



Electricity Training & Development

Student Handbook

Electricity Training and Development Pty Ltd

Unit 39 / 11 Bryants Road, Dandenong South 3175

Registered Training Organisation #21439



Created By

Name	Title
Keith Scott	Training Manager

Versions, Editions and Updates

Date	Name	Changes
27/05/15	Keith Scott	Draft Version Created
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Contents

WELCOME TO ELECTRICITY TRAINING & DEVELOPMENT.....	4
ELECTRICITY TRAINING & DEVELOPMENT CONTACT DETAILS	4
ELECTRICITY TRAINING & DEVELOPMENT – OUR VALUES	5
SCOPE OF NATIONALLY RECOGNISED QUALIFICATIONS	6
TRAINING INDUSTRY LEGISLATIVE & REGULATORY REQUIREMENTS	8
THE AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA).....	8
VET QUALITY FRAMEWORK.....	8
NATIONAL RECOGNITION.....	8
CONTINUOUS IMPROVEMENT	9
RISK MANAGEMENT.....	9
ELECTRICITY TRAINING & DEVELOPMENT CODE OF CONDUCT.....	9
LEGISLATION.....	10
ACCESS AND EQUITY.....	10
RECORDS MANAGEMENT	11
INFORMATION PRIVACY	11
ACCESS TO RECORDS.....	11
OCCUPATIONAL, HEALTH & SAFETY	12
DRUGS AND ALCOHOL AWARENESS POLICY	12
LEARNING AND ASSESSMENT.....	13
PARTICIPANT SUPPORT WITH LANGUAGE, LITERACY AND NUMERACY.....	13
ASSESSMENT	14
RECOGNITION OF PRIOR LEARNING	14
CREDIT TRANSFER.....	15
COMPLETION	15
KEY PERSONNEL INVOLVED IN TRAINING	16
YOUR TRAINER.....	16
THE TRAINING MANAGER.....	16
NCVER	16
STUDENT RESPONSIBILITIES.....	17
EMPLOYER’S RESPONSIBILITIES.....	17
APPEALS, COMPLAINTS AND GRIEVANCE.....	18
FORMAL APPEAL/COMPLAINT/GRIEVANCE PROCESS.....	19



GRIEVANCE APPEALS COMMITTEE	20
STUDENT MISCONDUCT – UNACCEPTABLE BEHAVIOUR	21
DISCIPLINARY PROCEDURE FOR COURSE PARTICIPANTS	22
ADDITIONAL INFORMATION	23
APPENDIX 1 - APPEALS, COMPLAINTS AND GRIEVANCE FORM	24
APPENDIX 2 – RECOGNITION OF PRIOR LEARNING APPLICATION FORM	25



Welcome to Electricity Training & Development

Electricity Training & Development Pty Ltd is a privately owned Registered Training Organisation (RTO # 21439) specialising in the provision of training services to the Electrical Supply Industry.

Founded in 2000, ETD has steadily expanded its training role within the Electrical Supply Industry building a reputation for providing a prompt, efficient and personalised service.

We currently employ a team of specialised professionals who are dedicated towards assisting our clients on their individual or group journey to maintain currency or improvement of skills demanded by the Electrical Supply Industry sector.

Electricity Training & Development (ETD) aims to provide a range of personalised quality training services to the Electrical Supply Industry throughout Victoria, South Australia, Tasmania and New South Wales, and to its associated industries such as the Cable Television, Civil Works, the Building and Construction Industries and a vast array of contractors servicing the Electrical Supply Industry.

Electricity Training & Development Contact Details

Trading Name:	Electricity Training & Development Pty Ltd	
ABN:	97 094 408 563	
Location:	Unit 39, 11 Bryants Road Dandenong South, Victoria, 3175	
Post:	P.O. Box 2511, Rowville, Victoria, 3178	
Telephone:	(03) 9793 9554	
Fax:	(03) 97949553	
Web Site:	www.etd.net.au	
Email:	General enquiries	training@etd.net.au
	Administration and accounts	admin@etd.net.au

Electricity Training & Development is a Registered Training Organisation (No. 21349) recognised by the Victorian Registration and Qualification Authority (VRQA), meeting the requirements of the Australian Quality Training Framework (AQTF) and approved to deliver accredited training as listed within our scope of registration.

This is available for viewing at www.asqa.gov.au



Electricity Training & Development – our Values

At ETD we believe and practice our values every day. To a large extent, it is what gets us out of bed in the morning.

We base everything that we do on these values and by doing so make a positive contribution to the participants in every one of our training programs.

Those values are:

- Excellence,
- Passion,
- Innovation,
- Integrity,
- Adaptability,
- Stability, and
- Respect



Scope of Nationally Recognised Qualifications

Electricity Training & Development specialises in the following areas of training and assessment:

Code	Title	Extent	NSW	VIC	QLD	SA	WA	TAS	NT	ACT
AHCMOM213	Operate and maintain chainsaws	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CPCCWHS1001	Prepare to work safely in the construction industry	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HLTAID001	Provide cardiopulmonary resuscitation	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HLTAID003	Provide first aid	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RIIWHS204D	Work safely at heights	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RIIWHS205D	Control traffic with stop-slow bat	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RIIWHS302D	Implement traffic management plan	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UETTDREL14A	Working safely near live electrical apparatus as a non-electrical worker	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UETTDRI60A	Install and replace power system energy meters and associated equipment	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UETTDRRF01B	Apply ESI safety rules, codes of practice and procedures for work on or near electrical apparatus	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UETTDRRF02B	Perform pole top rescue	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UETTDRRF03B	Perform EWP rescue	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Code	Title	Extent	NSW	VIC	QLD	SA	WA	TAS	NT	ACT
UETDRRF04B	Perform tower rescue	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UETDRRF05B	Perform rescue from switchyard structures at heights	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UETDRRF06B	Perform rescue from a live LV panel	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UETDRRF07B	Perform cable pit/trench/excavation rescue	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UETDRRF08B	Perform EWP controlled descent escape	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UETDRRF09B	Apply access procedures to work on or near electrical network infrastructure	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UETDRRF10B	Provide first aid in an ESI environment	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UETDRRF11A	Testing of connections to low voltage electricity networks	Deliver and assess	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Training Industry Legislative & Regulatory Requirements

Electricity Training & Development must ensure it complies with the conditions of its registration throughout the period of its registration. These conditions can include those that apply to all RTO's and are described within the **National Vocational Education and Training Regulator Act 2011**, and those imposed by **ASQA** on the registration of a particular RTO.

The Australian Skills Quality Authority (ASQA)

ASQA's functions include:

- Registering training providers as 'registered training organisations' (RTO's)
- Recommending RTO's as CRICOS providers—providers that can enrol international students
- Accrediting vocational education and training (VET) courses
- Ensuring that RTO's comply with the conditions and standards for registration, including by carrying out compliance audits.

VET Quality Framework

The VET Quality Framework is a set of standards and conditions that ASQA uses to assess whether an RTO meets the requirements for registration.

The VET Quality Framework comprises:

- The Standards for NVR Registered Training Organisations
- The Australian Qualifications Framework
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements.

National Recognition

The accredited courses of Electricity Training & Development are nationally recognised. Each course is developed and presented by industry and training professionals. This ensures that participants receive relevant, practical and up to date training and assessment



Continuous Improvement

Electricity Training & Development is committed to providing high quality service, with a focus on continuous improvement. We welcome, regularly collect and analyse feedback from Trainees/students, Trainers, staff, employers, industry representatives and other stakeholders, in order to review and improve our products and services, as well as policies and procedures

Risk Management

Electricity Training & Development has implemented a systematic and continuous improvement approach to the management of operations. This includes, however is not limited to:

- Strategic Planning
- Internal Audit Regime
- Policy / Procedural Manuals
- Continuous Improvement Register

Electricity Training & Development Code of Conduct

Electricity Training & Development is committed to providing a learning environment that values diversity, offers equal opportunity to all students and staff, and is free from harassment and discrimination. Electricity Training & Development students and staff can expect that, in applying to study, work and participate in any activity:

- They are not treated unfairly because of their sex, marital status, sexual orientation, race, disability, age, physical features, religious belief or activity, political belief or activity;
- They are not harassed (made to feel intimidated, offended or humiliated) because of any of the above grounds;
- They are not subject to sexual harassment;
- They receive appropriate flexibility e.g. Learning disability, or for a family or cultural responsibilities;
- Concerns regarding discriminatory treatment or harassment are dealt with promptly, fairly and impartially.

Students and staff are also expected to make sure their own behaviours do not result in other students or staff feeling intimidated, humiliated or offended.

Electricity Training & Development encourages and will support actions by students and staff who feel that they have experienced discrimination or harassment in any Electricity Training & Development activities.

Students and staff have the opportunity to lodge a grievance or complaint. See attached grievance and appeal forms



Legislation

As a minimum, Electricity Training & Development is governed by legal and regulatory requirements for:

- Educational and Training Reform Act 2006
- Public Records 1973
- Equal Employment Opportunity Act 2010
- Federal Anti-Discrimination Laws
- Disability Act 2006
- Working with Children Act 2005
- Occupational Health and Safety 2004
- Privacy Act 1998
- Copyright 1968
- Fair Trading 1999
- Fair Work Amendment Act 2012

Legislation is considered and referenced in all relevant policy and procedural areas as appropriate and included in the organisations self-assessment process for currency and implementation.

Access and Equity

In accordance with legislation, no individual will be discriminated against (and access to courses will not be limited) on the basis of:

- Sex
- Sexuality
- Relationship status
- Status as a parent or carer
- Pregnancy / Breastfeeding
- Race
- Religious or political conviction
- Disability
- Membership or non - membership of an association or organisation of employers or employees
- Age

All students will be treated in an ethical and responsible manner which promotes inclusiveness and is consistent with the National Training Package. The dignity and privacy of an individual will be respected at all times.



Records Management

Electricity Training & Development will ensure it complies with all applicable standards relating to the records management of its operations. Electricity Training & Development will ensure it complies with all of the applicable standards issued under the Public Records Act 1973 (Vic) by:

- Ensuring the security of all records in accordance with all applicable standards issued under the Public Records Act,
- Establishing a retention and disposal procedure in accordance with the Public Records Act and the “General retention and disposal authority for the records for higher and further education institutions”.

Information Privacy

Student records and personal information will be stored securely and confidentially in accordance with the Information Privacy Act 2000 and Electricity Training & Development Privacy Policy

Electricity Training & Development will retain all pertinent information collected by us and provided to us solely for the purposes of training, assessment, administration, compliance, statistical analysis, marketing, continuous improvement, complaint and/or conflict resolution.

Student files may be accessed by Electricity Training & Development staff directly involved with student welfare and or student results. Student files may also be accessed by an auditor appointed by ASQA, The Higher Education and Skills Group, the Market Monitoring Unit and any other registering body for the purpose of reviewing training participation and progress.

Access to records

You have a right to view your own files and may do so upon written request to the Training Manager. Access to a file by a third party other than as previously described can only be provided with your written consent.

Upon reasonable request and notice, and for an administration fee, Electricity Training & Development administrative staff shall provide you with access to your personal student records and reissue statements of attainment or qualifications achieved.



Occupational, Health & Safety

Electricity Training & Development will endeavour to provide healthy and safe learning environment. All students enrolled with Electricity Training & Development have both a moral and a legal responsibility for ensuring that his or her own work environment is conducive to good occupational health and safety by:

- Complying with all occupational health and safety instructions, policies and procedures.
- Ensuring that his or her own work environment is conducive to good occupational, health and safety.
- Not wilfully or negligently placing at risk the health and safety of any person
- Taking personal action to eliminate, avoid or minimise hazards of which he or she is aware.
- Seeking information or advice, where necessary, before carrying out new or unfamiliar work.
- Making proper use of all safety devices and personal protective equipment.
- Maintaining dress standards appropriate for the work being done
- Ensuring that appropriate protective clothing and footwear is worn, at all times.
- Being familiar with emergency and evacuation procedures and the location and use of emergency equipment (where appropriate).
- Complying with the instructions given by emergency response personnel, such as emergency wardens and first aiders.

Any OH&S matters, hazards, incidents or near misses are to be reported to Electricity Training & Development Training Manager.

Drugs and Alcohol Awareness Policy

All students enrolled at Electricity Training & Development will be required to comply with the Drug and Alcohol

- Students are not to attend training facilitated by Electricity Training & Development if they are adversely affected by alcohol or drugs.
- Students who are using prescription drugs that may affect their performance or safety are required to notify their Trainer/Assessor so that appropriate accommodations can be considered.
- Illegal drugs are not to be brought onto, consumed or administered on Electricity Training & Development or
- Electricity Training & Development client's premises.
- Any student found to be in breach will undergo disciplinary action as described in this handbook



Learning and Assessment

Electricity Training & Development acknowledges that you come to the program with a wealth of personal knowledge and life experiences.

You will be encouraged to identify your own learning needs and objectives and preferred strategies and schedule and exercise the maximum possible control over selection of learning materials, learning strategies and timing and type of assessment given the constraints of the course requirements.

To enable you to monitor and control you own learning, you will be given:

- Detailed information regarding learning objectives and clear explanations as to how successful achievement is to be recognised.
- Learning materials and activities that cater for a range of needs, (including differences in educational backgrounds, life experiences, facility with English, numeracy, gender, culture, age, location and disability).
- Frequent, clear and objective feedback as to progress.
- Time and opportunities to fix erroneous concepts and to practice partially mastered skills.

Where there is perceived difficulty in achieving learning goals, you will be provided information relating to possible alternative pathways to achieve goals, options/choices to overcome barriers and ways to access a supportive network.

Assessment is confidential and focuses on what you can do rather than cannot do. It is flexible, uses a variety of assessment tools and includes suggestions and negotiation about future goals/development.

Participant support with language, literacy and numeracy

On enrolment and during the training sessions Electricity Training & Development' Staff will identify individuals with any special learning requirements, such as Literacy and Numeracy.

Reasonable Adjustments can be made to enable participants to complete the course in most instances.

Where support is required beyond the training & support staff within Electricity Training & Development we will discuss the issue with the host employer and endeavour to link the participant into an Adult Education learning centre that specialises in Literacy & Numeracy. The cost of this service is to be negotiated between the Adult learning centre, employer, and the individual.



Assessment

In order for a unit to be deemed competent, you will be required to participate in an assessment. Electricity Training & Development has a range of methods to ensure you are assessed in the most fair and equitable manner.

The following is a list of methods you may be asked to participate in.

- Participate and complete activities
- Answer questions and participate in discussion
- Demonstrate skills

Recognition of prior learning

This is an assessment process that assesses an individual's formal and informal learning to determine the extent to which an individual has achieved the required learning outcomes, competency outcomes or standards for entry, and or partial completion of a qualification.

Electricity Training & Development promotes acknowledgment of 'non - traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The recognition of prior learning (RPL) process conducted by Electricity Training & Development is an assessment process, which provides acknowledgement of all skills and knowledge gained through the life experiences, work experience, previous training and formal education of applicants.

A variety of RPL assessment options will be available for you to identify whether you have achieved the necessary competencies/learning outcomes to the required standard in the relevant training course or program. Assessors will utilise prepared RPL kits or where applicable use the projects and activities from the standard assessment instruments whilst maintaining the RPL process. You will be provided the opportunity to provide evidence which is equivalent to projects and activities in the assessment. This evidence would primarily come from current job roles.

All assessment mechanisms will meet the requirements of the relevant Training Package or VET accredited course; conducted in accordance with the principles of assessment and the rules of evidence; meet workplace and, where relevant, regulatory requirements.

Information will be provided to you by the trainer/assessor; the information will include the assessment process as well as containing simple forms for you to fill out. From the information provided, the assessor will be able to gain a general understanding of the skills and experience you may have, as well as potential referee contacts.

Upon completion of the application form the assessor will determine the most appropriate avenue of assessment for recognition

All applications for RPL will be processed within 30 days of receipt of a completed application form with sufficient supporting evidence attached to enable a decision to be made regarding the granting of RPL



Credit Transfer

Credit Transfer is the term used for the procedure of granting credit to a student for educational experiences or courses undertaken. When applicants provide original certificates or certified copy of their Statement of Attainment and or Qualifications that they have completed at another Registered Training Organisation, Electricity Training & Development will be able to provide them with a Credit Transfer.

Completion

Upon successful completion of the course, you will have your passport stamped. It is your responsibility to ensure this occurs.

The Individual Training Report will be issued after the following steps have taken place:

- Your trainer will collate attendance and assessment paper work and will submit the material to administration.
- Training files will be audited for all evidence and completed paperwork.
- Data entry of results into VetTrak will be done by administration
- Student reports will be generated and despatched.
- Statements of attainment and Traffic Cards are issue (only where applicable)
- Invoices for the completed training will be despatched



Key Personnel Involved in Training

The course that you are enrolled in involves not only yourself and your trainer, but also your employer, and Electricity Training & Development.

Your Trainer

All trainers at Electricity Training & Development have experience in workplace training and assessment. Your trainer will be your main point of contact.

The Training Manager

If you ever have any queries regarding training or you have any issues with your trainer, you can let the training manager know by way of a confidential conversation (03 9793 9554) or by following the Appeals, Complaints and Grievance procedures as stated in this manual.

NCVER

Electricity Training & Development must participate in the National Student Outcomes Survey, managed by the National Centre for Vocational Education and Research (NCVER), by providing the Higher Education and Skills Group Statistical Data as described by the guidelines.

You may also be requested to participate in a “Learner Questionnaire”, this data will be provided to the registering body as per the Data Provision Legislative Instrument requirements.



Student Responsibilities

To make sure you get the most benefit out of the training, Electricity Training & Development encourages all trainees/students to:

- Contact your trainer at the earliest possible convenience if a session needs to be cancelled or re-scheduled
- Prepare and revise previous training lessons
- Complete any activities, questions and workplace project/s set by your trainer as agreed by you and your trainer
- Apply the skills learned in the training sessions to your work tasks

Please remember to bring your passport to each session as it is required to record your training and assessment!

Employer's Responsibilities

Where applicable your employer is expected to do everything in their power to assist you in completing this course.

This includes, but is not limited to:

- Giving you time required to do the training
- Giving you the opportunity to fulfil your workplace based delivery obligations
- Making sure there is somewhere appropriate to do the training
- Ensure appropriate training facilities are available.



Appeals, Complaints and Grievance

Appeal: In law, an appeal is a process for requesting a formal change to an official decision.

Complaint: A statement that a situation is unsatisfactory or unacceptable.

Grievance: An official statement of a complaint over something believed to be wrong or unfair.

Formal Appeal/Complaint/Grievance: A grievance, complaint or appeal is deemed to be a formal grievance, complaint or appeal when it is made in writing

Despite all efforts to provide excellence in its services to its students and clients, Electricity Training & Development acknowledges that complaints may arise that will require formal resolution.

Electricity Training & Development shall ensure that all complaints received will be given top priority and consideration, with the objective to reach a resolution.

Students and clients of Electricity Training & Development have the right to present a complaint and to appeal any decisions (including assessment decisions), and to be treated fairly in the process.

