

March 2015

SkillsLink

TRAINING

Your community college



Accredited Trainer Handbook

skillslinktraining.com.au

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WELCOME TO OUR COLLEGE

Thank you for agreeing to join us as a trainer to deliver part of our education and training program. SkillsLink Training is an organisation committed to providing an educational service to the community of Port Macquarie and surrounding districts and to achieving the highest possible standard of outcomes for students and customers.

This Trainer Handbook has been designed as a guide to introduce trainers to the systems, standards and policies of our College and is intended to be a resource that you refer to regularly. Throughout your time with us you will receive emails and up-dates to policies and procedures that you may also wish to keep as a reference.

1. ABOUT SKILLSLINK TRAINING

SkillsLink Training is a trading name for Port Macquarie Community College and is a Registered Training Organisation (RTO) approved to deliver nationally recognised training. This registration requires us to meet the standards (SNR) of the National VET Regulator, ASQA (Australian Skills Quality Authority).

Our College has in place a comprehensive set of systems that ensures the effective, ethical and accountable operation of the business and the provision of quality teaching and learning outcomes that meet student needs and national standards for outcomes.

SkillsLink Training. is incorporated under the Associations Incorporation Act 1984. In line with the requirements of the Act, it has a Management Committee that sets the overall business and policy directions of the College.

We offer over 500 courses annually and receive over 4,000 enrolments. Our courses and services fall into four categories:

- ✧ General and leisure courses
- ✧ Nationally accredited vocational programs
- ✧ Community support, and
- ✧ Customised training.

This handbook includes further information about the management structure, planning and decision making processes in Appendix 1.

2. YOUR EMPLOYMENT CONDITIONS

When you are employed by our organisation it will be under the terms and conditions of the Educational Services (Post-Secondary Education) Award 2010 (see http://www.fwc.gov.au/documents/modern_awards/award/ma000075/default.htm).

It is your responsibility to provide the evidence required to determine your level of pay under this Award.

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Employment is on a casual basis and there is no guarantee of work outside the contracted time frame on the Statement of Employment or Contract for Service.

To ensure compliance with taxation laws, all new employees are required to complete an Employment Declaration Form. This form is available from the Post Office or our Reception. We request you return this to us, completed, as soon as possible.

Some trainers may be employed as sub-contractors. To be in this category you must have an ABN and carry your own Public and Professional Liability. If you think you fit into this category, please discuss with our Training Manager.

Wages are paid fortnightly into a nominated bank account with the lodgment of a Trainer Pay Form.

Please ensure that you promptly notify the College of any change in your address, phone number, email address or other personal details that might affect employment, payment of superannuation or insurance arrangements.

The College will pay superannuation for a trainer employed on a PAYG basis as required by the Superannuation Act. This applies to employees whose gross monthly earnings exceed \$450 and will be paid into an approved Superannuation Fund. Where a Trainer advises the College that they are operating as a business or contractor the College will not contribute to superannuation.

3. FINDING YOUR WAY AROUND

- The **Administration hours** of the College are 8.30am to 4.30pm Monday to Friday.
- The Staff are always happy to assist you with any queries.
- A **photocopier** is available for your lesson preparation. Please note that Reception staff are not responsible for Trainer photocopying. You will be given an access code at induction and instructions in the use of the photocopier will be given if you are not familiar with its functions.
- **Access to resources:** Trainers are required to liaise with the Training Manager as to the availability of resources when arranging their course. At least five (5) working days prior to the commencement of your course, you are required to confirm with the Training Manager any resources you require and make arrangements for the collection of such resources. Resources may only be collected by the trainers.

Any resources leaving the Hastings River Drive premises are to be signed out by the trainer in the Resource Register and are to be returned at the conclusion of your course and signed as 'returned'.

- **Access to facilities and security:** Access and security arrangements will vary with each site. You need to check with our Business Development Manager for arrangements for all sites other than Hastings River Drive prior to commencement of the class.

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The access and security arrangements for 77 Hastings River Drive are:

- A key for the classroom you intend to use needs to be collected from Reception prior to class commencement. You will need to check you have the correct key and sign for this key. An orientation will be carried out by the Customer Relations & Office Coordinator prior to the commencement of your course.
- Your key will:
 - open the front door
 - open your class room
- If you are the **last** to leave, please ensure:
 - the lights are off leaving the “Exit” lights on
 - everyone else has left the building
 - all air conditioning units are off
 - all the doors are closed in the building
- **To arm and disarm the security alarm**, you need to key in your 4 digit code provided by the Customer Relations & Office Coordinator. After arming the system you have 60 seconds to leave the building.
- When arming the security alarm you need to turn the automatic doors [Off] and lock the doors with your key when you exit.
- Your key will need to be returned to Reception at the end of your course so that it can be signed back to the College. If you have an upcoming class scheduled please advise the Customer Relations & Office Coordinator that you will be retaining the key.
- If you lose your key, please ensure you notify the College as soon as you notice your key missing. If lost, a fee of \$35 will be charged for its replacement.

4. YOUR FIRST CLASS

- No matter how experienced a trainer, it is normal to feel nervous before your first class. Being well prepared assists with the smooth introduction of the topics and gains the confidence of the students.
- Prior to commencement of your first session you are required to make an appointment with the Customer Relations & Office Coordinator for final orientation (ie collection of key to the College if required, WHS responsibilities, security etc) and to collect your Trainer Pack consisting of a Class Roll, Trainer Contract or Pay Application (if not a Contractor), Evaluation Forms and any uncompleted enrolment forms for students. If the course is longer than one session then a session attendance form is included.
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- The Class Roll must be initialled at all sessions by the students and signed by you at the completion of the course. On completion of your course, the Class Roll together with the Evaluation Forms are to be returned to Reception to enable student outcomes to be recorded. (Note: We try to encourage Trainers to submit their timesheets fortnightly and not at the conclusion of the course).
- *Suggested Welcome to Students.* The following is a guideline for an introduction and welcome for you to use at the beginning of your course. It may be changed and adapted as necessary. Ensure your name and course title are written CLEARLY on the whiteboard.
 - Welcome everyone to your course.
 - Explain the length of the course, the starting and finishing times, breaks that you will be having and any other information relevant at this stage.
 - On behalf of our College, thank the students for their support in participating in this course.
 - Give some general information on the College, i.e. it is a Registered Training Organisation (RTO) under ASQA (Australian Skills Quality Authority) and we provide vocational training and general education.
 - If the course is accredited, then give a brief explanation as what this means for students including:
 - an accredited course is one which is developed by industry and endorsed by the National Skills Standard Council
 - the course credential issued for successful completion will be recognised at a national level
 - every RTO must recognise this qualification.
 - For accredited courses explain the paperwork requirements for the course. Distribute and collect all necessary paper work.
 - Explain the assessment method/s to be used.
 - Inform the students of the facilities of the college and their location, i.e. the bathrooms, kitchen and refreshment facilities, disabled toilet, and the no smoking policy on College premises.
 - Encourage your students to ask any questions or make relevant comments at any time during the course.
 - Proceed with an ice breaker. This could be a small game or a handout which will “break the ice” and lead into an introduction of each student.
- Please advise your students of the fire evacuation procedures in the venue you are using.

5. TECHNOLOGY

The College provides access to computers for staff and trainers to fulfill their job functions. Anyone using computers belonging to the organisation, or used by the organisation for its programs and courses, must do so in accordance with our IT Policy OSS011.

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Access to information on the computer network is restricted by passwords for different users (e.g. students, staff and trainers). The network is protected from viruses, hackers and spam with anti-virus software and a firewall filter. Our system will automatically check external storage devices for viruses.

Only licensed software may be used on the computers and all Copyright laws and requirements applying to software and its use will be observed. The use of pirated or illegal software is not permitted. Computers may not be used to access or download information of a private, obscene or illegal nature.

6. COURSE DELIVERY PLANS

Vocational Education and Training (VET) trainers are required to prepare a Training and Assessment Strategy for their course. Your Training Manager will provide you with a proforma for this and discuss guidelines for its completion at your induction.

If the course is offered to subsequent groups, a revised delivery timetable plus any changes to the deliver and assessment strategies must be lodged for each group.

VET trainers are to comply with the Standards for Recognised Training Organisations and report any issues that may impact on registration to the General Manager in a timely manner.

Under Smart & Skilled funding rules, when VET trainers are facilitating funded courses there are certain requirements that apply to. These requirements will be explained to you prior to the course commencing and are a requirement to keep our funding arrangements with State Training Services.

The accredited paperwork is required to be submitted on time so that relevant claims may be made or it may be rejected. It is recommended that as each unit of competency is completed you submit the student's assessment tasks and associated forms to the College to be processed.

It is recommended that you develop Session Plans. Session Plan proformas are available to assist you with the planning and delivery of your course. If you would like assistance with this contact the Training Manager.

7. CURRENT VERSIONS OF TRAINING PACKAGES AND RESOURCES

SkillsLink Training is responsible for obtaining and making accessible the most recent versions of Training Packages and curriculum for all qualifications in its scope of registration.

VET Trainers must ensure that they are using the most recent version of the Training Package and learning resources available. Trainers must access www.training.gov.au website for the latest version of their Training Package. Internet access is available to Trainers at the College. Password can be obtained from Reception.

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8. VET ASSESSMENT PROCESS

VET trainers must ensure all assessment in VET courses is conducted in accordance with ASQA, AQF and the Training Package requirements. Assessment procedures must recognise equity issues while ensuring the integrity of the assessment process. VET trainers must advise students at the commencement of the course of the units of competency, the assessment methodology and when the assessments are to be conducted. Where a student disputes the result of an assessment, the following procedure is implemented:

- the General Manager/Training Manager will view the assessment tool to ascertain fairness, validity and reliability;
- the General Manager/Training Manager will consult with the trainer and student individually;
- the student will be advised of the outcome of this consultation process within two (2) working days of the dispute being lodged;
- if it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within two (2) working days.
- If the student is not satisfied with any decisions made in this review process, they will be given a copy of the College's *Complaints Handling Policy P005*.

The College will require our trainers to actively participate in Moderation and Validation Sessions annually or bi-annually or when the Training Package is updated.

Validation: Quality Review. Validation is a quality review process which involves checking that the assessment tool produced follows the Rules of Evidence in Assessment to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course had been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes. Validation is primarily concerned with continuous improvement of assessment practices and outcomes.

Moderation: Quality Control. Moderation is the process of bringing assessment judgments and standards into alignment. It is a process that ensures the same standards are applied to all assessment results within the same unit of competency. It is to help achieve comparability of standards across organisations.

(source: Insources.com.au)

9. COMMENCEMENT AND CONCLUSION OF COURSES

- It is your responsibility as a trainer to find out whether your class is going ahead. If the trainer has not heard from the College within 48 hours prior to the course commencement date, then trainers are to contact the Reception to organise keys and other details.
- Trainers are asked to please check the details in the printed material and notify the College immediately if there are changes to be made.

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- **Course Evaluations:** Please allow sufficient time at the last lesson to distribute and collect the evaluation sheets from your students. Please pass around the envelope that is included so that the evaluation forms can be placed in it and sealed by the student. NOTE: For full qualifications, a mid-course evaluation is recommended to provide feedback from your students and allow an opportunity to implement improvements.
- **Enrolments for following term:** Students wishing to enroll in a course in the following program must follow the formal enrolment process. Early bookings and special places in courses cannot be made by trainers for students.

10. COPYRIGHT

The College observes the requirements of its license for copying documents under the Copyright Act and the associated guidelines issued by Copyright Agency Ltd. In broad terms, if the copy is for educational purposes (including for students and staff) and not supplied to anyone for a profit, a person may make multiple copies of:

- The whole or part of a single article, or a number of articles on the same subject from a newspaper or periodical,
- 10% of the pages in a published work, or one chapter of the work, whichever is the greater, if the edition is more than 10 pages in length,
- The whole or part of a literary, dramatic, musical or artistic work, other than in a periodical, which is not separately published or cannot be obtained in a reasonable time (six months in the case of text books for students and 30 days in the case of other works) at a nominal commercial price.

11. RECOGNITION OF PRIOR LEARNING AND MUTUAL RECOGNITION

SkillsLink Training provides a process for students who believe they can demonstrate that they already are competent in a unit of competency. Recognition of Prior Learning (RPL) acknowledges skills and knowledge gained through formal training and work experience. VET Trainers must inform students that an RPL service is available. If a student wishes to apply for RPL then the VET Trainer must provide them with information about the process which is available from the Administration Office or Training Manager. Further RPL information is available on the College's website www.skillslinktraining.com.au.

SkillsLink Training, as an RTO, recognises all nationally accredited qualifications gained from any other RTO. Applying for Mutual Recognition may reduce the units of competency or learning outcomes a student is required to complete to gain the qualification.

12. STUDENT SUPPORT SERVICES

SkillsLink Training is able to provide a range of student support services or refer students to other community support services.

Trainers should encourage students to consider extra support if they appear to be having

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difficulty with achieving the outcomes of the course. They may wish to discuss these needs with either you as their trainer or the Learner Support Coordinator. It is best if this can be done prior to commencing the class or as early as possible once the class commences so that needs can be assessed and accommodated if possible. SkillsLink Training offers specialised support in the areas of language, literacy and numeracy. Both individual support and courses are available.

You as a trainer are required to make reasonable adjustment to the delivery of the course if you are aware of a special learning need of a student in your class. For example, handouts could be provided in larger font, the seating in a room may be re-arranged to assist with hearing and vision needs, and classrooms may be allocated to assist with access.

Advice on support services and reasonable adjustment is available from the Training Manager. Also refer to the policy on *Student Support Services*.

13. STUDENT DISCIPLINE

Students are expected to comply with the *Students Rights, Responsibilities and Code of Conduct* in the Student Handbook. Any breaches of this will be dealt with in accordance with the College's *Student Discipline* policy.

The *Student Discipline* policy provides for the fair and equitable treatment of all students and sets out a process whereby students are able to address alleged breaches of discipline. Where a trainer or a staff member believes that a student's behaviour poses a risk to other students, staff or the student him/herself, the trainer or staff member may direct the student to leave the premises. The process for dealing with alleged breaches of discipline will then be activated. In such cases, trainers and staff are to consider their duty of care responsibilities for students and, to their best ability, ensure the student can safely return home.

14. AN ACCIDENT OR EMERGENCY

- A First Aid Kit is located in the office on top of the Training Managers cupboard indicated by the white and green sign. Accident/Incident and Hazard Report Forms are available in all classrooms. Accidents and Incidents must be reported to Reception as soon as possible and the form completed to record details.
- If assistance is required for an emergency situation outside office hours, emergency services may be accessed from the Security Key Pad at the Hastings River Drive premises. The General Manager may be contacted on 0404 478 208.

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15. DUTY OF CARE

All staff must take care to ensure that their own and others' health and safety is not affected by anything occurring or not occurring in the workplace. Due care must be exercised at all times. The organisation will ensure all staff and volunteers have access to first aid equipment within the workplace in accordance with the Workcover Act. Duty of care also pertains to the Trainer being responsible when making statements that could influence the health and wellbeing of students when those comments or statements are outside the trainer's area of expertise.

16. WORKERS COMPENSATION

The College's Workers Compensation cover will always remain current. An appropriate insurance cover will be maintained for voluntary workers. A copy of the rehabilitation program is available for all staff, including casual trainers, in accordance with Workcover. The Small Business Rehabilitation Program aims to ensure all staff are given the support required to return to work as soon as possible.

17. NEW WORKING WITH CHILDREN CHECKS

All trainers are required to have a Working with Children Check. This can be obtained at: <http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check/apply/apply>

Under the new check

- Workers and volunteers will apply for their own Check once every five years.
- Employers will verify a child-related worker's or volunteer's clearance number.
- The same Working with Children Check will apply to everyone – paid workers, self-employed people and volunteers.
- The new Check will be free for Volunteers and cost \$80 for paid workers and self-employed people. A volunteer check cannot be used for paid work with children.
- The Check is valid for 5 years and the Certificate belongs to the employee.

Please note: If you are not working with anyone under 18 years of age, this check isn't necessary.

Please take the time to review the information available at.

<http://www.kids.nsw.gov.au/Working-with-children/Working-with-Children-Check/Who-needs-the-check> .

If you have any questions please do not hesitate to contact the College if you have any questions.

18. LEGISLATION

We draw the attention of all trainers and volunteers to the various legislative and regulatory requirements that apply to the College's activities, and particularly in the areas of access and

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equity, child protection, anti-discrimination and harassment, and workplace health and safety. All staff and trainers including volunteers are required to be familiar with these requirements as they relate to their jobs, and to observe them at all times. Relevant legislation information listed below can be accessed from the following website www.legislation.nsw.gov.au

- Anti-Discrimination Act 1977.
- Work Health and Safety Act 2011.
- Vocational Education and Training (Commonwealth Powers) Act 2010 no.131
- Privacy and Personal Information Protection Act 1998.
- Children and Young Persons (Care and Protection) Act 1998.

19. ACCESS AND EQUITY

The College strives to ensure that adults have access to our courses and services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.

All trainers, staff and volunteers are expected to demonstrate and encourage a positive image and attitude towards people with disabilities to enable them to participate in our courses and activities. Equal access and support will be provided wherever practicable, within the restraints of our resources.

The Disability Standards for Education <http://www.education.gov.au/disability-standards-education>
These Education Standards clarify the obligations of education and training providers.

Students with a disability are asked to identify that disability on enrolment if they require assistance and the College will in most cases be able to accommodate their needs, for example access to the classroom, assistive technology, alternative forms of resources. In such cases the trainer will be advised of the special arrangements.

However, should a trainer find that they have a student with a disability in their class, without prior notification, they should endeavour to accommodate the student and notify the Training Manager or administration staff as soon as possible.

20. PRIVACY

The College is committed to maintaining the confidentiality, integrity and security of all personal information entrusted to it in the normal course of its work. Accordingly, trainers will respect students' and others' rights to privacy and shall not communicate personal information to others without the written permission of the person concerned.

Student telephone numbers and addresses will not be included as part of the class roll. Trainer's phone numbers or addresses will not be given to students. However, a student's request to speak to a trainer will be passed on by a member of staff.

For further information on privacy please refer to our Privacy Policy OSS009.

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21. PROFESSIONAL DEVELOPMENT OPPORTUNITIES

- **Internal Learning Opportunities:** There is no limit to the number of internal work related courses an employee may undertake. One course per term, at 50% of the advertised price, is available to staff and trainers (dependent on course numbers). This does **not** include full Certificate courses. The offer of course attendance for employees is not transferable to other family members and the entitlement ceases when employment ceases. However, courses already commenced may be completed. An enrolment form is to be completed by the employee for all in house courses attended.
- **External Learning Opportunities:** All staff are encouraged to improve their professional skills and qualifications by accessing appropriate training from outside organisations. It is expected the need to assess external training/professional development will be identified during the employee's self-appraisal.
 - Trainers are able to access the Community College's Trainers and Assessors Network where you can participate in discussion forums and access stored documents. The website is cca.moodle.com.au
 - The Community Colleges also provide Validation opportunities face to face and online. They will take place 4 times per year training for both participants and facilitators will be scheduled. The sessions take place in the CCA Blackboard Collaborate room. Information on how to log into these sessions will be sent to you when you enrol to participate in a session. The Training Manager will forward the session dates when they are posted.
- **Professional Development Requirements:** SkillsLink Training complies with standard 1.16 with an annual schedule of quarterly professional development activities being available to all VET trainers and assessors. This is to ensure that professional currency as a VET trainer and assessor is being maintained. The payment for attendance at essential workshops will be in accordance with Accredited Trainer and Assessor Professional Development P017 "other staff activity" hourly rate under the Educational Services (Post-Secondary Education) Award 2010. http://www.fwc.gov.au/documents/modern_awards/pdf/MA000075.pdf

22. POLICIES AND PROCEDURES

The College Policies and Procedures are available from our College management system. Policies include but are not limited to the following:

- | | |
|---|--|
| <input type="checkbox"/> SkillsLink Training Policy Statement | <input type="checkbox"/> Risk Management |
| <input type="checkbox"/> Code of Practice | <input type="checkbox"/> Advertising & Promotion |
| <input type="checkbox"/> Code of Conduct | <input type="checkbox"/> Child Protection |
| <input type="checkbox"/> Access and Equity | <input type="checkbox"/> Induction of Staff & Trainers |
| <input type="checkbox"/> Student Rights & Responsibilities | <input type="checkbox"/> Harassment |
| <input type="checkbox"/> Assessment & Appeals Processes | <input type="checkbox"/> Records Management |
| <input type="checkbox"/> Complaints & Grievance Policy | <input type="checkbox"/> Privacy Policy |
| <input type="checkbox"/> Drug & Alcohol Policy | |

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23. NO SMOKING POLICY

SkillsLink Training is a smoke free workplace. Smoking is not permitted in any part of the premises or the common property outside the building.

24. MOBILE PHONES

Unless for emergency reasons, trainers and students are requested to turn mobile phones off whilst in the classroom as unnecessary calls become a distraction to learning.

25. TRAINER CODE OF CONDUCT AND ETHICS

The Trainer Code of Conduct and Ethics must be read, signed and returned to the Administration Office prior to the commencement of your first class. ***Your Trainer Application for Payment form will not be processed until the signed Trainer Code of Conduct and Ethics form is received.***

26. STUDENT RIGHTS, RESPONSIBILITIES AND CODE OF CONDUCT

The *Student Handbook* is available from Reception and on our website www.skillslinktraining.com.au. Please ensure that all students in your class have access to a recent copy of this publication.

The following information is provided to students in the *Student Handbook* regarding their rights, responsibilities and code of conduct:

As a student enrolled in SkillsLink Training, it is recognised and acknowledged that:

- You have a right to have your learning needs met by the trainer within the scope of the competencies of the course.
- You will be treated with respect and provided with a safe learning environment. All people have human worth and dignity and must be respected. You are expected to treat those you come into contact with, whether student/Trainer/administration staff, with dignity and fairness. In an adult learning environment, we recognise that we are all different and have different views on politics, religion and matters of community interest. We acknowledge the experience and life skills which adults bring to the class.
- Students with a disability are to receive support and positive approaches which will focus on their abilities and allow them to reach maximum potential.
- You have a right to learn in an appropriate environment and that all people using the College services have a right to be free from any form of harassment and/or discrimination.
- You have the right to expect a competent and appropriately qualified trainer and achieve the expected course outcomes.
- You have the right to one re-assessment if the competency is not achieved first time.
- Course evaluations will be presented to you for feedback. These are confidential and help us to improve existing services and introduce new services to meet the demand of our community. Your time completing our evaluations is greatly appreciated.

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- Students are required to record their attendance by initialing the square on the Attendance Sheet for each training session they are present, for the duration of their course.
- Students are required to dress appropriately, keeping in mind the nature of the course they are attending. Dress should reflect industry and community standards.
- Students are required to come to class sober and free from the influence of illegal drugs.
- Students are to pay all fees and charges associated with the course. Should this cause hardship you can discuss the matter with the Customer Relations & Office Coordinator and other payment arrangements may be possible.
- Students have a right to a refund of course fees in accordance with the refund policy.
- Students are to report all injuries or incidents of harassment by another student or trainer promptly to your trainer or the General Manager respectively.
- Students have the right to normal privacy afforded all citizens in personal matters.
- Students are responsible for personal possessions while attending the course.
- Each student is expected to take responsibility for cleaning and tidying their work area at the end of each session and assisting with general class/venue tidying.
- The Policy and Procedures of the College are available for perusal through Reception.

27. STAFF DISPUTE RESOLUTION PROCEDURE

The policy and procedure for the resolution of a dispute is set-out in the *Complaints Handling Policy P005*. The Policy distinguishes between alleged 'serious' and 'not serious' breaches of legislation, policy and procedure. For the 'not serious' breaches a negotiation procedure will be used that requires the two parties to attempt to resolve any dispute.

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APPENDIX

SkillsLink Training Policy Statement
Organisational Chart
Management Committee
Code of Practice
Student Discipline Process
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