

# STUDENT HANDBOOK



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## ABOUT UNITY TRAINING SERVICES

Operating since 1988, Unity Training Services was the first occupational health and safety provider in Western Australia. Unity has trained over 20,000 people to be effective safety representatives in their workplaces.

The philosophy of Unity Training Services is that well trained employees contribute to increased productivity, efficiency and a safe and healthy working environment. Unity Training Services offers high quality, low price training courses that have a practical application in all workplaces. Enthusiastic and highly qualified staff members are available to assist organizations and individuals with course programme selection.

By word of mouth and through promotion and advertising, we hope that newly elected safety and health representatives will automatically make Unity Training Services their choice for training. For those who have already attended initial training courses, take advantage of our extensive programs to update and improve the skills and knowledge already acquired.

Courses include the Five Day Introductory Occupational Safety and Health Representative Training Course; (State and Commonwealth), Post Introductory/Advanced Occupational Health and Safety, Maintaining Workplace Safety , Safety Committee Training and Commonwealth courses available for managers and supervisors and managing stress in the workplace for employees. Unity Training Services are available to deliver training both on and off-site.

You can find out more about Unity Training by accessing our website:

[www.unitytraining.com.au](http://www.unitytraining.com.au)

## CONTACT DETAILS

Address: Level 4, 445 Hay Street, PERTH 6000

Postal Address: PO Box X5380 St Georges Tce, PERTH 6831

T: (08) 9227 7809 | F: (08) 9328 8132 | E: admin@unitytraining.com.au

## GLOSSARY OF ACRONYMS

The following glossary has been designed to assist you with navigating your way through the student handbook.

AQF	Australian Qualifications Framework
TAC	Training Accreditation Council
LLN	Language, Literacy and Numeracy
NSSC	National Skills Standards Council
NVR	National VET Regulator
RPL	Recognition Prior Learning
RTO	Registered Training Organisation
VET	Vocational Education and Training

## UNITY TRAINING SERVICES CODE of ETHICS

Unity Training Services will at all times act in an ethical manner and with trust, integrity and respect in all dealings with all clients and learners.

Unity Training Services will develop and deploy such policies, procedures, systems and practices to ensure that all training, assessment and client services offered and delivered are relevant and in full accordance with the mandates of:

- Vocational Education and Training Act 1996
- Equal Opportunities Act 1984
- Occupational Safety and Health Act 1984
- Training Accreditation Council of WA (State Regulators)

Unity Training Services will ensure:

- All its activities and undertakings are conducted and carried out with the utmost honesty, fairness, equity and accuracy at all times;
- Access and equity principles and practices are embedded in all the systems, procedures, practices, processes and behavior's that affect outcomes for all stakeholders, including clients and learners
- It acts with due skills, care and diligence at all times in the conduct of its business;
- The engagement of qualified and competent staff, who continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence;
- The accuracy of marketing and promotional activity and materials;
- Compliance with current Occupational Safety and Health, Equal opportunity and Anti-discrimination legislation and regulatory requirements;
- To maintain accurate records and continue security of all current and archived records;
- Client access to their records upon request;
- The maintenance and continual improvement of a quality assured system

### **Training and Assessment services**

Unity Training Services and staff are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.

### **Issuance of Qualifications**

Unity Training Services will promptly provide copies of all qualifications and statements of attainment achieved by enrolled students and provide ongoing assistance to enquiring students with regard to their record of achievements and statements of attainment.

### **Equal Employment Opportunity**

This policy will apply to those employed and/or trained by Unity Training Services. Unity Training Services supports the principle of equal opportunity in training and employment. Equal Opportunity is defined as the adoption of practices and procedures that ensure all people are treated equally.

Unity Training Services recognises the need to eliminate direct and indirect discrimination in the workplace/training room, and in all areas that may impinge directly or indirectly on the delivery of training.

Unity Training Services opposes discrimination on the grounds of gender, race, marital status, family responsibility, impairment, pregnancy, age, and sexual preference, religious or political conviction.

Unity Training Services endorses the objects of the WA Equal Opportunity Act 1984 and Federal Anti-Discrimination Legislation

### **Financial Management**

Unity Training Services applies sound and accountable financial practices within its day to day operations and maintains its adherence to equitable refund policies.  
(Explained at a later stage)

## **Records and Information management**

Unity Training Services is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by Unity Training Services will be required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act 1998

## **Access and Equity**

Unity Training Services Management and Staff shall provide assistance to identify and achieve their desired outcomes. Unity Training Services is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.

## **RPL (Recognition of Prior Learning)**

Unity Training Services management and staff are committed to supporting the RPL enquiries and requests from potential and enrolled students. Enrolling students are supplied with relevant RPL information during the 5 day course. Further support is provided with relevant RPL tools following RPL application.

## **Stakeholder feedback**

Unity Training Services is committed to securing and reviewing advice and feedback from all stakeholders involved in the delivery of its Training and Assessment services.

## **Provisions of Information**

Clear and accurate advice is provided to all enrolling students at Unity Training Services. Initial contact and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfers.

## **Legislative Compliance**

Unity Training Services management and staff conduct periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limiting OSH, Harassment, Discrimination, EEO and VET.

## **Marketing Accuracy**

Unity Training Services management and staff are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.

## **Complaints and Appeals Policy**

The complaints and appeals policy of Unity Training Services shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the fortnightly management meeting and 'Stakeholder feedback forms' shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint and grievance.

## **Complaints and Appeals Procedures**

### **Staff members**

- On receiving a complaint all Unity Training Services staff shall advise the complainant that their complaint will be reported to the next management meeting, regardless of the staff member's perception of the importance of their complaint.
- The staff member must also advise the complainant that their complaint, if not satisfactorily answered by the management meeting and its representative, may result in a request for an 'independent adjudicator'.
- The staff member shall raise a Stakeholder feedback form to identify the complainants' grievance in an accurate manner, providing the same to the next scheduled management meeting.

### **Assessment Appeals**

- Appeals by students regarding an assessment result should in the first instance be raised with the trainer/assessor for further advice.
- All assessment appeals raised by a student will be treated as a complaint and will require that a Stakeholder feedback form be completed by Unity Training Services Staff identifying the complainant and their assessment appeal details providing the same to the next scheduled management meeting. (Students may also direct assessment appeals in writing to the Unity Training Services Training Manger)



### **Training Manager / Management meeting**

- On receiving a Stakeholder feedback form detailing a grievance, the Training Manager and CEO shall discuss the nature of the complaint and the appropriate cause of action to satisfy the complainant's grievance.
- The Training Manager shall complete the Stakeholder feedback form recording the proposed solution and advise the complainant of the proposed solution.
- The advice to the complainant shall include information and procedures concerning the complainants' right to appeal the proposed solution and request for an independent adjudicator.
- In the event of the complainant reporting that they are dissatisfied with the proposed solution the Training Manager and CEO shall advise the complainant that an independent adjudicator shall be sought to consider the nature of the complaint and a possible further resolution.
- The selection of an independent adjudicator shall be managed by the Training Manager and CEO by mutual agreement with the complainant.
- All independent adjudicator outcomes will be reported to the next scheduled management meeting documented within the minutes and filed for future reference.
- All independent adjudicator outcomes will be communicated to the complainant in a timely manner.

### **Independent Adjudicator**

- On the receipt of the original Stakeholder feedback form and an independent adjudicator form, the Independent adjudicator shall contact the complainant to arrange a satisfactory time to meet and discuss the grievance in question.
- The outcome of the arranged meeting between the complainant and the independent adjudicator shall be communicated in writing to the next scheduled meeting of Unity Training Services management.
- There shall be no fee for service provided to the independent adjudicator except where travel or office expenses are encountered.

## **Quality Management and Continuous Improvement focus**

Unity Training Services recognizes that continuous improvement is fundamental to achieving the goals of best practice in quality training, assessment and client service delivery, operational and business sustainability and maximization of outcomes for all stakeholders on an ongoing basis. Unity Training Services is therefore committed to building, nurturing and sustaining a culture and system that demands and drives systematic continuous improvement approach to the management of operations at all levels, and ensures the ongoing implementation of activities that drive quality improvements to training and assessment and client services. Unity Training Services will facilitate the input of feedback by all stakeholders for analysis and systematic use in identifying and prioritising improvement initiatives.

## **National Recognition**

Unity Training Services recognise qualifications attained or statement of attainments from any other Registered Training Organisation (RTO) within the scope of registration.

## **Language, Literacy and Numeracy (LLN)**

Unity Training Services is committed to developing the learning capacity of all individuals to maximize outcomes in any and all training, learning, development and/or assessment endeavors and undertakings. To this end all learners will be afforded the opportunity to undertake Language, Literacy and Numeracy (LLN) assessment for the purposes of identifying the need for support within reasonable adjustment to the training or learning program in which they are enrolled.

