

Australian **Well Control Centre**

RTO No. 41356

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STUDENT HANDBOOK

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Quality Manual Policy

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Introduction

Australian Well Control Centre provides nationally accredited qualifications and non-accredited training solutions to individual learners, companies/businesses, not-for-profit organisations and Government departments throughout Australia. This handbook explains the services offered by the Australian Well Control Centre. The ultimate focus is to provide flexible, customised training with solution that meet our clients' goals and objectives. The policies of the Australian Well Control Centre safeguard the interests and welfare of all participants, including the Students rights and responsibilities. As a Registered Training Organisation it is imperative for our company to operate within the Standards of the National VET Regulator.

Access, Equity and Diversity

The Australian Well Control Centre is committed to providing opportunities for advancement to all people, regardless of their background. Information, advice and support are provided irrespective of age, disability, colour, race, gender, religion, sexuality, family responsibilities or location.

Access and equity principles are integrated into all of the Australian Well Control Centre's course and resource development, recruitment, enrolment, training delivery, and assessment to maximise the opportunity for access and participation. The Australian Well Control Centre will support and assist you throughout your studies.

Student Rights & Responsibilities

Australian Well Control Centre will respect Students rights to;

- Clear, detailed information about the organisations services and policies;
- Make an informed choice about their participation in the program;
- Quality services which are;
 - Appropriate to the agreed program
 - Flexible in response to any special requirements, such as language an, literacy and numeracy
 - Sensitive to and appropriate for their cultural, language, sexual, religious backgrounds.
- Not be discriminated against on the grounds of sex, race, culture, language, religion, marital status, physical or intellectual disability, illness, sexual preference, psychiatric diagnoses, physical characteristics, transgender;
- Not be harassed or bullied;
- Confidentiality of personal information and choice about disclosure of information (within legal and ethical constraints);
- Access to records containing personal information about themselves; and or
- Express their complaints / disputes and appeals without fear of repercussions and have them dealt with in a fair and consistent manner.

Disciplinary Procedures

The students' rights and responsibilities are designed to ensure that all Students receive equal opportunities and gain maximum benefits from their program. On enrolment, each Student must agree to abide by applicable workplace policies.

Failure to abide by workplace policies may result in disciplinary action where the Students manager will be advised.

Behaviours that may result in disciplinary action include (but are not limited to);

- Continuous interruptions to trainers, mentors or assessors;
- Not complying with site requirements
- Being disrespectful to other students;



- ❑ Sexual harassment to Students, facilitators, mentors or assessors;
- ❑ Acting in an unsafe manner that places themselves and / or other at risk;
- ❑ Refusing to participate in program activities; and / or
- ❑ Continued absence at required times.
- ❑ Being disrespectful to others regarding their age, disability, colour, race, gender, religion, sexuality, family responsibilities

Client Support, Welfare and Guidance Services (including Language, Literacy and Numeracy)

Australian Well Control Centre is committed to providing guidance or support to those students who have any identified issues in relation to their training, including language, literacy or numeracy, and who may subsequently benefit from support.

As part of your enrolment process, you will be requested to undertake an assessment of your language, literacy and numeracy skills. Should this process identify any areas of concern Australian Well Control Centres Student Support Officer will conduct a confidential interview with you and provide you access to appropriate support.

Students' needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

- Information provided by the student on the enrolment forms and in discussion with trainers at induction. For example, in this Handbook, we mentioned that AWCC collects what you might consider to be sensitive information from you, such as information about any disabilities or impairments that might affect your learning;

We do strongly encourage you to identify if you do have any issues (such as literacy, language or numeracy, physical or learning issues) that may impact on your training or assessment. By knowing this information, we will be able to support you with appropriate resources, or make reasonable adjustments to the program to assist you.

- Gathering information about each student's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process;
- Developing an individual training and assessment record and plan for each student during the initial stages of a qualification.

Learning Support

All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- Mentoring from appropriately qualified trainers including provision of phone and email contact details;
- Notification of tutorials and trainer availability sessions times if applicable;
- Referral to external support services as necessary.

Other Support Services

AWCC recognises that all people learn differently and acknowledges that some students may require additional support. Additional support will be provided for any students experiencing:

- disability and access issues;
- language barriers;
- language, literacy and numeracy issues;
- any other issues that may affect their ability to achieve their training goals.

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with you. You will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a support network. The information provided will vary depending on the individual needs of the student.



Should you feel that you are not coping with your training either because of difficulties at work or as a result of personal issues, you should seek advice and/or assistance from your trainer or AWCC . AWCC will make every effort to assist you to manage issues that could have an impact on the successful completion of training.

Additional agencies that may provide further support include:

Centrelink

Phone: 131 021

Email: www.centrelink.gov.au

Language Literacy and Numeracy Providers

TAFE Queensland

Phone: 1300 308 223

Email: www.tafe.net

Interlock (Division of Alcohol & Drug Foundation Queensland)

For closest branch call or check website

Free Call: 1800 172 069

Email: www.interlock.org

Lifeline

<http://lifeline.org.au>

Phone: 131114

Beyond Blue

<https://www.beyondblue.org.au/>

Phone: 1300 122 3646

Feedback

Australian Well Control Centre as an RTO is required to collect feedback from students and clients. All client complaints and feedback will be actioned in line with the Australian Well Control Centres policies and procedures. We take any suggestion, complaint or grievance very seriously and all staff will work to ensure that your comments are acted upon quickly and fairly. During your study you will have several opportunities to provide feedback about your experience.

Appeals and Complaints

Students who are dissatisfied with academic decisions or procedures, or who have any issues that directly relate to the successful completion of their course or program, should discuss the matter in the first instance with their trainer and assessor. Should you be dissatisfied with the decision of the trainer and assessor, you have the right to submit an application for re-evaluation to the RTO Manager.

Complaints are welcomed as a means of ensuring that the problems faced by clients are addressed and because they provide an opportunity to improve the operation and delivery of our training programs.

It is also important that if you have an issue or a problem (with the training or with our services), including if you are dissatisfied with the outcomes of assessment and other decisions, that we know about it and have an opportunity to work with you to resolve it

AWCC's full Complaint and Appeal Policy and Procedure is available on requested from the Administration Team.

In brief, if you have a complaint, please discuss it first with the relevant person (the person your complaint is related to), or another AWCC staff member. If this discussion is unable to resolve the issue, or you are unable to discuss it directly, you may submit a 'formal' complaint (an appointment, email, letter or via the website) to AWCC who will commit to investigating the issue and working with you to have it resolved.

If you are lodging an appeal about a decision, whether the decision is about the result of an ass



or a decision about an issue, it must be done within 14 days of notification of the result or decision. Each student has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes including reasons for the decision.

Whilst AWCC would prefer the opportunity to work with you to satisfactorily resolve issues, the commonwealth government also provides students with access to a National Training Complaints Hotline (13 38 73 or skilling@education.gov.au) which is open from 8am to 6pm Monday to Friday.

The Queensland government also enable students to raise issues and concerns with the Training Ombudsman. www.trainingombudsman@qld.gov.au

Attendance and Punctuality

Being on time to class is important for you, your trainer and assessor and other students, because being late disrupts the learning environment. You are required to participate in all learning activities.

Competency Based Training and Assessment (CBA)

CBTA is the method of deciding whether a Student has achieved the level of skill they require to work effectively and safely in the workplace. It is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training and assessment. Ideally, progress within a CBTA training program is not based on time.

Credit Transfer

A Credit Transfer means the participant holds a successful result in the same unit of competency from a registered training organisation.

To initiate this process your trainer and assessor will provide you with a credit transfer application form. To support this application a certified copy of the certificate listing the qualification and/or unit/s of competency must be provided. Upon validation of the information provided and completion of the form, the data will be recorded on your student record. Any fees paid in advance for relevant unit/s of competency will be refunded or credited on your account.

This process should be initiated with your trainer and assessor as soon as possible after enrolling in your course. Please ensure that you discuss any prior training that you feel may be applicable for credit transfer, during your induction or on the first day of attendance for training at the Australian Well Control Centre.

Recognition of Prior Learning (RPL)

An application for RPL can be made if you have already attained the necessary skills required for your program elsewhere (for example, work, other study, skills and knowledge). Discuss opportunities to complete units of competency through RPL with your trainer and assessor. You will be required to provide evidence of your work and life skills, in support of your RPL application, when you meet with your trainer and assessor.