All complaints and appeals will be treated confidentially, involving only those who need to know, and only with the complainant's permission.

If a student/client is dissatisfied with any aspect of the course they are undertaking, they should:

- First discuss it with their Trainer/Assessor. If this is not appropriate, discuss it with the Training Manager.
- If the Training Manager and student/client are unable to resolve the dispute, or it is not appropriate that the Training Manager deal with it, the matter should be referred to the CEO of Electricity Training & Development.



Formal Appeal/Complaint/Grievance Process

In the event of a formal complaint or appeal, the following steps will be taken:

- Formal complaints and appeals will be made via the Appeals Complaints and Grievances Form.
- Where the complainant chooses to, they may opt to not complete the provided form and instead provide details of this complaint in writing or verbally. When the complaint is made verbally it is the responsibility of the staff member to keep a record of this conversation.
- The 'Appeals, Complaints and Grievances form' will be located in each student's handbook, employer handbook, our website and upon individual request.
- The 'Appeals, Complaints and Grievances form' is to be addressed to the appropriate Manager of Electricity Training & Development. Upon receipt of the complaint, the Manager will investigate within 5 working days, and the complainant will be notified of the result of the investigation within 7 working days.
- The Manager will provide the appellant/complainant with a response to the complaint within 7 working days including reasons for the decision/s made with reference to their complaint form.

Where a grievance cannot be resolved through discussion and conciliation Electricity Training & Development acknowledges the need for an appropriate external and independent agent to mediate between the parties.

- Should the appellant/complainant not be satisfied with the outcome of their complaint/grievance, they can appeal to Electricity Training & Development's Grievance Appeals Committee.
- This committee will include senior staff members of Electricity Training & Development.



Grievance Appeals Committee

The complainant will be provided the opportunity to formally present their case.

The complainant bringing the complaint or appeal has the right to be supported by a person of their choice during the process.

Once a decision regarding the complaint or appeal has been made, it will be discussed with the complainant, and reasons for the decision put in writing to the complainant and others as applicable.

The complaint or appeal and the outcome will be recorded, dated and stored on the complainant's individual file, and also within the folder managed and maintained by the Training Manager for continuous improvement.

The complainant also have the right to take complaints or grievances to external agencies if, after following Electricity Training & Development's internal procedures, the complainant still believe Electricity Training & Development is in breach of its legal requirements. The complainant can submit a complaint to ASQA by completing the 'Complaint about a training organisation operating under ASQA's jurisdiction' form.

[http://www.asqa.gov.au/complaints/making - a - complaint.html](http://www.asqa.gov.au/complaints/making-a-complaint.html)

Continuous Improvement Actions initiated by the complaint shall be noted on the 'Continuous Improvement Register' and utilised in the 'Internal Audit Review' of Electricity Training & Development's Policies and Procedures.



Student Misconduct – Unacceptable Behaviour

Plagiarism: is the presentation of the works of another person/other persons as they are one's own - failing to properly acknowledge that person/those persons

Collusion: Is the act of a student presenting work which is the outcome of working with others as his or her own

Cheating: is the practice of deceptive acts for the purpose of obtaining competency result in any assessment event. Cheating includes assisting another student to deceptively obtain a competency result.

Co-operative Learning: Is the formal process of students interacting to enhance their learning outcomes and is encouraged

Trainers Responsibilities

Trainers must know and consistently implement the policy of Electricity Training & Development regarding plagiarism

- Trainers must provide information to students regarding referencing
- Trainers must ensure that students understand the definitions provided in this policy
- Trainers must be vigilant and detect plagiarism

Students Responsibilities

- Students must understand and comply with this policy
- Students must ensure all sources of information are referenced
- Students must take reasonable precautions to ensure work cannot be copied

If a Student plagiarises:

Electricity Training & Development will automatically issue the Student with a Not Competent for the subjects and/or unit/s of competency under assessment and request the student provide evidence of their own competency.

