

# STUDENT HANDBOOK



## WELCOME

We're a family-owned training organisation. On behalf of all the staff at Sheer, we offer you a warm welcome and thank you for choosing Sheer Workplace Training for your professional development. Your enrolment is an essential step in developing and formally recognising your skills and knowledge to assist your career.

We will strive to provide you with a first-class experience based on up-to-date practices and skills used in the workplace and community.

Our vision is to work with industry to provide exceptional, hands-on training that equips people to work safely and knowledgeably within high-risk environments.

## OUR GOALS

- To provide training that is accessible for everyone;
- To develop course content and material that is informative yet interesting and fun;
- To allow learners to choose their learning pathway and method of assessment to prove their competence best;
- To make training fun and supportive so that that it encourages a continued search for knowledge and up-skilling. This Student Handbook will provide you with information about Sheer Workplace Training, our services, and how to enrol with us.

If at any time you need further information, please contact us on 0488422626 or [admin@sheerworkplacetraining.com.au](mailto:admin@sheerworkplacetraining.com.au)

We also welcome your comments. Tell us about things we have done well, or could have done better, to improve our services to students. Comment forms are available with all of our course materials as well as on our website.

Once again, on behalf of the Sheer team, we welcome you and look forward to working with you!

## Our Courses

### Nationally Accredited Courses

Sheer Workplace Training offers nationally accredited V.E.T. training in:

- High-Risk Work Licence issued by WorkSafe QLD, which includes:
  - TLILIC0005 - Licence to operate a boom-type elevating work platform (boom length 11 metres or more) and;
  - TLILIC0003 - Licence to operate a forklift truck
- RIIWHS202E- Enter and work in confined spaces
- RIIWHS204E- Work safely at heights
- RIIHAN309E - Conduct telescopic materials handler operations



Courses can be conducted at one of our specialised training facilities or your job site. We provide quality up to date training with hands-on practical skills using industry standard equipment. We are committed to ensuring our training and assessment complies with the Standards for R.T.O.s.

Detailed information about our courses is available on our website:

[sheerworkplacetraining.com.au](http://sheerworkplacetraining.com.au)

### Industry Recognised Training

- EWPA Yellow Card Training - The Yellow Card Training Program is for people needing to develop the skills and knowledge required to operate Mobile Elevating Work Platforms (MEWPs or commonly known as EWPs). The course will provide training in the safe use of various types of elevated work platforms, including boom-type MEWPs with boom lengths under 11 metres. Participants may complete singular or multiple modules, depending on the type of EWP they will be operating.

### Verification of Competency Training (V.O.C.)

#### Course Information

Specific course information for all the courses we currently offer is on our website. We will send a confirmation email to you or your employer upon booking. This email outlines all pre-course information, as well as requirements for your course. We are happy to discuss and clarify any questions you may have regarding this information.

## Admission and Entry Requirement

### Sheer Workplace Training requires that you can:

- Obtain a U.S.I. or evidence of an exemption
- Be able to Read and Write in English
- Interpret plans, drawings, specifications, training material, workplace signs and documents
- Communicate both orally and physically
- Comprehend basic English

- Have basic numeracy skills
- Complete physical, practical tasks

## Language, Literacy and Numeracy

You must be able to read, write and communicate in the English Language to a level that would ensure safe operation in an Australian workplace

WorkSafe considers that to assist in ensuring safety at the workplace and to comply with the regulatory requirement, applicants for an HRWL must have sufficient knowledge of the English language to communicate verbally with other workers and, where appropriate be able to read and understand:

- Safety signs at workplaces.
- Operator manuals in the case of plant such as, for example, forklift trucks, work platforms and cranes.
- Load charts and/or compliance plates in the case of plant as exemplified above.
- Assembly instructions and drawings associated with rigging and scaffolding work.
- Job Safety Analyses (J.S.A.s).

For High-Risk Work Licences, the written assessments must be in your own writing and interpreters are not allowed. Most courses require a basic level of numeracy skills. Calculators are provided, and assistance will be given during the training. If you struggle with written English, support to complete your test in oral form is available upon assessment and request. A trainer will assist you in understanding how to complete the assessment. Please see information in the 'student/client support' section of this handbook for support details in this area.

## Expectations of Participants

Below is a list of expectations of behaviour whilst training with us. Compliance with these expectations is required at all times; failure to do so may result in the cancellation of your enrolment.

- Comply with workplace health and safety regulations
- Complete training and assessment activities within agreed timeframes
- Communicate any difficulties with the completion of activities or assessment with your trainer
- Inform your trainer if you have a medical condition that may affect your participation or affect those with whom you may be training with
- Ensure behaviour is of a level acceptable at the workplace
- Not be under the influence of drugs or alcohol
- Comply with anti-discrimination legislation; this includes but is not limited to equal opportunity, racial vilification, and disability discrimination
- Comply with workplace harassment, victimisation and bullying legislation, policies, and procedures
- Abide by copyright and plagiarism laws and legislation

## Health and Safety

We value our clients and, as such, strive to provide a healthy and safe working and learning environment. The Workplace Health & Safety legislation documents requirements for both parties, including you, your fellow students, your trainers, and a host of other personnel and stakeholders.

Practically speaking, you are required to:

- Notify those in charge of the workspace (trainer, manager etc.) of any identified hazards, risks or dangers
- Not wilfully damage equipment
- Not wilfully cause harm to self or others
- Wear personal protective equipment as required.

## Student Drug and Alcohol Policy

**Sheer Workplace Training has a zero-tolerance policy in the misuse of drugs or alcohol during training time and on R.T.O. Property**

Sheer Workplace Training promotes and supports a safe work environment for its employees, students and visitors entering our work environment at any time. Please approach our R.T.O. Manager if you would like to discuss or report the misuse of substances as outlined below.

The following actions are prohibited at all times and may result in expulsion from the site and cancellation of your enrolment:

- Entering on or being on Sheer Workplace Training or client property whilst affected by alcohol or drugs
- Bringing or using alcohol or drugs onto Sheer Workplace Training or client's properties
- Buying or selling drugs on Sheer Workplace Training or client's properties

If you are required to take prescription or pharmacy drugs, it is your responsibility to take them in accordance with the medical advice and directions. If this medication could potentially affect your ability to undertake your training safely, the student must notify their trainer, so that safe work practices are in place at all times.

If at any time during your training at Sheer Workplace Training, you require any assistance with a welfare issue or require professional counselling or advisory services. In that case, we will make initial contact with an appropriate external body at your request. A list of services can be found at the bottom of this document.

## Participant Support

Student support is provided by trainers and assessors, administration staff and management staff. This service helps identify students who require additional support and ensure appropriate interventions to complete their studies successfully.

We currently offer support in the following areas:

- Assessment options, including recognition of prior learning (R.P.L.);
- Choices regarding delivery modes;
- One-on-one tutoring;
- Trainer support during course enrolment;
- Training needs analysis: special needs, including Language, Literacy and Numeracy;
- Clarifying information contained on our website;
- Course and assessment information and instructions;
- Access to specialist support services that may fall outside of

## Disability

The nature of high-risk work and the training leading to licences or the skills to operate mobile plant and equipment poses both challenges and limitations. If you have a disability and require assistance or support, please let us know, and we may be able to make reasonable adjustments based on your circumstances.

Sheer Workplace Training wants to ensure that everyone gets the opportunity to study their chosen course. We will provide support to those with special needs by:

1. Discussing the necessary support with the student at enrolment.
2. Endeavouring to provide the support; or
3. Making reasonable adjustments to the training delivery method to assist a student to participate in the course.

Should you or your trainer/assessor identify you require any additional support, we will work with you to ensure we can provide the support necessary.

## External Support Agencies

<b>Support Service</b>	<b>Contact Number</b>
Personal Counselling Aust Counselling Association	1300 784 333
TAFE Queensland Metropolitan South Institute of TAFE	07 3826 8376
Alcohol and Drug Info Service	07 3236 2414
Drug Arm	07 3368 3822
Centacare	1300 236 822
Relationships Australia	1300 364 277
Lifeline	131 114
Gambling Help Line	1800 222 050
Drug and Alcohol – Alcoholics Anonymous	07 3229 2501

## How to Enrol

Sheer Workplace Training has an extensive enrolment procedure. We provide clear information on the qualifications/courses and skillsets required during this process. This includes the expected outcomes, required skills or knowledge, additional learning or assessment pathways, enrolment periods, and costs to enrol in the selected course.

Our enrolment process requires you to complete an enrolment form and provide relevant information to ensure that we provide training suitable to your needs. All information collected is kept confidential and is subject to our Privacy Policy contained in this Student Handbook. Some Australian government bodies also require specific statistical information relevant to Vocational Education and Training and may use personal information collected as a result of your enrolment to guide future funding and training requirements. This includes the requirements under the National V.E.T. Data Policy.

By completing and signing an enrolment form, you acknowledge you have read and understood this participant handbook. If there is anything in this handbook or on the enrolment form you do not understand, please ask one of the Sheer Workplace training staff.

We will at any time welcome questions relating to the Students' Handbook, Code of Conduct, and



training/assessment requirements to ensure clarity and transparency.

## Unique Student Identifier (U.S.I.)

When completing any vocational education course in Australia, it is a requirement for you to obtain and supply a U.S.I. If you do not have a U.S.I., you can apply for one through <http://www.usi.gov.au> . If a U.S.I. is not provided and verified with usi.gov.au, a certificate cannot be issued to you. Applying for a U.S.I. is simple and only takes a few minutes.

How to apply for a U.S.I.:

1. Have one form of I.D. such as Driver's Licence, Medicare card, Australian Passport etc.
2. Have personal contact details
3. Visit <http://www.usi.gov.au>
4. Select the link 'Create my U.S.I.'
5. Agree to terms and conditions
6. Select your I.D.
7. Enter personal details, e.g., name, D.O.B., gender etc.
8. Enter your contact details, e.g., address, phone number, email address etc.
9. Confirm your identity
10. Set your U.S.I. password and check questions

When you're finished, your U.S.I. will be displayed on the screen, and it will also be sent to your preferred contact method. It's a great idea to write down your U.S.I. and keep it somewhere safe.

To access the U.S.I. privacy policy and more detail on storage of your information:  
<https://www.usi.gov.au/about-us/privacy>

You are not required to have a U.S.I if you are completing EWPA Yellow Card or Verification of Competency training.

## Your Privacy

Sheer Workplace Training complies with legislative requirements relating to your privacy, including the Privacy Act of 1988 and Australian Privacy Principles. We will collect and retain personal information related to your enrolment, essential for delivering the program to you and for government reporting requirements. This information includes your ethnicity, individual needs, contact information, and employment, and educational background. Some information we collect may be sensitive, such as disability and impairment and indigenous status. Your information is retained securely in our electronic filing system for as long as required to comply with the relevant standards.

## Course fees

Course fees will be confirmed before your enrolment and paid directly to Sheer Workplace Training. Payment is required in full before the course starts. If your employer has organised and agreed to pay for your training, an invoice will be issued directly to them.

Course fees do not cover your portion of the Worksafe QLD licencing costs.

## Course Fee Subsidies

Sheer Workplace Training offers some funding subsidies for courses wherever available to reduce prices for you. Please check with our admin team for more information.

## Refund & Cancellation Policy

Notifications of cancellation can be made by email or phone and will be confirmed by Sheer Workplace Training. Course participants can be substituted (subject to eligibility criteria) at any time and at no cost before commencement of the course should the nominated person be unable to attend

- A **full refund** is permitted if the enrolment is cancelled at least seven (7) business days\* before the commencement of your course
- **No refund** will be provided after two (2) business days\* before the commencement of your course
- **No refund** will be offered after course commencement or if the participant fails to attend on the scheduled commencement date
- A **partial refund** will apply if a participant withdraws from a short/course with less than seven (7) business days\* notice before commencement. Sheer Workplace Training reserves the right to retain a 30% administration booking fee
- A 30% administration booking fee will apply to corporate clients with a credit account who cancel their booking with less than seven (7) business days\* notice.

\*Business days mean Monday to Friday 8.00 am to 4 pm. Fees may be waived under approval from Sheer Workplace Training Management

### How to request a refund

Please email [info@sheerworkplacetraining.com.au](mailto:info@sheerworkplacetraining.com.au) to request a refund. Please supply your full name, date of birth and Invoice number for this to be processed.

**Withdrawal due to illness or hardship** – at its discretion, Sheer Workplace Training may allow a partial or full refund of fees if the participant produces satisfactory evidence of the circumstances of their withdrawal. An application can be made via email.

## Training Materials and Equipment

During the on-site face to face training, you will be given access to safety equipment, required material and various other equipment. This equipment and material is to be used in accordance with the instruction given by your trainer/assessor. If a piece of equipment is purposely damaged or



treated in a manner not in accordance with provided instructions, a fee may be charged.

## Training and Assessment Procedures

When designing assessment tools, we ensure that assessment processes conform to standards and meet current industry and workplace requirements and any regulatory requirements such as W.H.S., privacy and confidentiality of information, reporting requirements, access to records for students, Standards for R.T.O.s relating to assessment, assessor requirements, and validation processes.

Training that will lead to a Statement of Attainment or Certificate will require an assessment to demonstrate competency. Competency-based assessment is the process of gathering evidence to confirm you can perform the necessary skills and knowledge.

Assessments undertaken may include:

- Written/oral assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Work Samples
- Third-party reports

You will be given feedback on all assessment activities. Competency-based assessments do not use a marking scale; you are deemed “Competent” or “Not Yet Competent.”

An assessment cover sheet is attached to all assessments. These are provided by Sheer Workplace Training and must be signed by yourself and the assessor.

### Statement of Attainment

If you successfully complete the course and are deemed Competent, you will be issued a Statement of Attainment within 21 days of the course completion or once payment of course fees are paid in full.

### What happens if you don't pass the course?

If you are deemed Not Yet Competent for either the theory/calculations and/or practical component of the assessment, you may re-enrol at no additional cost within 30 days.

### Applying for your high-risk licence

After successfully completing your high-risk assessment, an ANN will be issued from Worksafe QLD to your email for lodgement. You must apply for your licence via [Worksafe QLD](#). Full details of how to apply will be communicated to you at your training session.

**You must apply for your high-risk licence within 60 days from the completion of your assessment. If you fail to apply within this time frame, you will be required to re-sit your assessment at your own cost.**

## EWPA Yellow Card

When you successfully complete EWPA Yellow Card training, we will upload your records onto the Elevated Work Platform Association (EWPA) portal. You will be sent an automated email to confirm your EWPA Yellow Card number. A wallet sized card will be sent to you via post from the EWPA and can take up to 10 working days. If you require additional evidence of competency before you receive your card, you can go to: [yellowcard.ewpa.com.au/Public/Home/Verify](http://yellowcard.ewpa.com.au/Public/Home/Verify)

## Replacement Certificates and Cards

You may request us to re-issue a Statement of Attainment or Competency Wallet Card, for example, if the original is lost or damaged. A replacement fee will apply, and we will process the application within three days. Your results transcript will also be available in your U.S.I. account.

## Recognition of Prior Learning

Recognition of prior learning is carried out on an assessment basis before enrolment. Amendments may be made to the delivery of training according to your R.P.L. outcome. However, due to the nature of the training products, all entrants to the courses offered by Sheer Workplace Training will be required to sit all aspects of the assessment processes.

## Complaints and Grievances

You have the right to lodge a complaint or grievance if you are dissatisfied with any of the services relating to the training and /or assessment that have been provided to you. This policy covers complaints or grievances against unacceptable, inappropriate, or ineffective behaviours, materials, facilities, or information expressed or provided to students in the training and assessment services provided by Sheer Workplace Training.

Complaints received will be given due consideration, with full attention to details. The objective will be to find an immediate solution and an amicable settlement for all parties concerned. Any resolution of any dispute between aggrieved parties will be addressed in an open and trusting environment.

Sheer Workplace Training is dedicated to providing a high standard of service. Should you have a complaint that you wish to discuss, please do so by using the following processes:

1. Please speak immediately with the staff involved. If no resolution is made or you are not comfortable addressing the issue with this staff member, you are encouraged to contact the R.T.O. Manager. The student should request a formal meeting to raise the matter and discuss a resolution. This meeting can be on the phone rather than in person. Any other serious formal complaints against Sheer Workplace Training should be presented in writing to the R.T.O. Manager. Once they have considered the complaint, all decisions will be documented and given face-to-face or via email to the student. All notes from these discussions will be kept on file.
2. If your issue is not resolved, you are encouraged to speak to the Director. Outcomes of complaints will be provided to you in writing within ten (10) working days of the decision.
3. Should the matter remain unresolved, the student will have the option to appoint an independent arbitrator (at their own cost) to review the dispute and suggest an amicable

resolution.

4. If you are not satisfied with the outcome of this procedure, you should be advised of your rights to contact the Australian Skills Quality Authority (ASQA) and the Ombudsman by submitting feedback at [asqaconnect.asqa.gov.au](https://asqaconnect.asqa.gov.au) or <https://www.ombudsman.qld.gov.au/>

PLEASE NOTE: ASQA will only accept a complaint in regards to the conduct of an R.T.O. in the following circumstances:

- Where the complaint directly relates to a breach or potential breach of the compliance requirements as specified within the Standards for Registered Training Organisations (R.T.O.s) 2015; and
- Where the complainant has exhausted the internal complaints and appeals processes of the R.T.O.

For more information, visit <https://www.asqa.gov.au/students/complaints>

## Appeals

You have the right to appeal against an assessment decision if you feel you were treated unfairly or dealt with during an assessment and where you feel the assessment decision is incorrect. You have appropriate grounds for an appeal. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a Qualification or Statement of Attainment within the Standards for Registered Training Organisations 2015.

