET is 'education and training for work'. It develops and recognises the competencies or skills of students.

All Nationally Recognised Training Qualifications are vocational qualifications, this means they:

- Are work-related, competency based qualifications
- Reflect the skills and knowledge needed to do a job effectively and
- Represent national standards recognised by employers throughout the country

If you have a vocational qualification it means you are competent in that kind of work and shows you can actually do a job, and not just in theory.

VET undertaken through Foresite Training is competency based. Assessments determine whether a student is Competent or Not Yet Competent.

A qualification is issued where a successful competency of all units has been completed. A statement of attainment is issued to provide evidence of partial completion.

2.1 VET Training

Students acquire skills and knowledge at different rates and by different methods. Foresite Training has a flexible approach to learning and assessment so that students are assisted to achieve their potential.

Language, Literacy and Numeracy needs will be determined prior to commencing training. If needed, appropriate strategies will be put in place to support your learning.

Some Students may require support during their training with:

- Learning difficulties
- Materials
- Provision of oral instead of written assessments
- Health issues

We encourage you to discuss your specific needs with your Trainer, who can assist in providing assistance and support.

2.2 VET Assessment

In competency based training and assessment students must be given the opportunity to practice their skills wherever possible in a work environment. The language, literacy and numeracy skills required in a competency based training and assessment program need to be consistent with the skills required for the performance of that task role in the particular industry or workplace.

Competency based assessment is the process of collecting evidence and making judgments against set criteria. It is a requirement that competency standards must be demonstrated not just known. A student has to be able to demonstrate that they are competent in a variety of ways and over a period of time.

There are four principles of assessing in competency based training and assessment. They are:

1. **Fairness:** Assessments and assessors should take into account the person being assessed and ensure they are not disadvantaged.
2. **Validity:** A valid assessment assesses what it claims to assess.
3. **Reliability:** A reliable assessment is consistent and reproducible.
4. **Flexibility:** Flexibility in assessment often involves negotiation of assessment methods.



Assessors have to establish that the evidence they collect to determine competency is valid, current, sufficient and authentic.

A competency is a statement about the skills, knowledge and attitudes a student needs to complete, this information is contained within each unit of competency. The unit of competency details the elements, performance criteria, underpinning knowledge and skills required to reach competence.

The assessment of your competency means you must be able to “show, tell and apply” evidence and skills which match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- Collecting, analysing and organising information
- Communicating ideas and information
- Planning and organising activities and tasks
- Working with others in a team
- Leading teams
- Using mathematical ideas and technological tools
- Solving problems
- Demonstrating understanding
- Student feedback and continuous improvement

Students will be given clear and timely information on how to complete each of the assessments required to successfully complete the course, as well as receiving feedback upon completion of each assessment.

If you are dissatisfied with the Assessment outcome and wish to be re-assessed or appeal the assessment decision, you can follow the Appeals / Complaints process outlined in this handbook.

3. QUALIFICATIONS OFFERED BY FORESITE TRAINING

3.1 Nationally Recognised Courses

Foresite Training can deliver the following Nationally Recognised Training:

- AUR20516- Certificate II in Automotive Servicing Technology
- AUR21016- Certificate II in Motor Sport Technology
- CPC10111- Certificate I in Construction
- CPC20211- Certificate II in Construction Pathways
- CPC30111- Certificate III in Bricklaying/Blocklaying
- CPC30313- Certificate III in Concreting
- RII20115- Certificate II in Resources and Infrastructure Work Preparation
- RII30115- Certificate III in Surface Extraction Operations
- RII30815- Certificate III in Civil Construction Plant Operations
- TLI11215- Certificate I in Warehousing Operations
- TLI31216- Certificate III in Driving Operations
- TLI32416- Certificate III in Logistics



All of the courses listed above are developed in consultation with industry and lead to a Nationally Recognised Qualification.

Employability Skills are embedded into the training and assessment strategy for each course. You will receive detailed information on the Employability Skills and other course content when you commence a learning module.

4. COURSE ORIENTATION

The first session of every Foresite Training course is an orientation to the course, this includes:

- Introductions of key Foresite team members including your trainer(s)/assessor(s), Business Development Manager and Student Support Officer.
- Overview of the training and assessment processes
- Expectations of the course including; behaviour, attendance
- Roles and responsibilities
- Tour of your Training Centre and student facilities
- Your health and safety during the program
- Question and answers

5. CODE OF PRACTICE

Foresite Training shall, at all times, act with integrity in dealing with all students, employers and staff members.

Foresite Training will adopt policies and processes to ensure the quality of VET programs offered are relevant and in accordance with RTO conditions of continuing registration and all applicable accreditation and licencing bodies and state and commonwealth law and regulations.



Foresite Training will ensure:

- The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an ongoing basis.
- The accuracy of any marketing and promotional advertising material.
- Compliance with current Occupational Health and Safety and Duty of Care requirements.
- The maintenance and security of all current and archival records.
- Access by students to their records upon request.
- The continuous improvement of training and assessment through consultation with all students and staff.
- Maintain quality training and to uphold the highest ethical standards.
- Guarantee that all employees, agents and representatives are familiar with and agree to comply with its Code of Practice.
- Provide services as outline in the agreement signed upon enrolment or find and provide suitable alternatives

5.1 Student's Rights

As a student with Foresite Training you have a right to:

- Be treated fairly and with respect from all Foresite Training staff
- Learn in a safe environment
- Learn in an environment free from discrimination and harassment
- Pursue your vocational training goals in a supportive environment
- Privacy concerning records or documents that contain personal information
- Apply to have your existing skills and knowledge recognised
- Have access to assessment results and progressive outcomes
- Lodge a complaint or appeal without fear of any repercussions



5.2 Student's Responsibilities

You are expected to:

- Treat staff at Foresite Training and fellow students with respect and fairness, without discrimination or harassment
- Take ownership of your role as a student including attendance
- Complete training activities and assessments as directed
- Understand your role and responsibility for OH&S during your course for yourself, Foresite Training staff and your fellow students; and act if you see anyone behaving in an unsafe manor
- Attend all training and assessment
- Inform Foresite Training of absence or of times when you will be late
- Submit assessment items that are your own. Please read the section on cheating and plagiarism

5.3 Foresite Training's Staff Rights

All staff have the right to:

- Be treated fairly and with respect by all students and other staff
- Work in an environment free from discrimination and harassment
- Be able to present training and assessment materials without disruption
- Be able to remove a student

5.4 Foresite Training's Staff Responsibilities

All staff has a responsibility to:

- Be fair and equitable
- Treat everyone with respect and courtesy
- Not disclose student information to unauthorised people
- Be active in the learning process
- Present course material in a method that ensures the students reach their learning goals
- Inform students of their progress and outcomes
- Return assessment results within a reasonable time frame

It is imperative to all the staff at Foresite Training that your experience is rewarding and all resources are made readily available for an easy learning pathway.

