



RTO-PR053

Student Information Handbook



National provider code: 0361

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CEO's Message

Congratulations on your decision to choose Skill Hire WA Pty Ltd for your training.

Skill Hire prides itself in providing excellent customer service and on delivering high quality training products through flexible training and assessment that's customised to meet the needs of its clients.

Our qualified Trainers and Assessors are subject matter experts. Our training has been developed in conjunction with industry requirements. We aim to deliver valuable training, not just a piece of paper.

This handbook guides you through key policies and procedures that we have in place to maintain a positive learning environment where you will gain skills to upskill in your chosen field.

On behalf of the staff and of the company we thank you for choosing Skill Hire as your training provider.

Yours sincerely



Donald Mackenzie

CEO

Introduction

Skill Hire WA Pty Ltd (Skill Hire) is a leading Registered Training Organisation (RTO No. 0361) based in Forrestfield, Perth which offers accredited programs, short courses, training contracts and auspicings to allow organisations to train and assess under its scope of registration.



Skill Hire has a particularly strong reputation for providing comprehensive training in areas such as Carpentry and Joinery and Bricklaying/Blocklaying apprenticeships, VET in schools and pre-apprenticeships. We work closely with employers to provide efficient, flexible training to apprentices with minimal disturbance to the work site.

We have an association with two organisations in within Perth and the South West; The Business Leadership Centre (BLC) and Nara Training and Assessing. BLC deliver leadership, management and work safety courses both face to face and online. Nara specialise in High risk training, such as forklift driving, dogging, scaffolding, working at heights and many more.

Skill Hire prides itself in providing excellent customer service and delivering high quality training products through flexible training and assessment that is customised to meet the needs of its clients. Skill Hire's business has grown consistently by retaining its original clients and by referrals. We have an excellent reputation for providing up to date and relevant skills development training.

Skill Hire's Vision

Skill Hire provide diverse professional training and employment services.

Skill Hire's Mission

To train and assess individuals to help them become specialists in their fields by ensuring that each individual can develop the skills they need using state-of-the-art facilities, current equipment with the assistance of experienced trainers who are dedicated to their area of expertise.

Registered Training Organisation

As a Registered Training Organisation (RTO) (0361) we are required to:

- Comply with the Australian Quality Training Framework (AQTF) and the Standards for Registered Training Organisations 2015. This standard can be found below: www.comlaw.gov.au/Details/F2014L01377/Download
- Employ qualified training and assessment staff
- Have and abide by, policies and procedures.

The regulator who monitors Skill Hire is The Australian Skill Quality Authority (ASQA). ASQA monitors our Scope of delivery and the courses we are delivering.

Being an RTO means we can:

- Deliver training and assessment in a nationally recognised qualification
- Offer Recognition of Current Competencies (RCC) and Recognition of Prior Learning (RPL)
- Issue qualification certificates and Statements of Attainment where the learner has met the requirements
- Recognise other RTOs and the qualifications and Statements of Attainment they issue
- Form partnerships with other RTOs for delivery of training that do not fall under our scope of registration.

As an RTO we have contracts from Department of Training and Workforce Development (DTWD) – Workforce Participation as well as private companies.

Vocational Education and Training Quality Framework

Skill Hire is required to comply with the VET Quality Framework. The VET Quality Framework comprises of:

- the Standards for Registered Training Organisations (RTOs) 2015
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements, and
- the Data Provision Requirements.

As a student at Skill Hire, you should expect high-quality training in your area of interest that upon successful completion, leads to a qualification that improves your prospects of gaining the job you want or provide a pathway to further study.

VET in Australia is regulated by a variety of Australian Commonwealth, state and territory laws. Employment, workplace and equity issues are also covered by a range of Australian, state and territory legislation. Where the state or territory and the Australian Commonwealth laws deal with the same situation differently, the Australian Commonwealth law has jurisdiction.

The Australian VET system is recognised as among the most sophisticated in the world. This is due to employers and industry representatives defining what outcome is required from training. The system is jointly managed by state, territory and Australian Commonwealth government; and it is flexible and relevant and responsive to client needs.

