

Forkpro Australia

Student Information Booklet

Registered Training Organisation (no 91514)
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Introduction

This information booklet is designed to provide you with information about the services provided by Forkpro Australia and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by Forkpro Australia. This information is contained in the Course Brochure supplied separately.

Our mission

Forkpro Australia mission is to deliver quality training assessment that meets the needs of learners and industry.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner centred.** We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our expectation of you

Forkpro Australia expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Forkpro Australia.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Forkpro Australia publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and Forkpro Australia staff members and their right to privacy and confidentiality.

Your safety

Forkpro Australia is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and

- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment

- Electrical equipment that is not working should be reported to our staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- Forkpro Australia will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved.

Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Forkpro Australia unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.

- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work and study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- Do not sit or climb on any desks or tables.

Your equity

Forkpro Australia is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Forkpro Australia staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Forkpro Australia staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Forkpro Australia that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Forkpro Australia, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy

Forkpro Australia takes the privacy of students very seriously and complies with all legislative requirements as per our APP Privacy Policy SOP17 as amended from time to time.

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. Other than in cases required by law, Forkpro Australia will seek the written permission of the student for such disclosure.

Unique Student Identifier

From 1st January 2015 all students undertaking VET training will be required have a unique student identifier. This is compulsory and an RTO is not permitted to issue Statements of Attainment unless the USI has been provided and verified. For further information or to gain a USI please visit www.usi.gov.au.

Fees and refunds

All students trained and assessed by Forkpro are sponsored by their employer. Forkpro Australia does not collect fees from individuals

Student cancellation

Students who cancel their enrolment part way through a training program must notify Forkpro Australia in writing at the soonest opportunity if consideration of fee reimbursement is required. Once Forkpro Australia is notified a refund will be issued for the component of training not commenced. Forkpro Australia is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to Forkpro Australia schedule of fees and charges.

Refunds

Students who cancel their enrolment before in line with our cancellation policy will be entitled to a full refund of fees paid. Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received.

Where a student has purchased a text or training workbooks and subsequently cancels, Forkpro Australia will not refund monies for the text unless a written request for a refund is received and Forkpro Australia is satisfied that the text is in as-new condition.

Payment method

Forkpro Australia accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to Forkpro Australia)

Payment in cash is discouraged.

Access to your records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Forkpro Australia, you are welcome to have access anytime and request a copy. If you require access to your records, just ask your trainer and it will be organised immediately.

Our continuous improvement of services

Forkpro Australia is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the feedback forms provided at the completion of training. Students are encouraged to provide feedback to Forkpro Australia so we can improve our services in the future.

Learner satisfaction survey

At the completion of your training program, you will be issued with a feedback form and a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to

Forkpro Australia for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Your language, literacy and numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Forkpro Australia will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Forkpro Australia and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Making complaints and appeals

Forkpro Australia is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Forkpro Australia in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Forkpro Australia within 28 days of the student being informed of the assessment decision or finding.

With the High Risk Licence assessment conducted on WorkCover's behalf trainees are not able to appeal to the assessors against his/her assessment decision. This is a WorkCover regulation. If the trainee feels that the assessment decision is unfair they must make an appeal directly to WorkCover against a decision of an accredited certificate assessor in writing within 14 days of the day the assessor's written notice was made.

Early resolution or complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling

1). Discuss the matter with your trainer/assessor. If the trainer or assessor cannot resolve the problem this way the student is referred to the RTO Administrator.

2). Contact the RTO Administrator on 1300 789 606. If the RTO Administrator cannot resolve the complaint, the student is given a Student Complaints Form and the company manager will try to resolve the issue. If not or at any time they choose, the student will be referred to the Independent VET Advisory Committee.

3). Details of the VET Advisory Committee (IVETAC) contact will be provided to the student upon request. The person who the complaint has been made against will be excluded from any dealings with IVETAC investigation into the matter.

The IVETAC Committee will provide a decision within 21 days of them receiving the complaint.

Complaints may also be made to the National Training Complaints Hotline accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email atskilling@education.gov.au.

Recognition of your existing skills and knowledge

In accordance with the requirements of the Standards for NVR Registered Training Organisations, Forkpro Australia provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Forkpro Australia scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Forkpro Australia reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

Getting credit for your current competence

Forkpro Australia acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is national recognition?

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking credit you are required to present your statement of attainment or qualification for examination by Forkpro Australia. These documents will provide the detail of what units of competence the applicant has been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copies of the original.

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for national recognition for units of competence or qualification which are not included in Forkpro Australia scope of registration.
- Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.

- The student does not incur any fees for national recognition and Forkpro Australia does not receive any funding when national recognition is granted.

National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition