

STUDENT HANDBOOK

stmichaels
association inc
Developing Independence

2018
Registered Training Organisation
National Provider Code 60067



ICT

Information • Communication • Technology



Horticulture



Warehouse Operations



Process

Manufacturing



Introduction to Kitchen Operations



Healthy Bodies



Medication Management



CPR & First Aid



Licence to Preform High Risk Work (LF)



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FRTO03	1.8	Student Handbook	1/8/2010	John Gilpin, CEO	27/04/2018

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1. Welcome Note

St Michaels is a Tasmanian Endorsed Registered Training Organisation (RTO), National Provider Code 60067 and is recognised by the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training from the list below. <https://training.gov.au/Organisation/Details/60067>

As a Registered Training Organisation (RTO), we are an Approved delegate of the Australian Skills Quality Authority.

<http://asqa.gov.au/vet-registration/delegations/delegations.html>

2. Contacts

RTO Training Manager: Ms Chriss Kelly

CEO: Mr John Gilpin

Telephone: 03 6331 7651

Fax: 03 6334 2132

E-mail address: admin@stmichaels.asn.au

E-mail Address: christine.kelly@stmichaels.asn.au

Web address: www.stmichaels.asn.au

3. Location

The St Michaels RTO Head Office is located at 22 Hoblers Bridge Road, Newstead, Tasmania. 7250.

Our postal address is: PO Box 306, Newstead, Tasmania. 7250

4. Qualification and Course Information

St Michaels offers the following accredited training and assessment programs across the State of Tasmania.

Training and assessment activities may also be conducted on-site at your current employer or at sites that have been advised prior to your program starting.

Apprentice and Trainee Training Fund - User Choice

(Work based traineeship with your Employer).

This program is funded by Skills Tasmania in the following industries/sectors. (Statewide)

1. TLI11215 Certificate I in Warehousing Operations – Full qualification.
2. AHC20416 Certificate II in Horticulture– Full qualification.
3. MSM20116 Certificate II in Process Manufacturing– Full qualification.

General

We are approved to deliver a range of units of competency from the following qualifications as a Statement of Attainment only.

1. Certificate I in Horticulture (AHC10316)
2. Certificate I in Information, Digital Media & Technology (ICT10115)
3. Certificate II in Kitchen Operations (SIT20416)

Demand Led- Skills Fund This program is funded by Skills Tasmania and attracts a contribution payment from the partner. There are no fees for the enrolled student. The Skills Fund program subsidises the cost of training across a range of qualifications to build a productive and competitive workforce. Tenders are submitted as a partnership arrangement with employers/industry organisations/Job Active Agencies and/or individual businesses.

HRW (LF) Forklift Training and Assessment

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In partnership with an Approved High Risk Work Assessor, St Michaels is approved by WorkSafe Tasmania to provide FORKLIFT theory and practical training. Training and assessment is linked to accredited unit of competency TLITLI2001 License to Operate a Forklift truck.

MEDECS Australia – Third Party Arrangement.

In partnership with MEDECS Australia, St Michaels offers the following units of competency;

- HLTAAP001 - Recognise healthy body systems
- HLTAID001 - Provide cardiopulmonary resuscitation
- HLTAID003 - Provide first aid
- HLTHPS006 - Assist clients with medication

5. Student enrolment and guidance

All students of St Michaels ERTO will be required to present a suitable form of ID on enrolment. Suitable forms of ID are:

1. Driver’s License
2. Medicare Card
3. Passport
4. Centrelink Card
5. Age related ID Card

This ID will not be kept on file , only viewed and the details entered on your enrolment form.

On enrolment, a prospective student of St Michaels ERTO will be required to provide their Unique Student Identifier (USI) or they may request that this ERTO processes their application by providing a copy of their Medicare card and signing the associated Privacy Form. The copy of the ID provided will be destroyed once details have been used to create the USI.

Any student who does not provide the required ID used to create a USI or a current USI on enrolment may not be allowed to commence.

In no case will a student without a valid USI be eligible to receive their Statement/Qualification on completion.

Trainees: If you or your employee no longer wishes to continue your training program you must notify St Michaels ERTO immediately. The RTO Training Manager will work through the reason for this request with you and your employer. If you go ahead with the request you will be asked to sign a number of forms to enable us to inform Skills Tasmania, update your file and issue any awards you are entitled to receive at that point in time.

Students: If you no longer wish to continue your training program with St Michaels ERTO you are requested to discuss this with your Trainer and Assessor and/or the RTO Training Manager beforehand. If you go ahead with the request you will be asked to sign a number of forms to enable us to inform Skills Tasmania, update your file and issue any awards you are entitled to receive at that point in time.

6. Competency Based Training

Qualifications are comprised of Units of Competency, which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas. The Standards provide a framework for training and assessment and specify what Competencies an employee at a particular level within a particular industry should be reasonably expected to achieve. For our purpose Competency may be defined simply as:

‘... the ability to perform a job to the required level of performance expected in the workplace.’

7. Flexible Delivery

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Flexible delivery means providing training when it best suits the participant and / or employer. Flexible delivery focuses on **learning** rather than **teaching** and to provide the best possible learning experience for the participant. This means that the participant has greater control over what, when and how they learn.

8. Recognition of AQF Qualifications and Statements of Attainment issued by other ERTOS

As a Registered Training Organisation St Michaels must accept the credentials issued by another registered training organisation based in any State/Territory of Australia. St Michaels ERTTO undertakes to ensure that all Qualifications and Statements of Attainment issued by any other registered training organisation are accepted as valid. A Qualification or Statement of Attainment issued by our organisation will be recognised by ERTTO's Australia wide under these arrangements.

9. Skills Recognition - Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the skills and knowledge obtained by the learner through previous training, work experience and/or life experience. RPL is used to determine the advanced standing, within a training program, that the learner may be awarded as a result of this learning/experience. RPL assessments are primarily used to determine an individual's starting point in a course or program. However not all funded programs allow an access to RPL.

Please contact the RTO Training Manager for further information.

10. Assistance with Literacy, Language and Numeracy (LLAN)

St Michaels recognises the importance of literacy, language and numeracy in education. It recognises that it needs to break down the barriers to learning by identifying need areas such as literacy, language and numeracy. We aim to ensure all students are given the opportunity to learn based on their current literacy, language and numeracy skills. All trainees and students will be required to complete the Core LL&N (LLAN) skills assessment interview form. It will provide an opportunity for the trainer and assessor to gather information about your oral communication and learning skills and enable us to plan a suitable training plan to support your goals

11. Assessments

Assessment is defined as the process of **collecting evidence and making judgements** on the nature and extent of progress towards the performance requirement set out in a (competency) standard, or learning outcome, and, at the appropriate point, making a judgement as to whether competency has been achieved'.

In simple terms, Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. To be deemed 'COMPETENT' you must satisfactorily complete all the requirements of your Unit of Competency. This means that you are assessed in terms of being able to do the job to the required industry standard.

Assessment methods used may include:

- Self-assessment.
- Demonstration.
- Observation.
- Real and current work samples.
- Workbook activities.
- Role plays/Reports/Displays/Samples and Presentations
- Completion of assignments.
- Learner Journal and Portfolio
- Video Projects and/or photographs
- Group projects.

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Individual or in a combination of assessment methods can be applied. All assessments must be finalised for satisfactory completion of the course. If you have made every reasonable attempt to attend an assessment but still find it difficult to attend then the assessor will make alternative arrangements to enable completion.

Feedback to trainees

Feedback on performance will be given through on-going assessments and on the completion of tasks. Constructive advice will also be provided on areas for improvement involving strategies to do this.

12. Access and Equity

St Michaels ERTO is committed to maximising the opportunity for individuals to successfully gain skills, knowledge and experience through education and training, irrespective of their gender, culture, linguistic background, race, socio-economic background or disability.

Learners who believe they may require special consideration whilst training should indicate this on the enrolment form or discuss with staff upon enrolment (it is a requirement of enrolment form completion).

The learner may be required to complete a language, literacy and numeracy assessment so that we can best assess their current needs and design appropriate training and assessment materials in accordance with the requirements of the training package and/or licence.

13. Workplace Health and Safety (WH&S)

St Michaels is committed to implementing, maintaining and continuously improving WH&S in all of its training locations. The management of St Michaels recognises that it has a responsibility to provide and maintain a safe environment for staff, students and visitors alike. This responsibility, obligation and involvement is transmitted to all staff to ensure a safe and healthy workplace is maintained.

14. Responsible and Respectful behaviour

Students and Trainees are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breaches of discipline; inappropriate language, violence or substance abuse will result in one of the following actions:

- A verbal warning and/or
- asked to 'show cause' as to why they should not be excluded from further participation in the program or
- if warranted a student maybe removed on receipt of notice.

15. Appeals and Complaints

Students have the right to submit an appeal or complaint in writing, if they feel that they have been unfairly treated in any way. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by clients, and provide an opportunity to improve our business and/or the delivery of our training programs. All formal complaints/grievances will be heard and decided within 15 working days of the receipt of the written complaint or grievance by the organisation.

- An appeal or complaint should be lodged in writing with the RTO Training Manager of St Michaels Association as soon as possible.
- Management will conduct an investigation, assess the situation and take appropriate action.
- If the complaint is related to training, the management will arrange a meeting with the trainer and client to discuss the issue and seek resolution.
- Appeals or complaints related to administration matters will be investigated as quickly as possible to resolve the issue.

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16. Fees and Refund

Contact the RTO Training Manager for further information regarding the costs associated with each individual training program. These can vary according to the contract and or tender details.

17. Privacy

Information about a learner, except as required by law or as required under the Standards for Registered Training Organisations, is not disclosed without the learner's written permission or that of their parent or guardian if the learner is less than 18 years of age. Learners will have access to their personal records on request

18. Attendance

You are required to attend all training sessions for the completion of the course. If you are unable to attend a training session please you're your trainer/assessor/employer/case manager as soon as possible. In you are unable to attend training elements the trainer/assessor will:

Try to adjust the training to better suit you;

With the learner's permission contact your employer, a family carer, advocate or support person to assist in improving attendance; and

Explain the consequences of non-attendance to the learner, including the possibility of having to withdraw from or repeat elements.

Course cancellation

From time to time, St Michaels ERTO may find it necessary to make changes to scheduling or staff for a course or unit. If this occurs, St Michaels will attempt to give notice to those employers and / or trainees who may be affected to the e-mail address or telephone number provided by the student in their enrolment form.

19. Personal property

If you are attending a training location outside of your usual workplace, please avoid bringing carrying large sums of money or expensive items to training. If you do so it will be at your own risk.

St Michaels does not guarantee the security of your valuables.

20. Administration

At the successful completion of your training program a Qualification or Statement of Attainment for the Units of Competency achieved will be issued to you.

Any student who does not provide the required ID used to create a USI or a current USI will not be eligible to receive their Statement/Qualification on completion.

If you have any further questions regarding your enrolment in one of our courses.

Please contact the **RTO Training Manager**

on (03) 6331 7651 or 0408 902 365 during business hours.

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