

PARTICIPANT INFORMATION HANDBOOK – A GUIDE/INFORMATION ABOUT TRAINING, ASSESSMENT AND SUPPORT SERVICES PROVIDED, AND ABOUT YOUR RIGHTS AND OBLIGATIONS IN REGARD TO (VET) PROGRAMS AT WORKLINKS

1. WORKLINKS – A REGISTERED TRAINING ORGANISATION

Worklinks is a Registered Training Organisation – registered with the Queensland Government Department of Education and Training (DET). As a Registered Training Organisation, Worklinks must comply with all relevant aspects of the Vocational Education, Training and Employment (VETE) Act 2000. It must also comply with all requirements of the Australian Quality Training Framework.

The Worklinks office has a copy of the VETE Act should you wish to access it at any time.

2. THE AUSTRALIAN QUALIFICATIONS FRAMEWORK

The unit/s of competency from the course you are doing with Worklinks are recognized in every State/Territory in Australia. If you satisfactorily complete one or all of these units you will receive a Statement of Attainment.

In Australia we have a national qualifications framework called the Australian Qualifications Framework (AQF). The various qualifications are shown in the diagram below. You may be enrolling in all or part of one of these qualifications.

AQF Qualifications by Educational Sector

Schools Sector	Vocational Education and Training Sector	Higher Education Sector
Senior Secondary Certificate of Education	Vocational Graduate Diploma Vocational Graduate Certificate Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor Degree Associate Degree Diploma

CHARACTERISTICS OF LEARNING OUTCOMES

The following gives you an overview of the knowledge and skills generally required at the various certificate levels.

Certificate I

Graduates of a Certificate I will demonstrate the application of knowledge and skills:

- with some autonomy in defined contexts and with established parameters

- in contexts that may include preparation for further learning, life activities and/or a variety of initial routine and predictable work-related activities including participation in a team or work group

Certificate II

Graduates of a Certificate II will demonstrate the application of knowledge and skills:

- with some accountability of for the quality of own outcomes and some responsibility for own outputs in work and learning
- with limited autonomy and judgment in the completion of own defined and routine tasks in known and stable contexts
- with limited autonomy and judgment to complete routine but variable tasks in collaboration with others in a team environment

Certificate III

Graduates of a Certificate III will demonstrate the application of knowledge and skills:

- with discretion and judgment in the selection of equipment, services or contingency measures
- to adapt and transfer skills and knowledge within known routines, methods , procedures and time constraints
- in contexts that include taking responsibility for own outputs in work and learning including participation in teams and taking limited responsibility for the output of others within established parameters

Certificate IV

Graduates of a Certificate IV will demonstrate the application of knowledge and skills:

- to specialised tasks or functions in known or changing contexts
- with responsibility for own functions and outputs, and may have limited responsibility for organisation of others
- with limited responsibility for the quantity and quality of the output of others in a team within limited parameters

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3. PARTICIPANT SELECTION, ENROLMENT AND INDUCTION/ORIENTATION PROCEDURES

On your first day of training, your trainer will go through and explain all you need to know about your VET program and will go through with you again all of the information in this booklet. If you have any questions at all at any time, including before you enroll, please ask us – we are here to help you and to see that you have every chance of being successful with your program and that you feel comfortable about enrolling and completing a VET program with us.

4. PROVISION FOR LANGUAGE, LITERACY AND NUMERACY ASSISTANCE

If you require any assistance with literacy and numeracy, Worklinks will provide you with help. If you feel you would like additional support in this area during your course/program, please negotiate some additional support with your trainer/s.

5. PARTICIPANT SUPPORT

Worklinks staff are trained professionals who can assist you with any queries or problems you may have. Please feel free to ask any of your trainers if you want help with anything.

Worklinks also has a qualified social worker on staff with whom you can make an appointment to speak should you wish.

6. DISCIPLINARY PROCEDURES

Worklinks rarely, if ever, has any need for disciplinary procedures; however they are outlined here for your information: They are:

- Basic courtesy applies – no swearing, no talking when others are talking, no verbal, sexual or racial harassment;
- No smoking in the training room or in close proximity to the doorways of Worklinks offices/training facilities – definitely no smoking in school grounds if your program is being conducted within a school;
- Punctual at commencement of training and on return from breaks.

7. ASSESSMENT POLICY & PROCEDURES

All participants at Worklinks will be fully informed of the assessment process and requirements relevant to your particular VET program and you will have the right to appeal if you are not satisfied with assessment decisions.

Outlined below are some things you should know about assessment.

7.1 Competency-based assessment

Assessment for the components of your course will be competency-based. **What does it mean to be competent?**

People are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, in accordance with the standard of performance expected in the workplace.

7.2 The assessment policy principles

The following represent the basic assessment principles of Worklinks. They are designed to promote fairness and equity in assessment.

- You will be given clear and timely information on assessment.
- The information given to you prior to any assessment will include:
 - * advice about the assessment methods
 - * assessment procedures
 - * the criteria against which you will be assessed
 - * when and how you will receive feedback
 - * the mechanism for appeal.
- You will be made aware of your responsibilities in regard to assessment.
- The assessment approach chosen will take into account your language, literacy and numeracy needs.

- You will be asked for feedback on your assessment and you will be able to appeal any decisions if you feel you have not been assessed appropriately.

- If you are not competent the first time you do an assessment, you will be given other opportunities to demonstrate competency after you have done more work on the topic/task.

8. RECOGNITION (INCLUDING RECOGNITION OF PRIOR LEARNING [RPL])

When you look at what is included in the unit/s of competency you are going to study, you may think there are some units of competency you can already do and would be competent in.

You could apply for what is called 'RECOGNITION' for that (or those) unit/s of competency. The steps that would generally be followed are outlined below:

STEP 1: Read the information in this section of this handbook. Your trainer will also provide you with additional information.

STEP 2: Discuss the RECOGNITION process with your trainer if you feel you are already competent in one or more units of competency. Ensure that you understand the full RECOGNITION application process, including the appeals process.

STEP 3: It is a good idea if you feel you already possess some of the competencies in the course you are about to do, to start with a self-assessment. You need to complete a separate RECOGNITION Self-assessment form for each unit of competency/module for which you are applying for RECOGNITION. Your trainer has these forms.

Evidence of competency can take many forms, and will usually include such things as:

- examples of work
- photographs, videos, letters and reports
- awards, certificates and qualifications
- employer references
- letters from work colleagues, etc.

STEP 4: Discuss your self-assessment with your trainer. If there are FULL units of competency for which you and your trainer feel RECOGNITION may be able to be given, you will be encouraged to move to the next step, the completion of the RECOGNITION application form.

STEP 5: Complete and submit the Participant Application for Recognition form.

STEP 6: Once given the result of your application, discuss the outcome with your trainer also, please provide feedback to your trainer on the RECOGNITION process itself.

STEP 7: Should you wish to appeal, complete the Participant RECOGNITION Appeals Form.

STEP 8: Discuss the outcome of the appeal, when known, with your trainer and provide feedback about the APPEAL process itself.

See your trainer for more information and for copies of the self-assessment and application forms.

NOTE: You do not need to go through the above process if you already have a Statement of Attainment from another Registered Training Organisation for any units of competency/learning outcomes which are the same as those in the course you are undertaking through Worklinks. You will be awarded automatic recognition in these cases.

9. COMPLAINTS/APPEALS

The following represents an overview of some parts of the policy.

Scenario 1: Where your complaint is about the action/s of another person/s at the program

Process to follow:

- a. You should discuss the matter in the first instance with your trainer.
- b. If this person does not consider the matter to be particularly serious, or where your complaint does not relate to allegations of unlawful behaviour (eg assault, illegal discrimination or harassment, etc), and you feel comfortable to do so, you will be encouraged to raise their complaint directly with the person concerned. You can ask a Worklinks trainer to be present when you do this.
- c. Where you do not feel comfortable about doing this, or where the matter is of a more serious nature, you will be asked to put the complaint in writing and to identify the person about whom you are complaining, and the issue about which you are complaining.

Your written complaint should include details of the complaint(s) such as:

- who/what issue you are complaining about
- what happened
- when it occurred
- how you feel
- how you would like to see the matter resolved.

All written complaints are handled by the Worklinks CEO who will:

- if the complaint involves another person, tell the person you are complaining about, about the complaint. He/she will be given the opportunity to put their side of the matter;
- advise you of how long it will be before you get an answer (usually within a couple of days);
- ensure that only those people who need to know about the complaint are involved/informed;
- give you written advice about the outcome and the reasons for it; and
- take appropriate action should the complaint be substantiated.

You may find that through this process that one of the following outcomes will apply:

- you gain a better understanding of the situation and you no longer feel the need to complain;
- you are happy with the way the issue has been resolved;
- you receive an apology and assurance it will not reoccur; or
- you will be informed that you have no grounds to complain.

Scenario 2: A complaint/appeal related to dissatisfaction with assessment and/or results and/or some administrative matter

Should you wish to appeal against the results of an assessment or wish to make a complaint about any aspect of the delivery/assessment or an administrative matter, you need to follow the process outlined below:

- a. In the first instance, speak with the relevant Worklinks trainer and informally ask for a review of the result.

b. Should this not resolve the matter to your satisfaction, put your complaint in writing to the CEO of Worklinks. All written complaints will be acknowledged in writing and you will be told how long it will take to investigate the matter. The outcome will also be put in writing to you.

c. Should you still not be happy with the decision, you should contact the Department of Education and Training (DET) for advice.

At any stage, the decision may take one of several forms, including, for example:

- agreeing with the original result ie not allowing your appeal
- disagreeing with the original result and telling you what will now happen
- asking you if you want to re-sit the assessment.

10. ACCESS AND EQUITY

Discrimination occurs if a person treats someone differently on the basis of an attribute or characteristic such as gender, sexuality, race, pregnancy, physical or intellectual impairment, age, etc.

Worklinks strives to meet the needs of each participant through incorporating access and equity principles and practices, which acknowledge the right of all participants to equality of opportunity **without discrimination**.

For example, the following principles apply:

1. Your program will be adequately resourced and you will have trainers who have the required qualifications, in order to ensure you have quality outcomes.
2. Your training and assessment will be in line with industry standards to ensure quality outcomes for participants. As well, a variety of training/assessment methods will be used to cater for the different ways in which participants learn.
3. All participants will be actively encouraged to participate in VET programs, irrespective of background/cultural differences.
4. Literacy/numeracy support will be provided to give you every chance of success with your program.
5. Worklinks will openly value all participants, irrespective of background/culture/other differences and all participants will be made feel valued through the delivery of appropriate training/assessment methods and support structures.
6. Any complaints/grievances in relation to discrimination/harassment will be treated seriously, in line with the Worklinks *VET Policies and Procedures: Participant Complaints/Grievances/Appeals*.

To obtain a full copy of Worklinks's *VET Policies and Procedures: Access and Equity*, ask your Worklinks trainer.

11. WORKPLACE HEALTH AND SAFETY

All training activities, like most activities in life, involve some associated health and safety risks. Worklinks has established health and safety policies and procedures which, if duly followed, help minimise any risk to staff and participants. In addition, a health and safety induction to the premises at which you are undertaking training will be provided to you on your first day of training. This will include advice about evacuation procedures in the event that the building in which you are training needs to be evacuated.

In signing the enrolment form, however, you are acknowledging that risks exist and that you too have a responsibility to identify risks and take responsibility for ensuring your own health and safety and that of others around you.

The safety and wellbeing of the staff and participants of Worklinks is one of our greatest responsibilities. All of us, including you, have responsibilities to ensure a safe environment. You are required to:

- Obey any reasonable instructions in relation to health and safety
- Not interfere with or remove any safety devices from machinery
- Ensure that you do not endanger your own or others' safety by the consumption of alcohol or drugs
- Report unsafe acts or equipment to your trainer and observe good housekeeping practices
- Report all injuries or near misses to your trainer
- Ensure that your conduct does not interfere with:
 - * Participant safety or welfare, or their ability to participate in and benefit from the program
 - * Worklinks staff safety or welfare, or with their ability to perform their duties
 - * Worklinks property.

First Aid

A first aid kit and fire extinguisher are provided at all Worklinks venues.

Accident/Emergency Situations

You are advised that Worklinks staff are not permitted to transport injured/unwell participants to hospital. Therefore an ambulance will be called in case of an emergency.

Parents of participants under 18 years of age who are unwell will be contacted, to collect the student. If a secondary student, the school will also be notified.

12. ACCESS TO RECORDS & PARTICIPANT/PARENT CONSENT/ACKNOWLEDGEMENT FORM

No staff member of Worklinks can provide information about you to a third party without your written permission. You have signed a consent form, allowing us to provide information about you to some third parties eg employers for work experience etc.

You can have access to your own personal records at any time, by approaching the CEO. A record will be kept on your file that you have accessed your records.