The RPL process at AWCC may vary depending on individuals' specific circumstances but will generally include:

- The provision of preliminary information about the RPL process to consider your suitability;
- A conversation between assessor and you to discuss evidence requirements for individual units, make a preliminary assessment, advise you accordingly and review the RPL assessment tool(s);
- You will supply evidence of your capability (prior learning, work history, personal skills etc) specifically related to the units of competency;

Examples of evidence might include (but not limited to):

- *licences or tickets*
- *resume/ CV or detailed work history*
- *certificates (accredited, non accredited, higher education degrees or training programs. Refer Recognition re 'credit')*
- *performance appraisals*
- *indentures or trade papers*
- *statements of attendance/certificates – vendor training courses, in-house courses, workshops, seminars, symposiums, club courses e.g. first aid, officials, surf lifesaving*
- *photographic evidence of work*
- *diaries/task sheets/job sheets/log books*



- *memberships of relevant professional associations*
- *hobbies/interests/special skills outside work*
- *references/letters from previous employers/supervisors*
- *industry awards*
- *letters from employers, records of professional development.*

An assessor may conduct a review/verification of the evidence supplied against the units of competency. The assessor may facilitate a one – on - one professional conversation(s) (depending on your experience and/or evidence, the assessor may need more than 1 occasion and/or to assess your skills in your workplace or a simulated environment)

If you consider you may have prior knowledge and skills that could demonstrate your current competence in accredited training, you are encouraged to discuss with AWCC at enrolment.

Assessment

The following principles will be applied by all trainers and assessors to all assessments, which are:

- Validity – a true test, meeting the standards of the training package as well as industry requirements.
- Reliability – ensuring that assessments are conducted consistently with different groups or individuals to reflect a common standard.
- Flexibility – adjustments are allowed, taking into account the varying situations and circumstances of students, but maintaining a consistent standard.
- Fairness – making allowances to ensure assessment is equitable and overcoming any disadvantage students might have in relation to disabilities, language and literacy or capacity to apply what they are learning.

The assessment of a Student's competency will be carried out fairly, consistently and constructively. AWCC provides each student with an outcome suitable to his or her chosen career path. Upon completion, each Student will have a wide base of transferable skills, relevant to and consistent with training and assessment objectives.

When commencing study, your trainer will provide you with an overview of planned assessment and negotiate time-frames and requirements with you to ensure your readiness to undertake assessment. Assessments should be submitted or completed by the specified time for a result to be recorded, however, if necessary, extensions of assessment time-frames will be negotiated and/or considered in specific or exceptional circumstances.

To be eligible to pass your course or program, you must satisfactorily complete all the requirements of each unit of competency (course) you are enrolled in within a given time. This means that you are assessed in terms of being able to do the job to industry standards. In line with the belief that a person cannot be partially competent, results for units will be given as one of the following:

- Competent
- Not Yet Competent.

Assessment activities can include:

- Knowledge tests (written or verbal);
- Skills tests;
- One-on-one critique – observation and feedback;
- Diary of events, documentation, log book, etc.
- Recognition of Prior Learning processes and tools;
- Assessment against specifications and requirements from recognised industry standard;

If you have any questions regarding your assessment, please contact your trainer and



assessor.

Assignments and Supporting Documentation

(Evidence Requirements) All supporting documentation including assignments must:

- Be neatly hand written, printed, typed or word-processed.
- Be free from errors, or have mistakes neatly corrected.
- Have each page numbered, your name clearly stated, subject, title and date
- Be securely submitted with all attachments.
- Cases of plagiarism will be returned to the student.

Results

At the successful completion of your course or program, your results and qualification will be posted to you in the mail. If you do not fully complete your course or program, you may receive a Statement of Attainment.

Awarding of Statements of Attainment or Qualifications

At the completion of your training program or individual unit, your qualification will be issued showing the units of competency which you have successfully completed. If you do not complete your training program you will be eligible for a Statement of Attainment for any units of competency successfully completed.

It is recommended that students keep a copy of all assessments submitted as Australian Well Control Centre will not be held responsible for misplaced assessments or for returning copies for your records.