5.5 Harassment

Foresite Training will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's performance; or creating an intimidating, hostile or an offensive learning environment.

Harassment is unlawful under Commonwealth and State legislation. Such conduct when experienced or observed should be reported to the trainer. Students who aren't comfortable discussing this with their trainer, are suggested to contact Head Office on 1300 366 015.

5.6 Plagiarism

At Foresite Training, plagiarism is considered to be a form of student misconduct which may result in disciplinary action.



Plagiarism includes but is not limited to:

- Directly copying someone else's work (an author or another student including website information) and representing it as your own without acknowledging its source.
- Presenting an assessment item as independent work when it has been produced in whole or part in collusion with other people, for example, another student or tutor.
- Submitting work that has been written by someone else on the student's behalf.

To avoid plagiarism, and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assessments.
- You must not copy someone else's work and present it as your own.

Please note that on completion of an assessment you are required to confirm that all evidence presented for assessment is your own work.

5.7 Health and Safety



Foresite Training is committed to providing and maintaining a safe and healthy environment for the benefit of all students, employers, visitors, employees and members of the public.

We are responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligations under State/Territory and Commonwealth legislation.

You must report all safety concerns, incidents, accidents or any concerns to your Trainer or the Business Manager of the Training Centre immediately. Students who aren't comfortable discussing the matter with their Trainer or Business Manager should contact Head Office on 1300366015.

A Foresite member of staff is always on site prior to all course commencements and Students' arrival in the morning, a staff member is also the last to leave the Training Centre's each night; therefore there is always someone on site to assist you should you need help.

5.8 First Aid

Foresite Training ensures that there is always a trained first aider on site in all Training Centres and will often be your Trainer. If you or anyone around you requires First Aid get the attention of any Foresite Staff member, who will contact a first aider immediately.

First Aid boxes are available at all Training Centres and carried on all Heavy Vehicles. The locations of the boxes are marked by the First Aid sign. First Aid boxes do not contain any medication or drugs and are for basic First Aid only including; minor cuts, abrasion, burns and sprains. If the accident is of a more serious nature dial emergency services <000> and ask for an ambulance.



5.9 Useful Safety Tips

We are committed to your personal safety, and provide the following information as a guide to assist you and increase your awareness of your own personal safety whilst training with Foresite:

- If you are staying back late on site, ensure that you inform your family or friends of where you are and when you can be expected home.
- Walk with a group of other people if possible.
- Do not wear a personal stereo or play music so loudly that you are unaware of your surroundings.
- Walk briskly and confidently along the safest pathways in well-lit areas with a group of people from your course.
- If approached, maintain a comfortable distance while you answer a question or give directions. Never turn your back on someone who has approached you.
- If you suspect you are being followed:
 - Be suspicious; keep looking behind you, so the person knows you cannot be surprised.
 - Change direction.
 - Go to a well-lit area; enter a building where there are people and phones.
- Carry a personal alarm or be prepared to scream loudly, and run if threatened.
- If you carry a mobile phone, program emergency numbers into it for quick access.
- If threatened, dial the police <000> (or in case where no reception, on a mobile <112> can be dialled).
- If you call the police, be sure to give your name and location.

Taking Public Transport

- Know your timetable and avoid long waits at the bus stop or railway station, especially if you're alone. Select a well-lit bus stop at night and make sure that you can see the area around you. If you need to leave early to catch public transport, inform your Trainer.
- Avoid standing alone while waiting for bus or train, especially at night. Stand with other people.

- If you're on a bus or train and it's nearly empty, sit near the bus driver or as close as possible to the guard's compartment.
- When getting off public transport, walk with other commuters.

Taking Your Car

- Park in well-lit, busy areas.
- Move your car closer if you plan to be on site after dark.
- Ensure that your vehicle is secured at all times.
- Never leave personal property visible in your car.
- Have keys in your hand ready to open the car door and if necessary, use to defend yourself against an attacker.
- Check the back seat or hatch for intruders before getting into your car.
- Once inside, lock all doors with windows up.

5.10 Alcohol & Drugs

Foresite Training is committed to providing a safe training environment and to look after the wellbeing, health and safety of all students and staff, therefore we have a NO DRUGS and NO ALCOHOL policy. This means the use of or possession of alcohol and/or drugs in our Training Centre's are banned.

Training using various plant and equipment including Forklifts, pallet trucks and heavy vehicles are high risk activities, therefore you must be drug and alcohol free to participate in training to ensure everyone's safety.

Students thought to be under the influence of alcohol or drugs will be removed from the training program immediately without exception. The Manager for the Training Centre will conduct an interview and may require further investigation if the student disputes the use of alcohol or drugs. The Manager will decide whether the student is fit to return to training. Foresite Training reserves the right to enforce a student to undertake a breath or blood test before we agree for the student to return to training.

Students found in possession of or under the influence of drugs and or alcohol may be withdrawn from the course and lose the right for a refund of any fees paid.

If you are taking any prescription medication we ask you to disclose this information to your Trainer, as some medications may affect behaviour or cause drowsiness or other symptoms that may present as if you are under the influence of drugs or alcohol.

If you have any concerns regarding this policy please contact our Head Office on 1300 366 015.



5.11 Student Disciplinary Action

Student guidance on expected behaviour is within this document the Student Handbook, which is provided by Foresite staff to every student and discussed prior to enrolment in a VET course. Any student, who fails to follow these guidelines or otherwise behaves in an unacceptable manner, may be subject to Student Disciplinary Action.

The following steps are used for the process of disciplinary action of students who have displayed unacceptable behaviour:

Step 1: Informal Counselling – Trainers are encouraged to deal with behavioural problems informally by reminding students of their responsibilities and offering advice and assistance.

Step 2: Referral to the Training Centre's Business Manager – If unacceptable behaviour continues the Trainer should refer all occurrences of student's behaviour which is considered dangerous, disruptive, offensive, malicious or serious. The referral will be recorded in writing.

Step 3: Training Centre Business Manager Action – The Business Manager will take one or more of the following actions:

- Note the referral for future reference
- Interview the student
- Obtain a second opinion from another Trainer and/or other course students (where possible)
- Remove the student from the course
- Summarise the event and outcomes in writing

If two disciplinary actions are recorded against a student, you may be asked to withdraw from the course.

5.12 Attendance

Your attendance every day is important to ensure you keep up to date with your course work.

We understand that there are circumstances which may impact your ability to attend training including, sickness or personal emergencies. If you know in advance you are unable to attend a training session, please let your Trainer know as soon as possible to inform them and instruct them of when you plan to return.

If you are unable to attend or you are going to be late call **1300 366 015** as soon as possible.

Students who are absent without a valid reason may be withdrawn from their Certificate Course. Students who have a total of four days off throughout the course will also be withdrawn from their Certificate course

If you have any concerns regarding your commitment and participation in a course, please contact Foresite Training as soon as possible. We are committed to ensuring you achieve your learning goals, but if we do not know there is an issue we cannot help.

5.13 Access and Equity

Our Access and Equity Policy ensures that Student selection complies with all relevant legislation, and VET Quality Frameworks and guidelines including the Australian Qualification Training Framework standards.

All Students will have equal opportunity to access and utilise services provided by Foresite.

Foresite will provide a supportive learning environment and if required, will make reasonable adjustments to our assessments to meet the individual needs of our students.

5.14 Privacy and Student Access to Records

All staff employed by Foresite Training will be required to apply themselves to Foresite Training's policies to safeguard confidential and personal information:

Please note Foresite Training staff members cannot provide information about you to a third party without your written permission.



Detail of how your records are used:

- Upon enrolment each student's personal details shall be filed in the designated student file or filing cabinet (lockable).
- Students' personal details and records shall be maintained in a current up to date condition. Updating of records will be actioned upon receipt of advice of changes.
- Only Foresite Training staff directly involved with student welfare and/or student results, including internal and external auditing staff will have access to personal student details.
- Upon reasonable request and notice Foresite Training administrative staff shall provide a student with access to their personal student records and reissue statements of attainment or qualifications achieved. Please note fees apply for this service.
- Only upon receipt of written consent by a student, will Foresite Training staff provide a third party with students' personal details.
- Access to student records may be provided where the Standards for Registered Training Organisations, Commonwealth or State authorities require Foresite Training to do so.

5.15 Appeals/Complaints

Foresite Training recognises that disputes may arise from time to time. All students are entitled to fair and consistent treatment and prompt consideration and resolution of an appeal of an assessment decision or a complaint made. The following provides guidelines on how Foresite will process and manage an appeal/complaint raised by you.

We would like to think that all students in our training programs feel comfortable discussing any matters you are not satisfied with your Trainer. If you wish to comment on the experience that we have provided to you or another student please feel free to approach your Trainer, however if you are not comfortable

discussing this with your Trainer please ask to speak to the Training Centre's Business Manager who will be happy to address your feedback.

To provide clarity, an appeal may be lodged if you disagree with an assessment decision or your treatment during assessment. A complaint can relate to any matter other than an assessment, for example a complaint about facilities, other students or a Foresite member of staffs behaviour.

If you feel your complaint or appeal requires a more formal approach, please ask either your Trainer or the Student Support office for an Appeals/Complaints Form, this form once completed by you should be handed directly to the Administration Manager who will follow the below process:

A. Formal Complaint

Formal complaints should be made in writing and made attention to the RTO Administrator within 30 days of the issue arising, where practical

- i.
 - a. When making a complaint, provide as much information as possible to enable the RTO to investigate appropriately and determine an appropriate solution
 - b. The complainant is invited to include suggestions about how the matter might be resolved.

- ii. Acknowledge receipt of complaint and commence process
 - a. Provide receipt of the complaint to the complainant within five working days.
 - b. Commence the complaints and appeals process. All reasonable measures must be taken to finalise the process as soon as practicable and within fourteen (14) working days. If the matter is particularly complex and goes onto stage 2 of the complaints process or further, the matter may take longer to resolve.

- iii. Enrolment status
 - a. Students will be advised that choosing to access this policy and procedure, will not affect their enrolment
 - b. status during the complaints handling process and that they may choose to be supported by a third party during any stage of the complaint process.

- iv. Investigate and review the complaint
 - a. Upon receiving the complaint, the Quality Manager may request further details from the complainant. This may be sought by written or verbal request or by face-to-face interview with the complainant and/or respondent(s).
 - b. When such clarification occurs in a face-to-face interview, the persons being interviewed may have another person accompany them.
 - c. Investigation into the matter will take place to ensure the RTO has accurate, complete and relevant information.
 - d. The Quality Manager will review the information and decide on the appropriate actions to be taken.

- v. Recommend resolution and provide report to complainant.
 - a. The Quality Manager will endeavour to resolve the complaint. Within ten (10) working days, the officer will provide a written report to the complainant on the steps taken to address the complaints and will include their recommendations and reasons for their decision.

The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of the formal complaint.

If your appeal / complaint remains unresolved you may lodge a complaint with the The Australian Skills Quality Authority (ASQA) by phoning ASQA Info line on **1300 701 801** or email enquiries@asqa.gov.au. or following the instructions available at <http://www.asqa.gov.au/complaints/making-a-complaint.html>

5.16 Legislative Requirements

Foresite Training will meet all legislative requirements of State and Federal Governments. These include but are not limited to:

- *National Vocational Education and Training Regulator Act 2011*
- Occupational Health & Safety Act 2004
- Occupational Health and Safety Regulations 2007
- Anti-Discrimination Act 1991
- Disability Services Act 1992
- Working with Children Act 1998
- *Privacy Amendment (Enhancing Privacy Protection) Act 2012*

5.17 Fees and Charges

Student Fees

Fees are calculated for each student independently based on a number of factors including course and unit selection, eligibility for government subsidised training, applications for RPL or credit transfer, previous fees paid and eligibility for concessions. Fees quoted are applicable for training services provided in the current calendar year – further fees will be payable for training services scheduled to continue into future calendar years. The student fees as published are subject to change given individual circumstances at enrolment.

Please note that all students post course completion or in the event of a withdrawal, will receive a copy of their certificates and/or statements of attainments and/or plastic card version of tickets for the components of the course successfully completed if assessments successfully achieved at no extra charge.

5.18 Refunds

In the event of withdrawal from the program Foresite will apply the following refund policy:

Certificate Students

In the event of withdrawal from a certificate program, Foresite will process a refund of 50% of tuition fees paid if withdrawal is before the half way point of the course, less any other costs or charges incurred by Foresite Training. Foresite will not provide a refund if withdrawal is after the half-way point of the course or at any time if the withdrawal was due to a student's removal due to unacceptable behaviour or absence.

Non Certificate Courses

A full refund will be applied if three full business days' notice is provided prior to cancellation. Cancellation within three business days or failure to attend will incur forfeiture of full payment. Alterations to booking dates or transfers to a different course cannot be made within three days of the course commencement date.

Driving Courses/Licencing

A full refund will be applied if seven or more days' notice is provided. Cancellation within seven days or failure to attend will incur forfeiture of full payment. Alterations to booking dates or transfers to a different course cannot be made within seven days of the course commencement date.

All Courses

Failure to attend will incur forfeiture of full payment.

5.19 Quality Assurance

Foresite Training is committed to providing excellence in training and assessment services for its students. Foresite Training undergoes rigorous internal and external audits to ensure we deliver training and assessment to a high standard. Foresite Training is committed to a culture of Continuous Improvement and values all constructive feedback.

5.20 Student Feedback

The feedback we receive from our students regarding the training and assessment provided is critical to the continuous improvement of our courses. Foresite Training collates and analyses the feedback we receive so we can act and improve upon our training, assessment and services provided.



- Excellent**
- Very Good**
- Average**
- Poor**

You will be asked to complete feedback form at the end of the course; however you can provide us with feedback at any time.

Separate to Foresite asking for your feedback, there is a possibility that you may be contacted by government departments involved in Vocational Education and Training to participate in other surveys. This may include the National Centre for Vocational Education Research which is Australia's principal provider of vocational education training research and statistics, or by the Victorian Skills Commission.

5.21 Qualifications Issued

A qualification is issued where a successful competency has been shown. A Statement of Attainment is issued when a student completed one or more units of competency from a Nationally Recognised Qualification.

Foresite Training issues students with either a Certificate or Statement of Attainment at the completion of each course. Students are able to request a re print of a Certificate or Statement of Attainment however there is a fee for this.

5.22 Skills Recognition

You may be eligible for a qualification or a partial qualification and not realise it.

Throughout our lives we gain knowledge and skills in different ways through our formal and informal education, training, work, sports, community group involvement and life experiences.

Foresite Training will recognise any qualifications obtained from any other Registered Training Organisation through the process of Credit Transfer (CT).

Recognition of prior learning, also referred to as RPL, is a process requiring you to make an application with the result being the formal credit of your current skills and knowledge, no matter how, when or where the learning occurred.

To have your prior learning recognised, you must be able to show that your skills are still current and meet today's industry standards. You will need to produce recent evidence of your skills and knowledge. We will ask you to provide contact details of people who can confirm your abilities, these people might be supervisors (including current or previous employment) or others in your community, who have seen your skills in action. We will also talk to you about when you have completed certain tasks, and ask you questions about how you completed the tasks relating to the units you are seeking credit for.

Why have your prior learning recognised?

The RPL process can be worth thinking about as you:

- may save time and get qualified faster
- can avoid unnecessary training for skills you already have
- can gain access to a course that would usually require formal pre-entry qualifications

Next Steps

Before deciding on a training program or commencing training, take time to reflect on your work experience, previous training or life experiences. If your experiences relate to the training that you are embarking on, you may be able to accelerate your progress in the training program through the RPL process.

If you would like to discuss the process in more detail or apply for RPL please contact your Client Services Officer prior to starting the program, or your trainer on day one of the program.

5.23 Government Funding

Foresite Training is contracted to deliver training and assessment for nationally recognised qualifications, with the Victorian Skills Commission (part of the Higher Education and Skills Group) and Department of Education, Training and Employment (DET) in Queensland.

Government funding for training places, eligibility and levels change from time to time, therefore all students should be aware that if their enrolment in a qualification(s) is being subsidised.

Skills First program

This agreement allows Foresite to offer government subsidised training places to eligible students. This training is delivered by the Victorian and Commonwealth Governments under the Skills First program, and may affect future training options and eligibility for further government subsidised training under the Victorian Training Guarantee, or other Government Funded training programs.

Further information is available at: <http://www.education.vic.gov.au/skillsfirst/Pages/about.aspx>

5.24 Unique Student Identifier (USI)

A unique student identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the national vocational education and training (vet) data collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their vet achievements into a single authenticated transcript. It will also ensure that students' vet records are not lost.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised vet course that is completed from when the USI comes into effect on 1 January 2015.

The USI initiative will:

- Seamlessly link information about a student's vet achievements, regardless of where they studied
- Enable students to easily access secure digital transcripts of their achievements
- Give students access to, and more control over, their educational information

Unique Student Identifier Privacy Notice and Information

If you do not already have a Unique Student Identifier (USI) and you want Foresite Training Pty Ltd to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, Foresite Training Pty Ltd will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document
- your date of birth, as it appears, if shown, in the chosen document of identity your city or town of birth
- your country of birth
- your gender and
- your contact details

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it. The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask Foresite Training Pty Ltd to make an application for a student identifier on your behalf, we will have to declare that Foresite Training Pty Ltd has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that Foresite Training Pty Ltd has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
 - may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
 - will not otherwise be disclosed without your consent unless authorised or required by or under law.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy www.usi.gov.au/Pages/privacy-policy.aspx or by contacting the Registrar on email usi@industry.gov.au or phone 13 38 73. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with. You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following: misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and a failure by us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

Information you supply is protected and may be stored on a secure server hosted locally, in a third party server in the cloud or, if in hard copy, in a locked cabinet or storage area. For information about how Foresite Training Pty Ltd collects, uses and discloses your personal information generally, including how you

can make a complaint about a breach of privacy, please contact Foresite Training Pty Ltd.'s Privacy Officer on 1300 366 015.

6. STUDENT SUPPORT

There are lots of people that can help you before you enrol in a course, when you enrol, before the course begins, during the course and even after the course. Below is a list of Foresite staff that will support you throughout the course and also other agencies that will be able to support you if the support you require is not course related.

6.1 Foresite Business Development Manager (BDMs)

Our Business Development Managers (BDMs) are responsible for ensuring potential students are provided with accurate and sufficient information to make an informed choice about their enrolment. The BDM will conduct your pre-training review (including Literacy, Language and Numeracy assessment) and will manage the enrolment process to ensure you are enrolling into an appropriate course. As part of the enrolment process the BDM will review the Student Handbook contents with you and answer any questions you may have about the course and/or the enrolment agreement.

6.2 Foresite Trainers/Assessors

Our Trainers/Assessors are responsible for ensuring your learning environment is safe and inclusive. They all meet the requirements of the Standards for Registered Training Organisations (RTOs) 2015 which means they hold qualifications, possess extensive industry experience and have current skills and knowledge in both the subject matter being delivered and in training and assessment practices. They are also responsible to ensure you are engaged, learning, and completing assessments, this must be tracked to monitor your progress. You will receive feedback on your learning performance and lots of support from your Trainer/Assessor to ensure you achieve your goals.

6.3 Learning Resources

Every student who enrolls in a Foresite Training course will receive a Learner Guide, appropriate to the course they are enrolled in. The Learner Guides have been developed to assist them to get the most out of your training and may include additional information, classroom activities, quizzes and technical diagrams.

For some of the short courses, the Learner Guide forms part of the course assessment. Your trainer and/or assessor will explain if this is the case at the commencement of your training. The Learner Guide can be used as a reference resource after you have left your course.

6.4 Student Support Services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and you will also be required to complete a test that assesses your language, literacy and numeracy skills. The information

collected through the enrolment process will enable our staff to undertake an initial evaluation and identification of your support needs.

Your support needs can also be discussed with the enrolment officer during the induction to your course and with your trainer/assessor throughout your course.

Foresite Training supports its students by providing academic and non-academic support services.

Academic support can be provided in the first instance by trainers/assessors through one to one support from our trainers/assessors including:

- providing you with their contact details
- out of class mentoring and coaching
- arranging informal study groups where you can work with your fellow students
- If necessary, referral to relevant external services.

Where social or personal issues affect a student's learning experience (i.e. non-academic issues), Foresite Training will provide whatever support it possibly can including referral to a range of external service providers including:

Reading Writing Hotline	1300 655 506
Australian Apprenticeship Centres (AAC)	13 38 73
Victorian Equal Opportunity & Human Rights Commission	03 9281 7100
Anti-Discrimination Commission Queensland	1300 130 670
Legal Aid Victoria	1300 792 387
Legal Aid Queensland	1300 65 11 88
Disability Resource Centre	03 9671 3000
Disability Discrimination Legal Service	03 9654 8644
Queensland Aged and Disability Advocacy	1800 818 338
Lifeline	13 11 14
Kids Helpline	1800 551 800
Fair Work Australia	1300 799 675
Reach Out	Web-based service
Australian Mediation Association	1300 633 428
People with Disability Australia	1800 422 015
National Training Complaints Hotline	13 38 73

To have an initial discussion about your support needs with Foresite Training contact us by:

Phone: 1300 366 015

Email: info@foresitetraining.com.au

6.5 Language, Literacy and Numeracy Support

If you are undertaking an accredited Foresite Training course, you will find that basic Language, Literacy and Numeracy (LL&N) elements have been incorporated into your training.

Before commencing a course with Foresite Training, you will have your LLN assessed to ensure you have the required skills to continue with the course. Some students may require additional LLN support; in this case Foresite Training will provide you with extra support throughout your training program.

Our trainers can provide supported assistance if necessary and can adapt assessment methods, where appropriate to ensure every student has equal access to a fair assessment.

Students are encouraged to discuss any LLN concerns with their trainer. Students who aren't comfortable discussing this with their trainer, are suggested to contact Head Office on 1300 366 015.

In the event that students needs exceed our skill, we will discuss assistance available through external support providers.



7. PATHWAYS

7.1 Warehousing Education Pathways

Transport and Logistics qualifications for Warehousing Operations and Driving Operation do not require the completion of a Certificate I prior to Certificate II, or Certificate II prior to Certificate III, however we recommend completing Cert II prior to Cert III.

Your education pathway with Foresite may include:



After achieving a qualification any of the stream students may want to complete further education in another stream or move onto a Diploma with another training organisation which is the level above Cert IV.

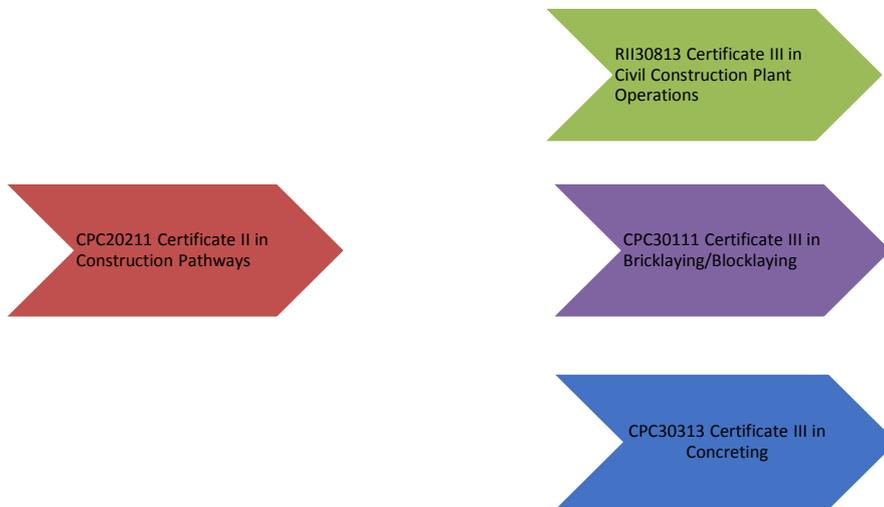
7.2 Employment Pathways

The following employment pathways are linked to the qualification above, i.e. the Certificate I in the first arrow above links to the job titles in the first arrow box below.



7.3 Construction Education Pathways

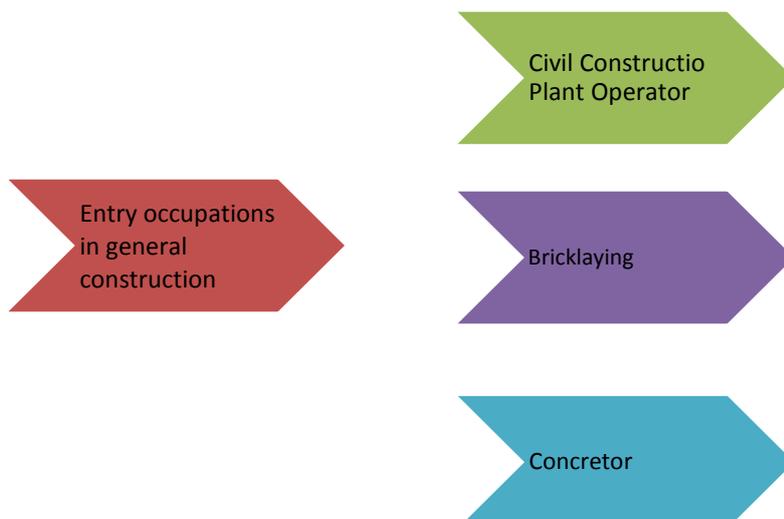
This Certificate II is designed to introduce learners to the recognised trade callings in the construction industry and provide meaningful credit in a construction industry whilst the Cert III programs allow you to specialise into your chosen career path. Your education pathway with Foresite may include:



After achieving a qualification any of the stream students may want to complete further education in another stream or move onto a Diploma with another training organisation which is the level above Cert IV.

7.4 Employment Pathways

The following employment pathways are linked to the qualification above, i.e. the Certificate I in the first arrow above links to the job titles in the first arrow box below.



8. COURSE OUTLINES

Individual course outlines are detailed on our website, these are provided as an overview. Prior to enrolment the BDM will answer any questions you have regarding the course content and structure. On day one of the course you will receive detailed information and a training plan detailing each units training and assessment method.

Foresite training **will not** require or permit students to attend scheduled classes (including time allocated for self-paced study) for more than eight hours in any one day, or require or permit full time students to attend scheduled classes (including time allocated for self-paced studies) outside of 0800hrs to 2200 hrs on any day.

Please contact Foresite Training Consultant for further information on 1300 366 015.

9. BEING ASSESSED

9.1 What is competence?

In order to be assessed as competent in this cluster, you will need to provide evidence which demonstrates that you can perform the required competencies to the required standard. Competence depends on consistently demonstrating the skills, attitude and knowledge that enables you to complete tasks confidently in a variety of situations.

9.2 Assessment process

The assessment tasks in this *Student Assessment Guide* have been designed to allow you to demonstrate that you have the skills and knowledge to meet the required standard. Before the assessment commences, your assessor will:

- Make sure you know the time, date and venue of the assessment;
- Explain the assessment task fully;
- Make provision for any special support you may need;
- Organise and arrange for all required resources/materials that they need to provide to be available at the assessment;
- Provide you with a list of any resources/materials you are required to bring to the assessment.

On completion of the assessment your assessor will:

- Communicate the outcomes of the assessment to you and provide feedback for future performance;
- Record assessment decisions and complete assessment documentation;
- Ask you to acknowledge the assessment task outcomes and feedback by signing and dating the assessment documentation.

9.3 What is your assessor looking for?

Your assessor is looking for evidence that you are competent in **all** the tasks in the *Student Assessment Guide*. To make a judgement of your competence, your assessor may ask you to:

- Discuss a scenario;
- Carry out a practical demonstration;
- Answer questions (either verbally or in writing);
- Undertake some other form of assessment, such as submit a portfolio of your work or provide a third party report on your job performance.

To show that you are competent you **must** be able to:

- Perform the task to the workplace standards;
- Manage a range of different tasks (multi-tasking);
- Respond to contingencies or breakdowns;
- Deal with the responsibilities of the workplace, including working with others.

You will need to show that you can do this consistently, over time and in relevant workplace contexts and environments.

Evidence for assessment should be gathered in the workplace. However, this may not always be possible for a number of reasons including:

- You may not yet be employed in a suitable workplace;
- The workplace may not be large enough to support assessment activities;
- It may be difficult for you to access organisational information or there may be confidentiality issues;
- It may not be possible to assess some tasks in the workplace, such as tasks around emergency response.

Therefore, scenarios or other types of simulation based on typical workplace situations have been provided that can be used if evidence cannot be collected in the workplace.

9.4 Assessment definitions

Assessment

Assessment is the process of gathering and judging evidence in order to decide whether a student has achieved competency.

Assessment tasks

The assessment tasks are activities designed to collect evidence in order to demonstrate a student's competence.

