

# STUDENT HANDBOOK



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## WELCOME

We're a family-owned training organisation. On behalf of all the staff at Sheer Workplace Training, welcome! Thank you for choosing us for your professional development. We aim to provide exceptional hands-on training in high-risk work environments, guided by current industry practices and expert trainers. We will strive to provide you with a first-class experience based on up-to-date practices and skills as used in the workplace and community.

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

## 2. OUR GOALS

- To deliver accessible, hands-on training
- To provide flexible and relevant course content
- To support student choice in how competence is demonstrated
- To create an engaging and supportive training environment

## 3. Contact Details

**Phone:** 0488 422 626

**Email:** [admin@sheerworkplacetraining.com.au](mailto:admin@sheerworkplacetraining.com.au)

**Website:** [www.sheerworkplacetraining.com.au](http://www.sheerworkplacetraining.com.au)

## 4. Our Courses

**We offer nationally accredited training including:**

- 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)
  - TLILIC0003 - Licence to operate a forklift truck
- RIIWHS202D - Enter and work in confined spaces
- RIIHAN301E Operate Elevating Work Platform
- RIIWHS204D - Work safely at heights
- CPCWHS1001 Prepare to Work Safely in the Construction Industry
- RIIMPO320F Conduct Civil Construction Excavator Operations
- RIIHAN309E - Conduct telescopic materials handler operations
- RIIMPO318F Conduct Civil Construction Skid Steer Loader Operations
- RIIMPO319E Conduct Backhoe/Loader Operations
- RIIMPO317F Conduct Roller Operations
- EWPA Yellow Card



## Verification of Competency Training (VOC)

Courses are delivered at our facility or your worksite. Visit our website for full details.

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

## 5. The Australian Qualifications Framework (AQF)

All of the VET courses offered by Sheer, other than EWPA Yellow Card, lead to nationally recognised qualifications – a certificate (if all of the requirements of the qualification are completed) or a statement of attainment (for those parts that are successfully completed where the full qualification is not completed). This certificate/statement of attainment will be recognised in all eight states/territories in Australia. This is because Australia has a national qualifications framework called the Australian Qualifications Framework (AQF).

## 6. Entry Requirements & LLN

Applicants must

- Be 18+ for high-risk licence training.
- Meet LLN requirements for safe workplace communication.
- Complete an LLN assessment.

Reasonable adjustments and oral assessments are available. See section 21.

## 7. Enrolment Process

We provide:

- Detailed course information upfront.
- A clear enrolment form with required personal data.
- Access to the Student Handbook and Code of Conduct.

All information is handled per our Privacy Policy and national data standards.

## 8. Unique Student Identifier (USI)

All students must have a USI unless completing EWPA Yellow Card only. Create yours at [usi.gov.au](http://usi.gov.au).

## 9. Course Fees & Payment

Fees are due before enrolment is confirmed. Employers may be invoiced where applicable. Fees do not include WorkSafe licensing costs.

## 9. Licensing Information

After passing assessment, you'll receive an AS1 form. Apply for your high-risk licence via [worksafe.qld.gov.au](http://worksafe.qld.gov.au) within **60 days** or you will need to re-sit the assessment.

**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.**

## 10. Assessment & Reassessment

If you successfully complete the course and are deemed Competent you will be issued a Statement of Attainment within 30 days of the course completion or once payment of course fees are paid in full.

If you're marked Not Yet Competent, you may re-sit the assessment once free of charge within 30 days.

## 11. RPL & Credit Transfer

Available upon application. Students must submit evidence. RPL cannot bypass assessment unless all requirements are met.

## 12. Statements & Certificates

If deemed Competent and fees are paid, you'll receive your Statement of Attainment within 30 days.

## 13. EWPA Yellow Card

Upon completion, your details will be submitted to EWPA and a wallet card will be mailed within 10 business days.

## 14. Replacing Certificates & Cards

Lost documents can be re-issued for a fee. USI accounts also store official training records.

## 15. Complaints & Appeals

Students have the right to lodge complaints or grievance if you are dissatisfied with any of the services provided. Complaints or appeals should be submitted in writing. We:

- Acknowledge within 2 business days
- Resolve within 10 business days
- Escalate to ASQA or an independent body if unresolved

## 16. Access to Records

Submit a written request. Records will be made available after identity verification.

## 17. Code of Conduct & Student Responsibilities

All students must:

- Treat others with respect
- Follow trainer instructions
- Use facilities safely
- Avoid plagiarism or cheating

## 18. Access, Equity, Diversity & Inclusion

We do not tolerate discrimination. We welcome all students regardless of age, background, gender, disability or identity. Harassment is not tolerated.

## 19. Student Wellbeing Support

We have a Mental Health First Aider available. Emergency support and wellbeing referrals are available by calling 0481 160 130.

Student support is provided by all staff. The service helps to identify students who require additional support and will ensure appropriate interventions that enable a student to successfully complete their studies.

### **Additional Support Services**

We offer:

- One-on-one tutoring
- RPL advice
- Specialist referrals
- Study plan assistance

## 20. Reasonable Adjustments & Disability Support

We can:

- Modify training or assessments
- Allow oral assessments
- Provide additional resources where reasonable

Let us know during enrolment or anytime.

## 21. Language, Literacy, and Numeracy (LLN) Support

VET qualifications are comprised of units of competency from a national training package, into which basic literacy and numeracy elements have been incorporated. Delivery and assessment within the

context of an industry vocational area can assist the student to learn these literacy and numeracy components more readily.

Sheer Trainers/Assessors hold TAE40116 Certificate IV in Training and Assessment or equivalent which incorporates the competencies required to address students' language, literacy and numeracy skills, enabling them to support students' learning needs in these areas. However, if additional language, literacy or numeracy support is required, staff will refer to literacy specialist teachers, who can advise on the implementation of individualised learning strategies.

Students must meet minimum LLN levels to ensure safety and learning outcomes.

## 23. Risk Management & Safety

We inspect all training sites and ensure PPE and safety protocols are in place. Students are inducted into safe work practices prior to starting any training.

## 24. Continuous Improvement & Feedback

We welcome student feedback to improve our services. Feedback forms are available after each course or online.

## 25. Copyright & Intellectual Property

All training material is owned by Sheer Workplace Training. Do not reproduce without permission.

## 26. Course Extension Policy

Enrolments may be extended for a fee, subject to approval. Special consideration is given for illness (doctor's certificate required).

## 27. External Review

We participate in external audits and reviews by ASQA and other regulatory bodies. You may be contacted for feedback.

## 28. Legislative requirements

As an RTO Sheer will observe all Australian, state and territory laws governing Vocational Education and Training.

## 28. Further Information

Visit our website or contact our team with any questions.

NOTES:
