



# STUDENT HANDBOOK

---

2019

## 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 important step in developing and/or formally recognising your skills and knowledge to assist in your career.

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.

## 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 best prove their competence;
- 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 Connect Training and Education, as well as the services we provide 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, so that we can 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

## Our Courses

Sheer Workplace Training offers nationally recognised training in:

- High Risk Work Licence issued by WorkSafe QLD which includes Elevating Work Platform and Forklift,
- EWPA Yellow Card Training
- Enter and Work in Confined Space training and assessment
- Work Safely at Heights training and assessment
- Conduct Telescopic Material Handler Operations

Courses can be conducted at one of our specialised training facilities or at your own 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 RTOs.

Full detailed information about our courses is available on our website:

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

## Course Requirements

Specific requirements for each course are available upon request. You must be at least 18 years of age to enrol both Forklift and Elevating Work Platform licence training.

## 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 a 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, fork-lift 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 (JSAs).

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.

## Disability

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

## How to Enrol

Sheer Workplace Training has an extensive enrolment procedure. We provide clear information on the qualifications and skill sets required and courses that we during this process. This includes the learning and assessment strategies and requirements; 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 Code of Practice. 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 VET Data Policy.

Before and during course enrolment we provide learners with access to our Students' Handbook as well as our Code of Conduct to ensure all learners are aware of and understand the information contained in both.

We will at any time welcome questions relating to the Students' Handbook, Code of Conduct, and training/assessment requirements in order to ensure clarity and transparency

## Unique Student Identifier (USI)

Completing any vocational education course in Australia, it is a requirement for you to obtain and supply a USI. This is obtainable from [usi.gov.au](http://usi.gov.au) if a USI is not supplied and verified with [usi.gov.au](http://usi.gov.au) a certificate cannot be issued to you. You are not required to have a USI if you are completing EWPA Yellow Card only.

## Course fees

The course fee will be paid direct to Sheer Workplace Training. This course is usually arranged by the employer of a workgroup and the employer can be invoiced for the training. If the employer does not arrange the training, or the employer does not agree to fund the training, training fees must be paid by the individual student direct to the trainer.

Course fees will be communicated to you prior to confirmation of enrolment.

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

### **Applying for your high-risk licence**

Following successful completion of your high-risk assessment we will issue you with an AS1 form. You are required to apply for your licence via [worksfe.qld.gov.au](http://worksfe.qld.gov.au), full details of how to apply will be supplied on the back of your AS1 form.

**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 resit your assessment at your own cost.**

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

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

### **Statement of Attainment**

If you successfully complete the course and are deemed Competent you will be issued a Statement of Attainment within seven days of the course completion.

### **EWPA Yellow Card**

When you successfully complete EWPA Yellow Card training we will upload your records onto the 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 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 Qualification Small Card, for example if the original is lost or damaged. A replacement fee will apply. We will process the application within 3 days. Your results will also be available in your USI account for the previous year.

### **Complaints and Grievances**

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

## **Appeals**

You have the right to lodge an appeal against an assessment decision if you feel you were unfairly treated or dealt with during an assessment and where you feel the assessment decision is incorrect and 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.

For details are available from our Administration Team

## **Access to Records**

Students are entitled to access information on your personal enrolment and training records provided you can verify your identity. Access involves giving an individual information about themselves held by Sheer Workplace Training. Giving access may include allowing an individual to inspect personal information or giving a copy of it to them.

Students will be asked to submit a written request to access your records and to 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 RTOs 2015 set down by the VET 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.

We provide and support the following services within our Code of Practice:

## **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 to be treated in a fair and considerate manner while you are 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, and which fits into any of the categories listed in the paragraph above.

### **Assessment and Validation Procedures**

When designing assessment tools, we ensure that assessment processes conform to standards and meet current industry and/or workplace requirements, as well as any regulatory requirements such as WHS, privacy and confidentiality of information, reporting requirements, access to records for students, Standards for RTOs relating to assessment, assessor requirements, and validation processes.

Development of our assessment tool includes discussions with relevant industry stakeholders to seek their feedback and comments on the suitability of the assessment tool, including the assessment plan and associated assessment tasks. Based on this feedback and collaboration, comments and suggested changes are recorded in the Learning and Assessment Strategy file and/or the relevant validation report, and then, if required, the assessment tool may be moderated and/or contextualised to ensure that it is suitable for specific workplace requirements/environments and that it meets current industry standards and principles (validity, fairness, flexibility and reliability).

Systematic validation of the assessment tool is scheduled and involves the use of external validators/stakeholders to address RTO Standards 2015 (Standard 1.9–1.11). Suggestions, feedback and comments are reviewed to ensure that the assessment tool meets the principles of assessment (validity, fairness, flexibility and reliability) and current industry practices.

We are happy to provide a copy of our Assessment and Validation Procedure upon request

### **Client Support**

We currently offer support in the following areas:

- Assessment options including recognition of prior learning (RPL);
- Options 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.

### **Copyright**

Written permission to use any of Sheer Workplace Training's intellectual property must be obtained from Sheer Workplace Training prior to any use of 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 a student's enrolment if the student has not completed the course in the allocated time. Once the allocated time for a given course has expired the student 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 taken into consideration, such as illness, which must be supported by a letter from your doctor.

### **Course Information**

Specific course information for all the courses we currently offer is provided on our website. We are happy to discuss and clarify any questions you may have regarding this information.

### **Enrolment Process**

Sheer Workplace Training has an extensive enrolment procedure. We provide clear information on the qualifications and skill sets required and courses that we during this process. This includes the learning and assessment strategies and requirements; 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 Code of Practice. 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 VET Data Policy.

Before and during course enrolment we provide learners with access to our Students' Handbook as well as our Code of Conduct to ensure all learners are aware of and understand the information contained in both.

We will at any time welcome questions relating to the Students' Handbook, Code of Conduct, and training/assessment requirements in order to ensure clarity and transparency.

### **External Review**

Sheer Workplace Training agrees to participate in external monitoring and audit processes. This covers random quality audits, audit following complaints, and audit for the purpose of re-

registration. Assessment validation standards, as set down in the Standards for RTOs 2015, also stipulate that validation of assessment processes includes stakeholders not directly involved in the delivery and assessment of the course/assessment process that is being validated.

### **Further Information**

We will provide you with further information on request and recommend that you browse our websites for more information on each course.