Assessment criteria

Assessment criteria are the descriptions of what the student is expected to do in order to demonstrate competency.

Credit transfer

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Recognition of prior learning (RPL)

RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Reassessment

The principles of assessment allow for additional re-assessment opportunities, but this must be constrained by the practicalities of time and resources. It is for this reason that there are limits on the number of re-assessment opportunities and the timeframe for these re-assessments to be conducted by.

Where your assessor is not able to record you completing an aspect/s of the task satisfactorily he/she will further assess you by asking you to re-do/perform that component of the task again. If after being given the opportunity to re-do the component of the task again you are still not able to perform it satisfactorily, you will be provided with feedback and information relating to further training opportunities, however your performance of the task will be recorded as Not Satisfactory.

If, after your second attempt, the result is still 'Not-Satisfactory' you will be required to undergo further training and will have to attempt the whole task again. Please note there may be an additional cost involved.

Raising an Assessment Concern

If you disagree with an assessment result you have the right to challenge the assessment decision and have your evidence reviewed on all or part of the assessment for a unit of competency.

For more information on Appealing an Assessment Decision please refer to Section 5 of this Student Handbook.

Misconduct in Assessment

Foresite Training and Licensing has zero tolerance on all forms of academic misconduct within assessment.

Academic misconduct means any form of academic dishonesty relating to your course of study and includes, but is not limited to:

Plagiarism;

Failure to comply with rules for a particular assessment (for example, what material can be brought into an assessment);

Copying the work of another person without his or her knowledge;

Submitting the work of another person as your own.

Foresite regards any form of cheating as a serious matter of academic dishonesty. For more information on *Misconduct in Assessment* please refer to Section 5 of this *Student Handbook*.

Reasonable adjustment of assessment

Some students may require support during their training for a number of reasons including:

Physical disability;

Learning difficulties;

Health issues;

Intellectual disability;

Dyslexia or other form of learning disability;
The complexity of learning materials.

Adjustments may be made to assessment for these students according to the nature of their learning need. These adjustments may include but are not limited to:

Oral assessment;

Use of a scribe;

Additional time or time-out rest periods;

Demonstration of skills;

Observation of knowledge and skill in practice.

It is important to remember that any adjustment to assessment tasks undertaken on the basis of reasonable adjustment cannot compromise the learning outcome.

10. APPRENTICESHIPS OR TRAINEESHIPS

Apprenticeships and traineeships are terms often used interchangeably however they are distinctly different in terms of the employment contract that you work under.

Under an apprenticeship:

- an employer agrees to employ you for the term of the apprenticeship and to support you in your training for that period of time, and you agree to follow instruction and attend off-the-job and/or workplace-based training;
- if your employer sells the business during your apprenticeship, the new employer must continue with the training contract;
- once the probationary period of the training contract has passed, all parties must agree in order for the contract to be cancelled.

Under a traineeship:

- an employer agrees to employ you for the term of the traineeship and to support you in your training for that period of time, and you agree to follow instruction and attend structured training;
- if the business is sold, the new employer does not have to keep you on as a trainee;
- either party may cancel the contract by signing a cancellation form or letter stating the date of cancellation. Mutual agreement is not required.

A Traineeship (also referred to as an Australian Apprenticeship) is a Nationally Recognised qualification training program delivered in the workplace. A Traineeship generally combines on-the-job training delivered by the employer and off-the-job training delivered by the RTO, which can be on the employers premises or the RTOs. Traineeships benefit businesses in many ways including:

- motivated employees as they are learning whilst earning;
- flexible training approaches minimising employee down-time;
- incentive payments for eligible employers and employees offset the cost of training; and
- skilled employees are more productive than un-skilled employees.

Traineeships are delivered under a contract of training, agreed and entered into by; the employer, employee, the Registered Training Organisation (RTO) and the Australian Apprenticeship Centre (AAC). The contract formalises roles and responsibilities and is required for the AAC to manage incentive payments for eligible Employers and Employees.

The Training Plan for a Traineeship (detailing what, when, how and who is involved in training and assessment) is negotiated by the RTO with the employer and employee before the Traineeship commences. The training plan is flexible and can be amended at any time with the agreement of the Employer, Employee and the RTO; it can be accelerated or slowed down to meet the needs and learning requirements of Employee.

Employers have a very important role to play in their employees' on-the-job training, they must also ensure the Trainee is given time during normal working hours to complete self-directed learning, practice learnt skills and to complete off-the-job training and assessment components delivered by the RTO as per the agreed training plan. Employers agree in the signing of the contract to release full-time Employees to participate in training related activities for a minimum of 12 hours per month, and part-time Employees to be released for a minimum of 7½ hours per month.

10.1 Roles and Responsibilities

10.2 The Australian Apprenticeship Support Network

The Australian Apprenticeship Support Network (Apprenticeship Network) providers will provide advice and support services tailored to the needs of employers and apprentices throughout the apprenticeship lifecycle – from pre-commencement to completion. They are responsible for the signing of the traineeship contract, registering the contract with the relevant state government department, and administering the Commonwealth Government incentive and subsidy program. They offer assistance and advice in relation to obligations and responsibilities in all aspects of the agreement, and will monitor Trainees and RTOs to ensure the Traineeship contract has been appropriately implemented.

10.3 Registered Training Organisation (RTO)

Foresite, as your RTO is responsible for:

- developing an appropriate Training Plan to suit the trainee and employer's needs;
- assessing the support needs of the Trainee and modifying the training and assessment strategy as appropriate;
- providing training and assessment tools including Student Guides or other training resources;
- assigning a Trainer and Assessor who is appropriately qualified and skilled;
- contacting the Trainee as a minimum on a monthly basis to confirm progress and employer support;
- training and assessing the Trainee according to the Training Plan;
- supporting the Trainee throughout their contract;
- maintaining records of both on and off-the-job training, assessments and structured withdrawal;
- issuing the appropriate qualification upon completion.

10.4 Employer

Employers are required to provide for their Trainees:

- a safe working environment;
- supervision and support;
- facilities and equipment required to perform their work;
- on-the job training and relevant work experience;
- release the Trainee from routine work duties to complete training and assessment activities;
- engagement and pay the employee as per the requirements of the Fair Work Act 2009 and the Amendment Act 2012.

10.5 Supervisor/Mentor

Employers are required to provide supervision of the Trainee by a designated and qualified member of staff (a workplace supervisor). Trainees need varying levels of supervision as they acquire skills and gain confidence. This supervision falls into two categories; Direct and General. Trainees begin learning a particular skill under Direct Supervision. When they achieve competence in the skill they move to General Supervision while they are undertaking work where that skill is required.

Some employers also nominate a Mentor for the Trainees who can be anyone in the business who can provide support and assistance not only to support the Training Plan but also any need or assistance the Trainee may require.

Supervisors are often the designated point of contact for the RTO to assist in scheduling off-the-job training.

10.6 Traineeship Paperwork

The compliance requirements associated to qualifications that attract Government funding either directly or indirectly to the Employer or the RTO requires a considerable amount of documented evidence to ensure Government funds are being used appropriately and under the terms and conditions of the Traineeship training contract. What this means is there is quite a lot of paperwork to complete for the duration of the training contract.

The **Training Plan** details what, when, how and who is involved in training and assessment. It is sometimes referred to as a “living document” as it is subject to change.

The **Traineeship Training Activity Tracker** is a document that records the training activities completed and time withdrawn from routine work to complete those activities. The Trainee completes and keeps up to date, the document is collected monthly by the RTO. This document must be signed and dated by the Trainee, Employer and RTO. An example of the Training Activity Tracker can be found at Appendix B.

The **Traineeship Monthly Contact Log** is a document that records the monthly RTO visit, it is a summary of what was trained/assessed or monitored on the visit. This document must be signed and dated by the Trainee, Employer and RTO.

Depending on the qualification requirements (all are slightly different) **Machine/Equipment Log Books** may also be required. For example a piece of High Risk Work plant like a Forklift, Trainees will be required to log hours on equipment and tasks to ensure the requirements of the competency have been learnt and practiced for a prescribed period of time. This is similar to the requirement for Victorian learner drivers to complete and record a minimum 120 hours of supervised driving before they take a licence drive test, including at least ten hours of driving at night.

Employer Validation is also required to ensure once the RTO has confirmed competency against a Nationally Recognised standard that the Employer also agrees that the Trainee has achieved competency in the workplace. This document will be provided to the Employer at the end of the course.

10.7 Trainee Logbook

Your Logbook is what is referred to as an evidence collection tool. While it is strictly not a piece of assessment it is still an valuable piece of information that helps give your Assessor an indication the type of work you have undertaken.

It is important that you keep your Logbook up to date and at the end of each day have your supervisor sign off the work you have recorded. Your Trainer will monitor your Logbook when they visit and make sure that you are getting the experience you required and are learning new skills.

When completing the Logbook be sure to provide as much information as to the type of machinery you have used, the amount of time you spent and any additional comments or observations you have made. Your supervisor will sign each entry to verify the work has been completed by you and may provide comments to assist you in your learning.

Your Trainer will explain at the Induction Workshop how the Logbook is to be used and will be able to answer any questions at the time.

10.8 Third Party Reports

In conjunction with the Trainee/Student Logbook additional evidence may be collected through observations made by your Supervisor. As with the Trainee/Student Logbook, the Third Party Reports (TPRs) form a part of the evidence collection process rather than as an assessment.

As part of the traineeship program your employer has been asked to nominate someone as your workplace Supervisor who has the responsibility to monitor your work and provide feedback to your Assessor. For every unit there is a Third Party Report that needs to be completed and forwarded to your Assessor. Your Supervisor will therefore be an important part of the training process by assisting you towards meeting the assessment requirements.

When the report is completed is very much a negotiation between yourself, your Supervisor and the Assessor. You may feel that you are ready to be assessed for a particular unit and will arrange for your Assessor to visit you on site. Your Assessor will contact your Supervisor to arrange the visit and obtain some feedback on how you are progressing. Once the assessment has been completed the Third Party Report will be collected.

Note that the Third Party Report may be completed at any stage of your Traineeship. Just remember that it is not an assessment and only contributes towards making a determination that you are competent.

There will be time allocated at your Induction Workshop to discuss how the Third Party Report works

10.9 Assessments

Unlike traditional classroom based training you may have experienced in the past your traineeship will be a very different experience. In a sense your workplace becomes your training venue where your employer and Foresite Training contribute towards assisting you in gaining the qualification. The advantage is that the work you perform on the job and the skills you will be required to demonstrate have been carefully developed in consultation with your employer.

The location, anticipated duration and assessment timing is very much a negotiation between all parties. If you feel ready to be assessed you only need to contact your Assessor who will then arrange for a suitable time to make their observations. Your Assessor will also seek feedback from your Supervisor to help them gain a better picture of your performance at the workplace. You may also be asked to provide your Logbook during the assessment to verify the level of skill and variety of work you have undertaken.

Assessments will vary in time and complexity though your Trainer will be sure to brief you on the assessment requirements well in advance. It is also worth noting that the employer must first consent for the Trainee to be released from the workplace at Workshops that have been scheduled throughout the year are a perfect opportunity to ask questions about the assessment and gain a better understanding on what you will have to do.

10.10 Traineeship Support

The Apprenticeship Network also manages the claim documents for Trainees and Employers who are eligible for incentives. These documents require a declaration to be signed that all conditions of the Training contract have been met and that the Employee is still employed – this document is signed by both the Employer and the RTO.

Foresite will support the Employer and the Trainee for the duration of the Traineeships, however there are several other third party organisations who can provide assistance, advice and support.

Key organisations responsible for supporting and providing information and assistance for Traineeships include:

The Australian Government	http://www.australianapprenticeships.gov.au/
The Apprenticeship Network in Victoria	
Apprenticeship Support Australia	1300 363 831
MAS National	1300 627 628
MEGT	13 63 48
Sarina Russo Apprenticeship Services	1300 178 776
The Victorian Registration and Qualification Authority	http://www.vrqa.vic.gov.au/