Courses and Units Offered at Skill Hire

Skill Hire offers a wide range of qualifications and stand-alone units. At Skill Hire, we choose to have separate information on each of our courses. Please visit our website www.skillhire.com.au, to see what we have to offer, or alternatively, speak with our friendly administrative staff.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment of your non-formal and informal learning to determine the extent to which you have achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a qualification. If you believe that you already have the necessary competency, the RPL process is available to you. In this process, you will complete an application to Skill Hire for assessment and provide evidence you believe demonstrates your competency. An assessor will evaluate your application and make a decision to either grant or deny your application. You can ask for our Generic Information on RPL from our administrative staff.

Credit Transfer

Credit transfer is assessment of the initial course or unit you undertook to determine the extent to which this is equivalent to the required competency outcomes in the qualification you are undertaking. If it is equivalent to the one required you will receive a Credit Transfer.

To apply for credit transfer, please provide a verified copy of your Statement of Attainment from your previous RTO to the Skill Hire RTO Operations Officer.

Support and Assistance

Skill Hire is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are. If at any point, before or during your course, you require any assistance or support, please discuss these needs with Skill Hire staff and we will do our best to help.

If you have any special needs, which will affect your ability to learn, including language, Literacy and Numeracy, mobility, visual impairment or hearing, please notify staff as soon as possible, preferably before the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we may not be able to assist you.

Note: Any information you tell us in relation to your needs will remain confidential and only used to support you.

Provision for Language, Literacy and Numeracy Assistance

Skill Hire will conduct a pre-assessment to see what literacy and numeracy skills you may need to acquire to help meet your study goals. This short assessment is a requirement for all students to complete, in line with the Standards for Registered Training Organisations 2015.

If you are new to studying VET and you want to improve your skills or find out about learning strategies, you can contact your Trainer. We can, upon request, provide one to one tutoring, as well as classroom assistance and help provided it is based on your course material so that it is relevant and useful to you.

Flexible Learning and Assessment

Skill Hire delivers flexible modes of training and assessment for courses to meet students' needs. Available modes of learning include flexible delivery, traditional classroom, one on one and outreach programs. Individual training plans can be developed on request.

At Skill Hire, we also offer blended online delivery of our trade qualifications. This is flexible and self-paced learning with access to necessary resources required, if applicable.

Course Enrolment

The process for course enrolment differs from course to course. Please see your course outline for details on documentation required to complete your enrolment.

For accredited courses, the following is mandatory and unless stated otherwise, will need to be completed/provided at enrolment:

- Skill Hire Registration Form (including AVETMISS data)
- Language, Literacy and Numeracy assessment
- Your USI information
- A verified copy of your Statement of Attainment, this applies if you have completed any units of your chosen course from another RTO
- Fees and charges paid or agreed upon.

The Registration/Induction Process

On commencement of your course the trainer will provide you with information about the training qualification you will be aiming to complete. Each course is slightly different so it is important to listen to what they have to say.

The trainer will talk about:

- What qualification you will achieve upon successful completion including the course content and how it fits into the qualification you are seeking
- How and where the training and assessment will be conducted
- What the vocational outcomes will be
- What a unit and element of competency is
- What happens if you do not complete all units of competency or all elements of a unit of competency.

On the first day there may be a number of forms that need to be completed and returned to your trainer to complete your registration/induction process. Each course is different and may require different forms. Please note, if you are training within the Skill Hire Training Centre workshop, you will be required to complete a Workshop Safety Induction.

Unique Student Identifier

All students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

In time, your USI account will contain all of your nationally recognised training records and results from 1 January 2015 onwards. A student's results from 2015 will be available in their USI account in 2016.

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that you will have easy access to training records and results throughout your life.

Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

If you do not already have a USI, it is free and easy to create online www.usi.gov.au.

You are required to have one form of identification from the following list. Please make sure you have this prior to creating your USI:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard.

Once you have obtained your USI, please forward to Skill Hire in a digital text format for easy verification.

Please note that students cannot be trained without a valid USI.

Fees and Charges

For publicly funded training programs, including traineeships and apprenticeships, there are two types of fees that Skill Hire levies – a tuition fee and a resource fee. These are charged in line with the VET Fees and Charges Policy 2017.

The training fee is calculated at an hourly rate and taken directly from the VET Fees and Charges Policy. A concession rate is available for eligible students. In some circumstances, fees can be waived in their entirety.

The Training fee includes Enrolment and Resources fees. Resources cover material purchased by Skill Hire to be consumed or transformed by participants in the course of training.

Payment options for fees and charges.

Each course is different with some of the following options are available:

- Pay the full amount of fees and charges prior to commencing course
- Present a signed authority from an employer to invoice for student's fees and charges
- Pay via Payroll Deduction – available if you are employed through Skill Hire
- Pay via instalment through direct debit
- Pay an agreed deposit with the remainder paid via instalments over eight weeks
- In certain cases of severe financial hardship, fees may be completely waived at the discretion of the RTO. Documentary evidence is required and criteria met to be approved by this process.

Please forward payment via:

- Direct Transfer Payment (bank account details on invoice)
- Credit Card Payment (Mastercard and VISA only)
- EFTPOS payment and/or cash payment (please see the RTO Operations Officer).

For more information on fees please visit: www.futureskillswa.wa.gov.au/fees/Pages/default.aspx

Fee Concessions

The following persons are entitled to the concession rate on course fees:

- Persons and dependants of persons holding:
 - a Pensioner Concession Card
 - a Repatriation Health Benefits Card issued by the Department of veterans' Affairs
 - a Health Care Card
- Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY
- Persons and dependants of persons in receipt of the Youth Allowance
- Persons who are inmates of a custodial institution
- Secondary school aged persons. Students must be at least 16 years old.

Proof of eligibility for concession must be shown at the time of enrolment. For online or self-enrolments where a concession is claimed, proof of concession will be carried out on the first day.

Certificates or Statements of Attainments will not be issued until student fees have been paid in full.

Cases where payment of fees will cause financial difficulties

The payment of fees may present financial difficulties. Should this be the case, the following options are available:

- Payment by instalment - participants will be given a maximum of eight weeks from the start of the course to finalise payment
- Waiving of fees – if fees cause severe financial hardship, students must complete a Financial Hardship Application Form and submit it to the RTO Administration Team with substantial evidence.

In both cases, details of enrolment and the grounds for waiving or deferring fees will be retained for audit purposes.

Refunds of Fees and Charges

For trainees, apprentices and those participating in other publicly funded training, refunds will be available in line with the Fees and Charges – Policy Guidelines for Publicly Funded Registered Training Organisations and Programs which notes the following:

- In order to be eligible for a refund of fees, Skill Hire must be notified, in writing, by the training participant of their decision to withdraw from training and requesting a refund

Students who withdraw are entitled to a full refund of fees and charges where:

- A course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student
 - A student is not given a place due to maximum number of places being reached
- or
- A student accepts an offer of a place in a university. In this situation, students must provide a copy of the letter of offer with their refund application.

Accountable Officers can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available trainer, or due to other circumstances caused by the RTO.

Part Refund

For all students enrolled in a non-funded program, 20% of total fees chargeable for the course represent a non-refundable deposit.

A census/withdrawal date is set for all units of competency, which is listed on each invoice.

A student who withdraws for reason other than those outlined above, and who lodge a withdrawal request before the census/withdrawal date for a unit will be eligible for a full refund of the course fee for the unit; and 50% of the resources fee paid if the course is below a Diploma level.

Pro-Rata Refunds

Accountable officers can approve a pro-rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

For example:

- Serious illness resulting in extended absence from class
- Injury or disability that prevents the student from completing their program of study; or
- Other exceptional reasons at the discretion of the accountable officer.

In all cases, relevant documentary evidence (for example, medical certificate) is required.

- Written advice of withdrawal and request for refund is necessary after enrolment has been accepted. Participants who withdraw from their course without notifying the Manager will not be eligible for refund.

- 20% of fees represent a non-refundable deposit. (e.g. – Fee is \$1,650.00; non-refundable amount is \$330.00). The balance will be available for refund on a pro-rata basis, calculated by charging the relevant fee for each Unit of Competency that is commenced by the student.

Students will be notified in writing of the amount they will be refunded and details of any fees deducted. Refunds will be made by Electronic Funds Transfer (EFT). Bank account details for refunds should include:

- Name of the bank
- Address of the bank including telephone number
- Name of the account
- BSB
- Account number.

Refunds Following Re-Marking

Students requesting a review of their assessment should do so within four weeks of the date of publication of the results. Should a 'Not Yet Competent' student achieve an outcome of 'Competent' on a re-marking of the assessment, the \$25 re-marking charge is to be refunded.

