



Student Handbook

Information for students of Shift Training

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RTO ID: 41589

Welcome to Shift Training!

We are pleased that you have decided to study with us and congratulate you on starting this exciting learning journey. We look forward to helping you achieve your chosen qualification.

As a Registered Training Organisation (RTO), we deliver nationally recognised training that complies with the Australian Quality Framework as well as State and Territory regulatory requirements. This legislative framework ensures that you, the learner, can rest assured that quality processes and systems inform the way we run our business.

In addition to the legislative framework, the training programs that we offer are based on qualifications from nationally recognised training packages. This ensures that the skills, knowledge and attitudes you develop throughout your training have been identified by the industry, for the industry. Simply put, this means that our courses are designed to make you 'employable'.

This learner handbook is designed to provide you with information around the most common learner queries. If there is anything in the booklet that you are unsure of, we invite you to ask any of our friendly staff for clarification and they will be more than happy to help.

Our Team

Stuart Gluyas – Founder of Shift Training and CEO
Kellie Gluyas – Training Manager and Chief of Staff
Caitlyn Smits – Office Manager
Kayla Thomas – Administration Assistant

Our Trainers

Stuart Gluyas
Brett James
Ross Greenbury
Annette Van Moorsel
Neil Moloney
Peter McIntyre

All of our trainers carry the necessary qualifications to carry out nationally recognised training as well as extensive specialised knowledge of the industry and a wealth of experience. They have been handpicked for our company because they are the best at what they do. Rest assured that when you train with Shift, our industry professionals will provide the most up to date training to help prepare you for the workplace.

Our Business

We aim to provide training and assessment services that meet the needs of our clients and the industry. We employ qualified and experienced trainers, provide suitable facilities, fair and flexible assessments and support our students to ensure sufficient opportunities for learning.

At Shift Training we aim to deliver training that is:

- Equitable for all people through the fair allocation of resources and involvement in Vocational Education and Training
- Provide equal opportunity for all Participants
- Provide access for all to appropriate quality Vocational Education and Training programs and services
- Provide support services which enhance achievement of positive outcomes

Our service commitment:

- Your questions are important to us. Please be aware however, that our trainers are working with other participants as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two (2) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office.
- Statements of Attainment/Qualifications are issued within thirty (30) calendar days of your completion.

Admission and Entry Requirements

Shift Training reserves the right to suspend students from their training courses if they are:

- Unable to actively participate in the course activities
- Disruptive or abusive
- Affected by drugs or alcohol

Expectations of Participants

To avoid any confusion in the future, the following expectations of behaviour are provided. These expectations are a requirement of all students. Failure to comply with these expectation may result in cancellation of your enrolment.

- Abide by copyright and plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your trainer.
- Inform your trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.

Student Support

Shift Training Pty Ltd is dedicated to providing a high standard of service to students. You can contact your trainer by phone, email or post during office hours. We will try to respond to students as quickly as possible but you are reminded that our trainers do have other students and classes to attend to. We will provide feedback on assessments within ten (10) working days and to all queries, telephone calls and emails within two (2) working days.

Should you require further support, Shift Training Pty Ltd can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the student.

Should you or your trainer/assessor identify that you require any additional support, to be provided by Shift Training Pty Ltd we will work with you to develop an individual support plan to ensure that we can provide the required support.

Training Materials and Equipment

During training, Shift Training students will be given access to safety equipment and other required material and equipment. This equipment and material is to be used in accordance with the instructions given by the trainer/assessor. If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

The copyright and ownership of all training material provided during the training belongs to Shift Training Pty Ltd Pty Ltd and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

Privacy Policy

Subject to the provisions of the Privacy Act, and our moral responsibility, we pledge to maintain a level of privacy for all employees, contractors, customers and students in relation to the personal data they may provide.

As such we will:

- Provide safe and secure storage of personal private information;
- Provide written procedures and instructions to ensure privacy is maintained;
- Ensure compliance with legislative requirements and current industry standards;
- Train all staff members and advise all customers of their rights and obligations in relation to this policy.

With this in mind, accessing your student records will be subject to this privacy policy and you will be asked (via the enrolment process) to provide a password.

Under certain circumstances, we are bound by law to disclose your details for the purposes mentioned in the Training and Employment Act. Agencies, such as Commonwealth and State Government Departments are also granted access to your details. If you have any objections to this access, we ask that you notify our staff immediately.

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to student, ASQA conducts regular audits. The audit process involves a review of a training organisation's policies, procedures, record keeping and practices. On occasions ASQA may contact past and present training students to conduct an interview to confirm that Shift Training is complying with its obligations and providing a service which meets the needs of students and industry.

Upon request, Shift Training is required to supply the following information to ASQA:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure compliance with regulations and standards.

Fees and Charges

Unless stipulated, all our course fees are inclusive of administration charges, training delivery and assessment as well as all necessary course materials. All student fees are payable on or before training commencement unless the fees are more than \$1500.

Our Refund Policy

- \$50 of your fees is an administration, non-refundable fee
- Once training has commenced in the course, no refund is available to participants who leave before finishing the course unless the Participant can provide a medical certificate or show extreme personal hardship.
- Should Shift Training cancel the course, participants are entitled to a full refund (or prorated adjusted refund) or to transfer to another/future course. In this event Participants will be given their preferred option.
- If you cancel more than 48 hours prior to commencement you will receive a refund of all fees except the \$50 administration fee.
- If you cancel with less than 48 hours notice your course fees will be charged.

Cancellations

Prior to commencement

Should Shift Training cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit you, all fees paid will be refunded in full within 10 days of the training being cancelled.

Training that has commenced

In the unlikely event that Shift Training Pty Ltd is unable to deliver the training, you will be offered the option to enroll with another RTO and Shift Training Pty Ltd will assist in both finding a suitable RTO and in the transition to the new RTO. Any fees paid in advance held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

Our Guarantee

Shift Training is wholly committed to ensuring that all learners can complete their chosen qualification pathway once commenced. We therefore guarantee that all enrolled and commenced learners, with fees paid up date, will be extended every opportunity to complete their training and assessment within the agreed training timeframe and subsequently receive the appropriate associated certification, and all actions required to facilitate this will be undertaken in a timely and professional manner.

Your Learning

Assessments

Participants enrolled in training which will lead to either a Statement of Attainment or Certificate are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that students can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

You will be given feedback on all assessment activities. Competency based assessment does not use a marking scale rather you are deemed “competent” or “not yet competent”.

Please make sure that you attach an Assessment Coversheet to all assessments. These are provided by Shift Training and must be signed by you. Please always include the question/task you are addressing.

Plagiarism

Plagiarism is a form of dishonesty that occurs when a person passes off someone else's work as his or her own and is a serious academic offence. All plagiarised assessments will instantly be assessed as Not Competent and learners will be required to resubmit their work.

Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer.

Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through a Registered Training Organisation. A credit transfer may be granted for one or more units. Three (3) major factors need to be considered:

- How current the Qualification/Statement of Attainment is
- Mapping to the current training and
- If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a credit transfer you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)
- There is no charge for Credit Transfer

All applications for Credit Transfer will need to be verified with the issuing RTO to ensure its validity. In order to do this the student will need to complete a "Release of Information form". This form will be sent to the issuing RTO to gain confirmation that they issued the qualification/statement of attainment, accompanied by a copy of your qualification or statement of attainment.

Assessment Results

You will receive your Assessment feedback and result within ten (10) working days of submission.

On completion of a Qualification or Unit of Competence, Shift Training will issue Statements of Attainment/ Certificates within thirty (30) calendar days.

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the Shift Training Pty Ltd office. You will then receive a Tax Invoice for \$20 plus GST. This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card

What if I need my Certificate or Statement of Attainment to be re-issued?

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$15 inclusive of GST.

Student Complaints and Appeals

Shift Training Pty Ltd is dedicated to providing a high standard of service. Should you have a complaint or wish to appeal an assessment result, you are encouraged to do so by using the following processes:

Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of participants, staff and contractors.

The following are examples of issues for which you may lodge a complaint:

- Training delivery
- Training and/or assessment, including Recognition of Prior Learning
- Any other activities associated with the delivery of training and assessment services
- Issues such as discrimination, sexual harassment, participant amenities, etc.

Step 1: You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer you are encouraged to contact the Training Manager.

Step 2: If the issue is not resolved you are encouraged to either speak to or contact in writing the CEO.

Step 3: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Step 4: If you are not satisfied with the outcome then an external party will be called upon to mediate and liaise with both parties in an attempt to resolve the issue. Any cost of such external party will be shared equally between the RTO and the complainant.

Please be advised that if you are not satisfied with this procedure you have the right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at;
<http://www.asqa.gov.au/complaints/making-a-complaint.html>

Appeals

Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a student has been deemed not yet competent and does not agree with this decision.

There are various grounds for lodging an assessment appeal. These include, but are not limited to:

- Not being fully informed of the assessment process
- Participant's needs not taken into consideration
- The assessment process is different to that outlined by the Trainer/Assessor
- Assessment process not based on Training Package/Unit of Competence requirements
- An inappropriate method used to assess the Training Package/Unit of Competence
- Alleged bias of the Trainer/Assessor
- Alleged incompetence of the Trainer/Assessor
- Faulty or inappropriate equipment or facilities

Step 1: You must discuss appealing an assessment outcome and/or the assessment process with your Trainer/Assessor involved. *(This step must commence within ten (10) working days of the assessment outcome being advised).*

Step 2: If still not satisfied, you must complete the Assessment Appeals Form - Part A and forward to the CEO. *(This should occur within five (5) working days of Step 1)*

Step 3: The assessment is to be reviewed by a different Assessor and the results of the review summarised on the Assessment Appeals Form. You are to be advised of the appeals outcome within ten (10) working days. *(This should occur within ten 10 working days of Step 2)*

Step 4: If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the CEO. The CEO will send an acknowledgement letter to you, record the receipt of the Assessment Appeals Form, then review. The CEO if necessary will convene a review panel to thoroughly examine the appeal. *(You are to be advised of the outcome within ten (10) working days).*

Step 5: If you are not satisfied with the outcome then an external party will be called upon to mediate and liaise with both parties in an attempt to resolve the issue. Any cost of such external party will be shared equally between the RTO and the appealant.

You are advised that if you are not satisfied with this procedure they have the right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at;
<http://www.asqa.gov.au/complaints/making-a-complaint.html>

Student Rights and Responsibilities

Student Rights:

- To expect course(s) be of high quality that meet both current industry standards, practice and accreditation requirements
- To be informed of the course outcomes, assessment requirements and rights of appeal explained at the commencement of training
- To have their training outcomes assessed and be provided with regular feedback on their progress
- To appeal against an assessment decision
- To be treated fairly and respected by fellow Learners and staff
- To have their personal records kept private, secure and confidential, and only made available to authorised users
- To learn in a safe and supportive environment
- To expect that administrative matters such as enrolments, payments, course notes and awards are handled efficiently
- To expect that Shift staff and partners, both educational and administrative will respond promptly and accurately to reasonable enquiries made by them with regard to any aspect of their educational progress

Student Responsibilities:

- To respect the diversity of members of Shift community
- To manage their own learning and assessment requirements
- To sign attendance register on arrival of training day(s)
- To ensure enrolment details remain current
- To complete all assessments within set time periods (as applicable)
- To submit original work for assessment, without plagiarising or cheating
- To treat all training staff and other Learners with respect and fairness
- To behave in a non-discriminatory and non harassing manner
- To follow all health and safety procedures in the learning environment
- To promptly advise staff if they are delayed and of any changes in their personal details
- To promptly advise staff if they are experiencing any difficulties or problems in completing the learning and assessment process or any other issues to maintain workshop confidentiality and agree to treat all information obtained in the training room in-confidence and not be released to other parties
- Not come to workshops under the influence of drugs (prohibited substances) or alcohol and must not consume alcohol during lunchtime
- To complete require feedback forms as directed

Legislation

Shift Training conducts its business in accordance with the following legislation.

Work Health and Safety Act

The Work Health and Safety Act provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

Industrial Relations Act

The principal objective of the Industrial Relations Act is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/

Privacy Act

The Privacy Act makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

Copyright Act

The Copyright Act is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act, go to

www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm

National Vocational Education and Training Regulator Act

This Act was introduced to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2014C00623>

Equal Opportunity

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to:

<http://www.equalitylaw.org.au/elrp/resources/>

Australian Consumer Law (ACL)

Australian Consumer Law (ACL) aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

Competition and Consumer Act (CCA)

The object of the Competition and Consumer Act (CCA) is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit: <http://www.accc.gov.au/content/index.phtml/itemId/815209>