## ENROLMENT POLICY

Unity Training Services Management and staff are committed to determining client needs through initial contact and interview and providing services to meet those needs. Unity Training Services staff will provide timely and accurate advice to all potential and enrolling students. Unity Training Services Staff and management will at all times respond in a responsible manner to all reasonable requests for information about Unity Training Services' Training and Assessment services.

### Enrolment Procedures

- On receiving initial contact by a potential or enrolling student Unity Training Services staff shall enquire concerning any specific needs and ensure that the student is handed or mailed a Course Enrolment Form relevant to their course enquiry. Following receipt of the completed and signed course enrolment form. Unity Training Services management will:

On receiving the enrolment form from the participant the Training Manager shall review any specific learner needs (e.g. RPL and LL&N needs)

- Receive course enrolment fee and provide a receipt record to the student.
- On acceptance, enroll the student in the relevant course via the Student Management System.
- Provide the student with confirmation of course enrolment, course information and advice concerning courses start date and orientation program.
- All students enrolled at Unity Training Services have access to their own records that relate to their current or past training and assessment records. Students may contact reception during office hours and may request a copy of their student records subject to privacy requirements.
- On receiving a request for information concerning RPL (Recognition of Prior Learning) Unity Training Services staff shall ensure that enquirers are handed or sent the 'RPL Application form' and provided with information about the process of RPL.

## FEES AND REFUNDS

### **Fee Structure for enrolments after completion of Introductory to Safety and Health Representative Course**

Unity Training Services offers all participants of the WorkSafe accredited Introductory to Safety and Health Representatives the opportunity to gain 5 units of competency of the Nationally Recognised Training qualification BSB30715 Certificate III in Work, Health and Safety by a Statement of Attainment. The fee for the assessment is \$300.00

### **Fee Structure for enrolments that have not completed the Introductory to Safety and Health Representatives Course**

For those learners who do not attend the 5 day WorkSafe accredited Introductory to Safety and Health Representatives Course and want to gain the 5 unit Statement of Attainment in Certificate III in Work, Health and Safety. The fee for the course and assessment is \$990.00

Unity Training Services guarantees all participants who commence the 5 units in the Statement of Attainment that we will continue to train until completed within 6 months.

### **Refund Policy**

- The enrolling student has the right to obtain a full refund for services not provided by Unity Training Services in the event the:
  - Arrangement is terminated early; or
  - Unity Training Services fails to provide the agreed services
- Unity Training Services will not refund fees paid in advance unless training cancellation INCLUDES more than 14 days' notice in writing.
- The following percentage of refund will apply to all training cancellations:
- Where 20% or less of the course has been provided to the student a 100% refund less \$200.00 admin fee will apply.

- Where less than 50% of the course has been provided to the student a 50% refund less \$200.00 admin fee will apply.
- Where 50% or more of the course has been provided to the student no refund will apply

## RECOGNISED PRIOR LEARNING

Unity Training Services is committed to providing up to date and relevant RPL information to all students at enrolment and whilst enrolled. Unity Training Services staff will provide support and guidance regarding RPL enquiries in a timely manner.

### RPL Procedures

- On receipt of a RPL enquiry Unity Training Services staff will direct the potential RPL client or enrolled student to the RPL application pack available at reception.
- The administrative assistant will ensure that the RPL application pack contains accurate advice concerning the RPL process, cost and RPL assessment pathway to issuance of statements of attainment or qualifications.
- On receipt of an RPL application the administrative assistant will issue a receipt for the RPL fee and provide the student with an RPL Evidence Guide related to the Units of Competency or Qualification sought by the RPL Applicant.
- On receipt of a completed RPL Evidence Guide and portfolio the administrative assistant shall record the date of receipt in the RPL Applications Log and request Unity Training Services lecturing staff to process the portfolio.
- Unity Training Services lecturing staff shall follow the Quality Assessment Checklist
- On receipt of a RPL assessment judgment the administrative assistant shall record the decision on the RPL Process Log and report the competency or rework decision to the RPL applicant.
- The Administrative Assistant shall provide copies of completed RPL Evidence guides and place on file in the RPL records cabinet.
- All competent decisions shall be recorded with advice and statements of attainment or qualifications being issued as soon as practicable.