In accordance with the National VET Regulator regarding retention requirements for completed student assessments items, Australian Well Control Centre will retain evidence on which the judgement of competence was made, for 30 years. After this time it can be destroyed.

Final certifications for individual competencies will be made through provision of a written Statement of Attainment or on the completion of all competencies, a qualification awarded.

Requests for Copies of Statements of Attainment or Qualifications

Any request for a copy of a Statement of Attainment or Qualification certificate must be made in writing or via electronic mail by the applicant. As stated by the nationally recognised regulator, a fee of \$60 will be charged for this service. This fee covers administration; printing and postage costs and will be charged to the applicant.

Change of Details

It is your responsibility to advise the Australian Well Control Centre of any changes to your address or contact details. It is imperative that this information remains up-to-date, so that you can be contacted if necessary and your results posted to you.

Please advise the Australian Well Control Centre's administration of any changes to contact details.

Dress Code

Students are requested to wear neat, clean and appropriate clothing and closed in footwear at all times. In addition, you may be required to wear specific items in accordance with your area of study or Work Health and Safety rules. These may include; steel cap lace up boots and hi-vis full length clothing.

Employability Skills

Employability skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills or life skills.



There are eight Employability Skills:

- communication
- team work
- problem-solving
- initiative and enterprise
- planning and organising
- self-management
- learning
- Technology.

Fees



All courses attract fees. The payment of these fees is dependent upon the individual contractual arrangements for each student.

For further information regarding fees and possible refunds please refer to the Refund and Re-crediting Policy. This is supplied to all student at enrolment.

Fire and Evacuation

In the case of fire, notify any staff member of the location of the fire. When the evacuation alarm sounds, everyone must evacuate the area in which they are located. Under instruction from your trainer and assessor, move smartly, but do not run, to the designated assembly area. Descend stairways no more than two abreast. Keep to the outside of stairways to allow access for emergency personnel.

Once at the assembly point, your trainer and assessor will call the roll to check that all students are accounted for. Do not leave this area until the all clear has been given. If you are not in class when the alarm sounds, proceed directly to the designated assembly point. Do not re-enter any building. Do not take refuge in toilets, storerooms, rest rooms or student common rooms.

First Aid

If first aid is required, please ask an Australian Well Control Centre staff member for assistance.

Internet and Email Usage

Access to the internet is provided to enable you to locate resources directly related to your studies at the Australian Well Control Centre's head office. Access to the internet though is a privilege, not a right, so you need to be aware of the conditions associated with this privilege. Australian Well Control Centre has the right to monitor and otherwise control access to the internet and network.

Mission

It is our mission to continuously expand and enhance our relationships with our Australian and International customers, while continuously improving our systems, course offerings and people.

Mobile Phones and MP3 Players

Mobile phones and MP3 players are to be switched off at all times during classes. Students are to be considerate of the rights of others at all times whilst in the classroom. Any use of mobile phones or cameras that impinges on the rights of others may result in the suspension or exclusion of the student for a specific period.

Privacy Policy

The Australian Well Control Centre respects your privacy and has established rules to ensure that your personal information is protected. Australian Well Control Centre's privacy policy is that personal information should be collected, stored, used and disclosed under strict guidelines to prevent it from being misused or passed on without your permission. Australian Well Control Centre adheres to the Information Privacy Act 2009 (QLD) and the Information Privacy Principles.

Unique Student Identifier

AWCC is only allowed to issue qualifications or a statement of attainment to students who provide their Unique Student Identifier (USI).

A USI is effectively an individual's account or reference number that allows you to access all of your training records, entered in the national vocational education and training (VET) data collection.

The USI will make it easier for you to find, collate and authenticate all of your VET achievements (completed since 1 January 2015) into a single transcript and:

- link information about your VET achievements, regardless of where you studied
- enable you to easily access secure digital transcripts of your achievements
- give you access to, and more control over, your educational information
- ensure that your VET records are not lost

You will be able to conveniently obtain a complete record of your VET enrolments and achievements from a single online source.

AWCC and other training organisations will be able to verify your identity via your USI and confirm your achievements to determine pre-requisites, credit transfer, Recognition of Prior Learning (RPL) and applicable funding opportunities.

If you already have a USI you will need to provide AWCC (and other RTOs you may study with) with your



USI on enrolment (or prior to results being finalised).

If you do not yet have a USI, to obtain a USI visit; <http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>

The USI is available online and at no cost to you.

As long as you have provided AWCC with your USI, you will receive your qualification or statement of attainment directly.

Managing Your Information

AWCC commits to taking all reasonable care to ensure that information we hold, use and where appropriate disclose to others about you is correct and current.

The accuracy of this information depends largely upon you providing us with details (within 7 days of any changes) such as:

- Your current address;
- Your qualification will be sent to this address, so it is important to ensure it is correct.
- Current telephone numbers;
- A current email address.

You may access your information, including records of your learning progress at any time. If you find any errors in the records please advise us immediately so that the corrections can be made.

Legislative Information

As a nationally registered Training Organisation, and an Australian business, AWCC has a legal obligation to:

- Maintain adequate, current and appropriate insurance;
- Comply with, and ensure that both staff and students comply with, all legislation and regulations, both state and federal, relevant to operation of its business.

During your day-to-day work practices and when participating in training with AWCC, you need to be aware of the relevant legislation (Acts of Parliament) that may impact on you, both about your industry and the training outcomes. While AWCC (and where applicable your workplace) have to meet certain requirements of these Acts, the onus is on you, the student, to make yourself familiar with this legislation.

Copies of State and Federal legislation can be found at your local library or on the Internet at [http://www.legislation.qld.gov.au/Legislation.htm\(State\)](http://www.legislation.qld.gov.au/Legislation.htm(State)) and http://www.austlii.edu.au/au/legis/cth/consol_act (Federal).

Other legislation that may be relevant to you includes:

The VET Quality Framework including:

- National VET Regulator Act 2011 (Cwlth);
- the Standards for Registered Training Organisations 2015;
- Work Health and Safety Act 2011;
- Work Health and Safety Regulations 2011;
- Privacy Act 1988 & Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cwlth);
- Anti-Discrimination Act 1991;
- Disability Services Act 2006;
- Fair Work Act 2009;
- Child Protection Act 1999.

You will be advised of legislative and regulatory requirements specific to individual units of competency.

All parts of Australian Well Control Centre are non-smoking. Smoking is prohibited in buildings and entries/exits to buildings or car parks. Smoking is permitted in designated areas.

Work Health and Safety

There is always the potential for accidents and injury when attending training, so all students and staff must be aware of the need for taking precautions to avoid them. The most serious is in relation to emergency evacuation in the event of fire or other hazard. The Australian Well Control Centre staff will advise you of the evacuation procedures and other relevant safety information in case of an emergency. In addition Australian Well Control Centre has a Safety Health Environment Management Plan for your protection.

All safety precautions are undertaken by Australian Well Control Centre, and should a safety incident occur you will be provided with an Incident Report to document the incident and its outcomes.

Using Equipment

As a student, you may be exposed to a variety of hazards associated with the type of work performed, or typical of the environment in your vocational area of study. Australian Well Control Centre's goal is to minimise your exposure to these hazards by implementing strategies which eliminate or at least protect you from exposure to injury or harm. Part of this care is ensuring that students follow the appropriate procedures before using plant and equipment. Before using any type of plant or equipment, students need to be aware of the hazards involved in operating the particular equipment, the safety procedures that should be followed and the correct techniques for operation.

Students can do this by:

- familiarising themselves with the relevant user manuals before using equipment or machinery
- being properly trained in the use of the equipment or machinery
- maintaining the equipment or machinery and keeping it in good condition
- reporting faults, problems or damages immediately to supervisors
- using the correct personal protective equipment.

Useful Internet Sites

You are able to access a wide range of information through the internet. The following sites will prove to be valuable reference tools:

Information about vocational education and training and the national register of training providers and qualifications can be accessed at: www.training.gov.au .

Information related to regulation of registered training providers and the VET Quality Framework is available via: www.asqa.gov.au .

The Australian Qualifications Framework (AQF) website can assist you with information on national qualifications in schools, vocational education and training (TAFE's, and private providers) and the higher education sector (mainly universities). Valuable information is also provided on learning and employment pathways: <http://www.aqf.edu.au/>