Incidental Charges

There are a number of other fees that may be applicable:

- Re-issue or replacement of statement and/or certification.

Non-Payment of Fees – Debt Recovery Procedures

In the situation where fees have not been paid or are being paid too slowly, Skill Hire will take action to recover outstanding fees. Such actions will include reminder telephone calls, follow-up letters, or in the last instance, the use of debt collection agencies.

Students who have fallen behind in their payments will not be enrolled in additional units unless appropriate arrangements, agreed to by both the student and the RTO, have been put in place to pay the amount outstanding.

Qualification/Statement of Attainment will not be issued if all outstanding fees are not paid in full.

Skill Hire reserves the right to cancel courses at short notice should the need arise. Clients will be advised of this and of any change in arrangements.

Cooling Off Period and Consumer Protection

Skill Hire is committed to providing our participants with the best possible services and products. Under the WA consumer protection laws you have 10 business days to reconsider the contract (unsolicited agreement). During this time you can cancel the contract without penalty. This is called the 'cooling-off' period. If the agreement was negotiated over the phone, the cooling-off period begins on the first business day after you received the contract. If the agreement was not negotiated over the phone, the cooling off period begins on the first business day after the contract was made (signed by both parties to the contract).

Please note that the cooling off period only applies to "unsolicited agreements".

To find out more please visit the Commerce WA website:

www.commerce.wa.gov.au/consumer-protection/cooling-and-cancelling-unsolicited-contracts

Government Study Assistance

Students may be eligible for Austudy, Abstudy or the Youth Training Allowance.

Youth Allowance

Financial help for persons aged 16 to 24 years who are studying full-time, undertaking a full-time Australian Apprenticeship, training, looking for work or sick.

www.humanservices.gov.au/customer/services/centrelink/youth-allowance

ABSTUDY

ABSTUDY gives financial help if you are an Aboriginal or Torres Strait Islander Australian who is studying or undertaking an Australian apprenticeship.

www.humanservices.gov.au/customer/services/centrelink/abstudy

AUSTUDY

AUSTUDY gives financial help to full-time students and Australian Apprentices aged 25 years or more.

www.humanservices.gov.au/customer/services/centrelink/austudy

Overview of the Australian Qualifications Framework:

Certificate Level 1: Pre Entry level qualification. Graduates of a Certificate I will have:

- Basic skills to participate in everyday life and further
- Learning cognitive and communication skills to receive, pass on and recall information in a narrow range of areas
- Technical skills involving the use of tools appropriate to the activity and use of basic communication technologies.

Certificate Level II: Entry-level qualification. Competence in this level means that the person is competent to operate in a working environment where there is a set of well-defined responses to routine situations, and is under general supervision. Graduates of a Certificate II will have:

- Cognitive skills to access, record and act on a defined range of information from a range of sources
- Cognitive and communication skills to apply and communicate known solutions to a limited range of predictable problems
- Technical skills to use a limited range of equipment to complete tasks involving known routines and procedures with a limited range of options.

Certificate Level III: Indicates a competent worker who has a high level of autonomy and can apply a broad range of knowledge and skills, planning and selection of equipment, services and actions within the Organisations guidelines and practices in a routine function. Might be a team leader, or have limited responsibilities for other's work performance.

Graduates of a Certificate III will have:

- Cognitive, technical and communication skills to interpret and act on available information
- Cognitive and communication skills to apply and communicate known solutions to a variety of predictable problems and to deal with unforeseen contingencies using known solutions
- Technical and communication skills to provide technical information to a variety of specialist and non-specialist audiences
- Technical skills to undertake routine and some non-routine tasks in a range of skilled operations.

Certificate level IV: The first true 'supervisory' or 'management' level. Requires a broad range of skills and knowledge and the abilities to apply them.

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.

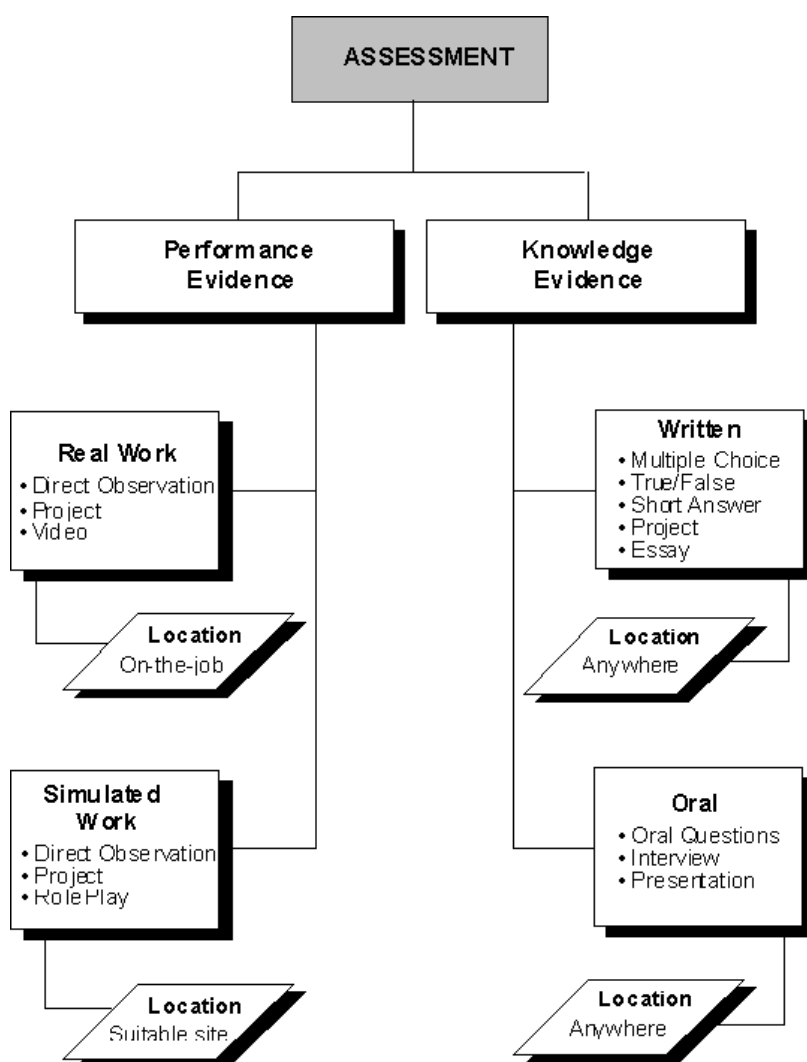
Assessment Methods

Assessment involves gathering evidence about skills and knowledge, comparing that evidence against a set of standards and making a judgement as to whether those standards have been met or not. Evidence may be gathered using a variety of means including:

- Project work

- Demonstrations
- Observations of performance
- Written tests or assignments
- Oral questioning
- Portfolios.

How will you be assessed?



Skill Hire will issue a Statement of Attainment for the unit upon successful completion of the course. If requested, we can arrange for your Statement of Attainment to be sent to your postal address or to your company.

Prior to an assessment taking place you will be told:

- What you will be assessed in
- What the performance expectations are
- How the assessment relates to the qualification you are training for
- What the process of assessment will be – for example; is it by observation, with you demonstrating your competence; or is it a written test or a discussion etc
- When the assessment will take place and where.

During the assessment:

- Your assessor will record your performance
- Ask questions if he/she needs to clarify anything
- Provide you with feedback.

After the assessment:

- The assessment results may be subject to peer review. This means they may have to be checked by another assessor before being finalised.
- Your assessor will give you feedback as soon as possible. This may be immediate with an observed assessment and is subject to moderation or will take longer with a written test. In any case your assessor will let you know when you can expect feedback.
- You may need to do a further assessment if you are not competent at this stage or if more evidence of competence is required. The availability of a further assessment can be discussed with your assessor.
- You can discuss any problems you had with the assessment with your assessor and will be asked to complete a brief evaluation of the assessment. We will use this feedback to help validate our assessments so they are as fair and valid as possible.
- If you are unhappy with the assessment results and feel you have grounds for appeal, please refer to the Appeals Process Assessment Results procedure in this handbook.

Your Rights and Responsibilities

Student Rights

All students at Skill Hire have the right to:

- Be treated fairly and with respect by Skill Hire staff and other students,
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be provided with information about assessment procedures at the beginning of the subject/competency and progressive results as they occur

- Lodge a complaint without fear of retaliation or victimisation
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.

Code of Conduct - Student Responsibilities

All students at Skill Hire have a responsibility to:

- Treat other students, Skill Hire staff and the training facility with respect and fairness. Inappropriate language will not be tolerated. Littering, stealing, graffiti or misusing a fellow student's property or that of Skill Hire will not be tolerated and will result in withdrawal
- Follow any reasonable direction from a member of Skill Hire
- Wear PPE at all times whilst in training - steel toe capped boots and Hi Vis. Any student failing to do so will be removed from training. Boots are to be purchased by the student. Skill Hire will only provide safety glasses, ear plugs and hard hats for use throughout the duration of training. Any loss of damage to such items may result in an additional cost
- Apply occupational health and safety practices at all times on site and in the workshop
- Respect the training facility and equipment at all times and abide by good housekeeping in and around the training facility (graffiti is not tolerated)
- Gain permission from their Trainer Before using a machine
- Not eat and/or drink in classrooms (water permitted only)
- Not use Mobile phones, headphones or any other electrical devices whilst in training, Trainers reserve the right to confiscate such items if seen in the classroom or workshop. Items will be returned at the end of Training
- Behave responsibly by not being under the influence of drugs and alcohol. Any student showing signs of being under the influence will be suspended or withdrawn from training and the employer/ parent guardian's will be informed
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating
- Ensure site cleanliness and participate in clean up at the end of each training session
- Communicate effectively with field officers and hosts when students are unable to attend scheduled blocks/training
- Inform Skill Hire of any planned leave, absences or late arrivals by calling the main office and advising the correct department. Any unexplained absences will be logged as non-attendance and attendance rate lower than 80% may result in withdrawal
- Sign in and out for training. In the instance where a student requires to leave early, prior approval must be obtained from a trainer, Skill hire reserve the right to contact a parent or guardian for all students under the age of 18
- Arrive on time to commence training, any late arrivals may result in a student being sent away and this will be logged as an absence
- Meet a minimum of 80% attendance throughout their training course, failure to do so may result in withdrawal
- Abide by the Skill Hire code of conduct on site and must behave appropriately and assist the host employer, wear correct PPE, follow directive, arrive on time and communicate effectively with the host

- Comply with all lawful regulations, rules or procedures of Skill Hire that pertain to them.

All Personal belongings brought into the training facility are at a student's own risk. Limited lockers are supplied. Skill Hire will not be held accountable for the loss of or damage of such items.

All students under 18 (except Apprentices) are not permitted to leave the facility during training hours. In the instance a student does their parent/ guardian will be notified as soon as practicable by Administration via text, email or phone call, (once only).

For all student's enrolled in courses that require a work placement component to be undertaken, it is advised that students purchase their own volunteers work insurance and log all hours and have the host employer sign off on these. Books are to be brought to every training session.

In the event a student is unable to make work placement, the host employer and Skill Hire are to be notified in good time.

Failure to operate by the code of conduct may result in disciplinary action to be taken.

Disciplinary Procedures

A student has the right of appeal against any decision made by Skill Hire in regard to disciplinary measures imposed upon them. Grievances about penalties or processes dealing with misconduct are to be dealt with through Skill Hire appeals process. A student must lodge an appeal to the Group Manager – Training, Skill Hire no more than seven days after the date on which the notice of decision was given to the student. A written and signed notice of appeal must contain:

- The name of the person or body that made the decision.
- Brief details of alleged misconduct.

Access and Equity

At Skill Hire, we integrate access and equity principles into all our training and assessment activities. We aim to ensure that:

- Our clients have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socioeconomic background, disability, sexual preference, or political conviction
- Enrolments into training courses will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation
- Students have equitable access to training resources, facilities, support services, information, trainers and assessors, materials, assessment opportunities, and learning opportunities
- Our courses are designed and our facilities are set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation
- We provide equal opportunity for all students regardless of their gender, physical appearance, race, marital status, sexuality, age, family responsibilities, disability, transgender, political conviction, cultural background, linguistic background, religious belief, geographic location or socio-economic background.

Health and Safety

Skill Hire is committed to providing a safe and healthy workplace for all employees, clients and others by adopting a planned and systematic approach to the management of work health, safety and welfare and providing the resources for its successful implementation. We aim to ensure that:

- All hazards to health and safety are identified, the risks assessed and where they cannot be eliminated they are effectively controlled
- Measures to control hazards and risks to health and safety are regularly monitored and evaluated
- Employees are consulted and encouraged to contribute to the decision-making process on work health and safety matters affecting their health and safety at work
- All managers, supervisors and employees receive appropriate information, instruction, training and supervision they need to safely carry out their responsibilities.

Prevention of Harassment, Victimisation and Bullying

Skill Hire is committed to providing a positive training environment free from intimidation, ridicule and harassment. All managers and employees have a responsibility to maintain a working environment free from harassment, victimisation and bullying behaviour. We investigate all complaints of harassment, victimisation and bullying and will take remedial action where necessary.

Skill Hire has a legal obligation to ensure that our training environment and workplaces are free of any harassing, discriminatory or bullying behaviour.

Equal Opportunity

The training environment at Skill Hire is one where our clients are treated with courtesy, dignity and respect. Each individual has the right to work in a professional atmosphere that promotes equal opportunity and prohibits discriminatory practices, including harassment. We strive to become a training organisation that recognises, values and understands diversity that provides our students and employees with genuine equal opportunity.

Skill Hire is committed to the principle of equal opportunity and to providing an environment free from discrimination for employees and students in accordance with the:

- Human Rights and Equal Opportunity Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984.

Privacy

We will endeavour to collect personal information directly from you in order to provide the best service possible. We will ensure that the information you provide us remains private and used only for the purpose you agree to.

Skill Hire will not reveal, disclose, sell, distribute, rent, license, share or pass your personal Information on to a third party, other than with your consent, or with other service providers (i.e.

Centrelink). You are encouraged to help us keep your personal Information accurate, complete and current by contacting us and informing us of any changes to your details. You will be provided with the opportunity to access personal Information we hold on you and where appropriate, you may be able to correct that information if it is incorrect.

Skill Hire will not collect personal Information revealing your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, or details of health, disability, sexual activity or orientation, unless your consent has been obtained; the collection is required or specifically authorised by law; the collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual, where the subject of the information is physically or legally incapable of giving consent; and the collection is necessary for the establishment, exercise or defence of a legal claim. You are able to raise any concerns you may have regarding our personal Information handling procedures.

Copyright Act

At Skill Hire, we seek permission or licence from the copyright owner prior to copying materials. We require that permission of the copyright owner is clearly acknowledged. Materials are appropriately identified to ensure that we comply with and do not incur penalties or fees under the Educational Statutory Licence. Materials for educational purposes include materials used for training, copying and sharing information with students as part of a course of study.

Student Plagiarism

Plagiarism, either intentional or unintentional is a practice that is not condoned or accepted by Skill Hire. Our trainers will also ensure that students understand the difference between intentional and unintentional plagiarism, group work and collusion.

Students found to be in breach of plagiarism, regardless of whether intentional or unintentional, will be given one opportunity to resubmit the piece of work/unit in their own words and must acknowledge all reference works.

Students who fail to declare reference sources or re-submit their work within the period of time as defined or required by the relevant trainer will receive a Not Yet Competent (NYC) grade for the unit. If the plagiarism offence is deemed serious enough, then students may be removed from classes and prohibited from attending all classes conducted by Skill Hire.

Access to Records

Students have the right of access to their records. Such requests must be made in writing. Appropriate arrangements will be made for students wishing to review their assessments, if the request is made within three (3) months of the release of results and the assessment does not contain material that is to be used in successive assessments.

Appeals and Complaints Resolution

Skill Hire prides itself in offering high quality training and assessing and take any student complaint seriously. Skill Hire will act upon the subject of any complaint found to be valid. This may lead to a change in policies, procedures or processes and will be incorporated as part of the continuous improvement process within the organisation.

If you have a complaint, please discuss this with the staff person involved in the first instance. If the matter is not resolved informally, you may choose to lodge a written complaint. The Complaints form

can be requested from our administration team by emailing training@skillhire.com.au or calling 08 9376 2800.

Once completed, email your complaint to training@skillhire.com.au.

We aim to resolve all complaints with a mutually agreeable resolution within 10 working days.

Skill Hire compliant process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by your RTO, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Grievance Procedure

Skill Hire encourages open communication and an environment of trust. Therefore, any student with a grievance is encouraged to firstly raise the matter directly with the person involved. A meeting should then be requested, at which time the matter in dispute can be raised and we hope a resolution sought. This meeting will be arranged and held with one of our Administration and Training team, and might be on the phone or even using Skype rather than in person. You have the right to bring an advocate (someone to assist or speak for you) with you to all meetings during the complaints process. We will keep notes of the discussion or meeting, and you will be provided with a copy.

If the matter is not resolved to the satisfaction of both parties the student can request an appointment with the Group Manager – Training.

If the matter is not resolved to the satisfaction of all parties within ten (10) working days, an appointment should be arranged with the client/training participant, their support person, and any staff member directly involved in the complaint and a representative from the Skill Hire RTO Management team.

In the event of a complaint not being resolved, the client will be advised of resources available to pursue the complaint further including appeal mechanisms (if appropriate).

Skill Hire believes that it is in everyone's interest to have issues aired and resolved. We are committed to resolving matters quickly and appropriately. Matters of confidentiality and privacy shall be respected at all times.

Appeals Process Assessment Results

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework. This means that you have the right to appeal an assessment outcome if you feel that you have a grievance.

A fair and impartial appeals process is available to all Skill Hire students, however, if you wish to appeal your assessment result, please discuss the issue with your trainer/assessor first.

If the trainer is unable to satisfy your appeal, and you wish to proceed further with the appeal a formal request must be made in writing, completing the Appeals form, which can be requested from our administration team by emailing training@skillhire.com.au or calling 08 9376 2800.

Once completed, email your appeal to training@skillhire.com.au. All appeals must be lodged within six (6) weeks of receiving your result of assessment.

The Group Manager – Training will then take responsibility for implementing a formal appeals process, record the appeal in writing and acknowledge your appeal within 10 working days.

If the Group Manager – Training is unable to resolve the appeal then you have the option to refer the matter to an independent arbitrator that is acceptable to both parties. We will make every effort to settle the Appeal.

Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

- informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
- regularly updates the complainant or appellant on the progress of the matter.

Timeliness of our response

Where resolution to an appeal looks like it will exceed 60 days to resolve, we shall advise the party in writing informing the reasons why, and a suggested revised time frame for a solution to be decided. We shall also regularly communicate updates with progress to all parties involved.

Smoking Policy

Skill Hire objective is to establish a healthy working environment for all employees, clients and visitors. With this objective in mind, a smoking policy has been implemented.

Smoking in the workplace is a recognised health hazard and as such is not permitted in any Company office, including entrances and exits from buildings or other designated non-smoking areas. The Company recognises its duty of care to protect non-smokers against any effects of passive smoking.

Smoking is strictly prohibited in company vehicles.

Employees, clients or visitors who smoke outside the Company's office premises should not do so within 10 metres of the building. They must also ensure that they dispose of cigarette butts and other litter carefully.

Designated Smoking Areas

The Company has determined smokers must use the designated smoking area located rear of the building. It is the responsibility of the people using these areas to ensure that cigarette butts are disposed of responsibly.

We care about the health and wellbeing of all of our employees

The impact of smoking on an individual's health is well documented. The Company encourages employees to consider seeking help to either cut down or give up smoking.

For further information and support services contact the "QUIT" campaign on:

T: 13 78 48 www.quitwa.com

Relevant Legislation, Regulations and Standards

We aim to comply with all relevant Federal/State legislation and regulatory requirements within the Australian Skill Quality Authority (ASQA), which includes (but is not limited to) the:

- The Standards for Registered Training Organisations (RTOs) 2015

- Vocational Education and Training Act 1996 - Outlines provisions for a Fit & Proper Person for RTO staff
- Working with Children Act - Outlines provisions for assessing a person's suitability to work with children
- Occupational Health & Safety Act - Outlines provisions and responsibilities for a safe working and training environment
- Privacy Act - Outlines provisions for collection, use and storage of personal information
- Equal Opportunity Act - Outlines provisions for direct and indirect discrimination against persons
- Racial Discrimination Act - Outlines provisions for discrimination based on race, colour or ethnic origin
- Sex Discrimination Act - Outlines provisions for sexual harassment
- Disability Act - Outlines provisions for discrimination on the ground of a disability.
- Age Discrimination Act – Outlines provisions to ensure that people are not treated less favourably on the ground of age, the Act also provides for positive discrimination.

Feedback

We welcome your comments on the information in this Student Information Handbook and your feedback throughout and after course completion. Please forward your comments to: training@skillhire.com.au

Contact Us

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