Sheer Workplace Training will ensure that you have access to a fair and equitable process for dealing with appeals against assessment decisions. If you wish to appeal your assessment result, please discuss this with your trainer/assessor first.

If the trainer/assessor cannot satisfy your concern and you wish to proceed with your appeal, a formal request must be made in writing to the R.T.O. Manager outlining the reason(s) for the appeal. This can be done by email or a letter, but the appeal must be lodged within ten calendar days after the issuance of the initial results of your assessment. The R.T.O. Manager will acknowledge the appeal has been received in writing and will provide you with an Appeals Form to complete and return. The R.T.O. Manager will implement the formal appeals process as outlined below.

1. A different assessor will review the assessment, and the review results are summarised on the Appeals Form.
2. If you are still not satisfied with the outcome of the appeal, your appeal will be reviewed by the Director. The Director will acknowledge receipt of the Appeals Form, and the Director will then record the receipt of the Appeals form and review it. The Director, if necessary, will convene a review panel to examine the appeal thoroughly. (You will be advised of the outcome within ten working days).
3. If you are not satisfied with the outcome of this procedure, you should be advised of your rights to contact the Australian Skills Quality Authority (ASQA) and the Ombudsman by submitting feedback at [asqaconnect.asqa.gov.au](https://asqaconnect.asqa.gov.au) or <https://www.ombudsman.qld.gov.au/>

All actions during the appeals resolution process will be documented and recorded; you will receive copies of all relevant documents. Sheer Workplace Training will make every effort to settle the appeal to your satisfaction.

## Access to Records

You are entitled to access information on your enrolment and training records by verifying your identity. Access involves giving individual information about yourself held by Sheer Workplace Training.

You will be asked to submit a written request to access your records and provide a reasonable period of notice to allow an authorised staff member to be present when the records are inspected or provided.

## Code of Practice

As we are partnered Registered Training Organisation, Sheer Workplace Training has agreed to operate within the Standards for R.T.O.s 2015 set down by the V.E.T. National Regulator (Australian Skills Quality Authority (ASQA)).

Sheer Workplace Training is committed to achieving supportive and positive outcomes from all the services provided to our clients. All staff recognise the rights of learners and provide information, advice, and support consistent with our Code of Practice.

If at any time you feel that Sheer Workplace Training, or any staff member, is not abiding by our Code of Practice, then you can report your complaint or grievance to the Director of Sheer Workplace Training, or anyone in our organisation, or complete our complaints and appeals form.

## Access and Equity/Discrimination

Sheer Workplace Training is committed to integrating access and equity principles into all the services that we provide to our clients. All staff recognise the rights of learners and provide information, advice and support that is consistent with our Code of Practice.

Regardless of your cultural background, religion, gender, sexuality, (dis)ability, location, or age, you have the right to learn in an environment free from discrimination and harassment and be treated in a fair and considerate manner while studying with us.

Sheer Workplace Training will not tolerate any unlawful discrimination or harassment by its staff against any job applicant, employee or client, based on their sex, pregnancy status, marital status, race (including colour, ethnic background, national identity or religion), sexuality, disability, or age, etc.

Harassment includes any form of behaviour that a person does not welcome and finds offensive, humiliating or intimidating, which fits into any of the categories listed in the paragraph above.

## Copyright

Written permission to use any of Sheer Workplace Training's intellectual property must be obtained from Sheer Workplace Training before using such material. Sheer Workplace Training also abides by this regulation, and any reasonable use of excerpts from existing

works will include attribution of its origin.

### Course Extension Policy

Sheer Workplace Training will not be obliged under any circumstances to extend the period of your enrolment if you have not completed the course in the allocated time. Once the allotted time for a given course has expired, you will no longer be allowed access to the course material.

An enrolment period can be extended with the payment of an additional fee.

Special circumstances will be considered, such as illness, which must be supported by a letter from your doctor.

### External Review

Sheer Workplace Training agrees to participate in external monitoring and audit processes. This covers random quality audits, audit following complaints, and audits for re-registration. As set down in the Standards for R.T.O.s 2015, assessment validation standards also stipulate that validation of assessment processes includes stakeholders not directly involved in the delivery and assessment of the course/assessment process being validated.

### Further Information

We will provide you with further information on request and recommend that you browse our website for full details of our courses – [www.sheerworkplacetraining.com.au](http://www.sheerworkplacetraining.com.au)

NOTES:
