



Student Handbook 2017

National Provider Code 60067

St Michaels Association Inc.

22 Hoblers Bridge Road
PO Box 306 Newstead, Tasmania 7250
Phone: (03) 6331 7651
Fax: (03) 6334 2132

ABN: 17 850 072 308
Email: admin@stmichaels.asn.au
Web: www.stmichaels.asn.au

Contents

1. Welcome Note -----	3
2. Contact Details -----	3
3. Location Details -----	3
4. Course Information -----	3/4
5. Competency Based Training -----	4
6. Flexible Delivery -----	4
7. Recognition of AQF Qualifications and Statements of Attainment -----	4
8. Skills Recognition (RPL/RCC) -----	5
9. Language, Literacy and Numeracy (LLAN) -----	5
10. Assessments -----	6/7/8
11. Access and Equity -----	8
12. Student Enrolment and Guidance -----	8
13. Workplace Health and Safety (WH&S) -----	9
14. Breaches of Discipline -----	9
15. Appeals and Complaints -----	9
16. Fees and refunds -----	10
17. Privacy -----	10
18. Attendance -----	10
19. Personal property -----	10
20. Administration -----	10

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
FRTO03	1.7	Student Handbook	1/8/2010	John Gilpin, CEO	20/12/2016

1. Welcome Note

Welcome to St Michaels Association Incorporated. St Michaels is a 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. St Michaels Association Incorporated is a Skills Tasmania Endorsed RTO. (ERTO)

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

Training and Learning Development 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 office is located at 22 Hobblers Bridge Road, Newstead, Tasmania. 7250. Our postal address is: PO Box 306, Newstead, Tasmania. 7250

4. Course Information

St Michaels offers the following accredited training.

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

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.
2. AHC20416 Certificate II in Horticulture
3. MSM20116 Certificate II in Process Manufacturing.

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.

STMA currently has a range of Skills Fund funded programs with a number of Australian Disability Enterprise operations across Tasmania in Leadership, Communication and Collaboration and with St Michaels Association for Kitchen Operations and ICT.

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
FRTO03	1.7	Student Handbook	1/8/2010	John Gilpin, CEO	20/12/2016

Initial 5 Day Health & Safety Representatives (HSR) Training

This *cost effective and comprehensive* five-day course will provide an understanding of the key practices and principles to assist HSRs and deputy HSRs in their role. The course is divided into 5 sessions covering important aspects of the role and powers of elected HSR's as detailed in the Workplace Health and Safety Act 2012. This program is delivered by St Michaels Association who is a Work Standards Tasmania approved provider of this course.

Topics covered will include:

- Interpreting the W H & S legislative framework and its relationship to the HSR role.
- Identifying key parties, legislative obligations and duties.
- Establishing representation in the workplace.
- Participating in consultation and issues resolution.
- Represent members in the WHS risk management process undertaken by the PCBU.
- Issuing a provisional improvement notice (PIN) and directing the cessation of work

Forklift Training and Assessment

St Michaels is approved by WorkSafe Tasmania to provide FORKLIFT theory and practical training and to authorise a participants High Risk Work license. Training and assessment is linked to accredited unit of competency TLID2010A Operate a Forklift.

5. 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.'

6. Flexible Delivery

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.

7. 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 ERTOS 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 ERTOS's Australia wide under these arrangements.

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
FRTO03	1.6	Student Handbook	1/8/2010	CEO	24/03/2016

8. Skills Recognition - Recognition of Prior Learning (RPL) & Recognition of Current Competency (RCC)

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.

In all cases, the onus is on the applicant to document and present a convincing case to justify a claim for RPL. Whilst training improvements may provide guidance or assistance to the applicant, it remains the applicant's responsibility to present his/her case to the satisfaction of the RPL assessor.

Course participants seeking RPL must complete an application form, and provide necessary documentation to support that application.

Recognition of Current Competency (RCC)

Recognition of Current Competency (RCC) refers to the successful assessment of an individual's ability to currently perform a task at a determined level of competency. Although the terms are frequently used interchangeably, RPL differs from RCC in that RCC focuses on an individual's current ability to meet a competency standard, rather than relying on an individual's previous learning.

Arrangements for the Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC)

RPL / RCC is available to learners undertaking training through St Michaels Association. RPL / RCC will be given for previous study, demonstrable expertise and relevant experience to an extent that is consistent with the unit of competency or module specified under the training package or accredited course. To apply you should request an **Application for Recognition pack**. This pack details how to apply, the types of evidence required and the costs involved. RPL / RCC applications that do not address the requirements specified in the **Application for Recognition Pack** will not be considered. All requests for RPL / RCC must be received prior to commencement of training.

9. 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

Literacy, language and numeracy needs are primarily identified at the enrolment stage but St Michaels also recognises that it is not always possible to identify a need until after the course has started. Whenever this need is recognised we will try and meet those needs, and if necessary make reasonable adjustments to our training and assessment methodology. Where this need cannot be met then a full refund may apply or assistance from a specialised tutor maybe sourced.

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
FRTO03	1.6	Student Handbook	1/8/2010	CEO	24/03/2016

10. 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.

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.

In general the assessment program will:

- Set tasks which will be used to measure performance in each component of the programs to the requirements of the competency standards
- Provide materials outlining the assessment requirements at the commencement of the program
- Provide assessment appeals process for all trainees
- Provide feedback to the learner.

Assessment will be conducted under the following AQTF principles:

Validity

- The assessment is seen as actually assessing what is supposed to be assessed.
- The assessment adequately samples the range of skills and knowledge needed to demonstrate competence.
- The current performances of the competencies in the workplace are assessed.
- The results of the assessments can be used as a pointer to the student's performance in the workplace.

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
FRTO03	1.6	Student Handbook	1/8/2010	CEO	24/03/2016

Reliability

- Reliable assessments use methods and procedures that engender confidence that competency standards and their levels are interpreted and applied consistently from learner to learner and context to context.

Flexibility

- Flexible assessments should provide for the recognition of competencies no matter how, where or when they have been acquired, draw on a range of methods and be appropriate to the context, task and person.

Fairness

- Assessment is fair if it does not disadvantage particular learners. For assessments to be fair learners must clearly understand what is expected of them and what form the assessment will take.

Feedback to trainees

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

You will have the outcome of assessment tasks reported to you as soon as possible:

- In the case of practical assessments, immediately;
- In the case of oral assessments, immediately or later the same day (this will vary depending on the nature of the task for the trainee).
- In the case of written or work book, feedback will be given when documentation is returned to the learner.

Assessing the unit – trainee responsibilities

You must:

- Familiarise yourself with the competency in advance;
- Complete all tasks, which form part of the assessment program;
- Complete all assessments by the due date; and
- Notify the organisation of changes to your contact details.

If you are absent from an assessment then you should contact your assessor to make alternate arrangements. You must do this within 30 days or you will be assessed as withdrawn from the unit and may have to redemonstrate, by observation, the competency.

An extension may be granted for an assessment task as a result of:

- Illness, substantiated by a medical certificate;
- Severe family disruption or crisis; or
- Other reasons, at the discretion of St Michaels Association

If you are having difficulty with an assessment then please talk to your course facilitator so that further assistance and explanation can be provided.

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
FRTO03	1.6	Student Handbook	1/8/2010	CEO	24/03/2016

11. 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.

12. 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 will not be eligible to receive their Statement/Qualification on completion.**

We provide guidance where possible to assist students in meeting their learning needs and course expectations through the provision of support by trainers and assessors. Where appropriate, learners may be referred to an advocacy service, or to a counselling service.

Trainees: If you or your employer no longer wishes to continue your training program you must notify St Michaels ERTO immediately. The Training and Learning Development 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 Training and Learning Development 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.

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
FRTO03	1.6	Student Handbook	1/8/2010	CEO	24/03/2016

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. Breaches of discipline

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

Clients 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.

- An appeal or complaint should be lodged in writing with the Training and Learning Development 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.

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.

16. Fees and Refund

Contact the Training and Learning Development 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

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
FRTO03	1.6	Student Handbook	1/8/2010	CEO	24/03/2016

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

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 **Training and Learning Development Manager**

on (03) 6331 7651 or 0408902365 during business hours.

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
FRTO03	1.6	Student Handbook	1/8/2010	CEO	24/03/2016