- If the student is found to have plagiarised on more than one occasion the Training Manager of Electricity Training & Development will intervene and determine if a suspension or cancellation of enrolment is required

Appeals can be lodged using Electricity Training & Development Appeals, Complaints and Grievance Procedure



Disciplinary procedure for course participants

The following information outlines the procedures to be followed when codes of conduct or performance by participants are below the accepted standards of Electricity Training & Development.

Minor occurrences

Typically, discipline required from minor incidences and occurrences will be in the form of informal oral warnings. The trainer/assessor should have a full discussion with the participant regarding the issue and will give the participant an opportunity to respond or provide additional information.

Even though informal warnings are verbal, each one will be noted on the student file. This will include, date, time and reason for warning.

Formal Disciplinary Action

Where the incident or occurrence is considered beyond a minor breach or is an ongoing minor breach that has not been suitably rectified, as part of moving to formal discipline, the trainer/assessor will:

- Hold a discussion in private with the participant. The trainer/assessor should state the problem clearly and allow the participant to respond.
- Identify the problem/issue with all parties involved, including those who have been witness to the breach.
- Follow - up with the participant after all the information has been gathered, to report the findings. If the trainer/assessor intends to move forward to formal discipline, this should be communicated to the participant at this point.
- At this point the trainer or assessor should include a brief statement of the problem/issue and the expectations of Electricity Training & Development, details of the time and place where the meeting to be held between the participant, trainer and Electricity Training & Development' manager.
- Provide written notification of intention to move to formal action within 48 hrs.

Another discussion will take place in the presence of a manager where a written report will be tabled that should be identified as a disciplinary warning. The report will describe in detail the circumstances that prompted its writing, date, time, and location, what was said, heard or observed, indicate why the behaviour is unacceptable, review the decisions reached during the discussion regarding how the participant should correct the problem.

State that if the behaviour continues, additional corrective measures may be taken, which may result in the expulsion from the training program, etc.

At any point of the disciplinary process the participant wishes to raise a grievance, he/she should lodge a formal complaint using the Appeals, Complaint and Grievance Form.



Additional Information

For more information regarding any subject covered or not covered in this document, please request to view our Policy and Procedures documentation.

ADDITIONAL USEFUL CONTACTS

ASQA info line on 1300 701 801

Making a complaint to ASQA

To make a complaint about an RTO, please complete the **Complaint about a registered training organisation form**. You can submit the form by emailing complaintsteam@asqa.gov.au

Alternatively you can print and fill out the form, and post it to:

Complaints team
Australian Skills Quality Authority
GPO Box 9928
Melbourne VIC 3001

Victorian Training Awards - (+61 3) 9651 4677

Enquiries about the Victorian Training Awards including applications, sponsorship and event details <http://www.education.vic.gov.au/about/awards/Pages/vta.aspx>

Work Cover - Assists with workplace violence and harassment and related compensation claims. 1800 136 089 or www.workcover.vic.gov.au

Taskforce - Drug and Alcohol www.taskforce.org.au

Homeground - Housing www.homeground.org.au

Headspace - Personal support, mental health and advice www.headspace.org.au

AMES - Language, Literacy, numeracy support www.ames.net.au

Anglicare - Family services – www.anglicarevic.org.au

North Yarra Community Health Services Youth services – www.nych.org.au

Department of Health – Drug and Alcohol [DirectLine](http://www.directline.vic.gov.au) on 1800 888 236



Appendix 1 - Appeals, Complaints and Grievance Form

Electricity Training & Development – TOID 21439			
Appeals, Complaints and Grievance Form			
Name of Person Reporting:		Company (if applicable):	
Reported To:	Please Tick a Box (right) to Nominate the Type of Issue(s)	Appeal:	<input type="checkbox"/>
		Complaint:	<input type="checkbox"/>
		Grievance:	<input type="checkbox"/>
Date:			
Description of Issue:			
Expected Outcome:			
Action already taken by person reporting issue:			
Appellant / Complainant	Signed:	Dated:	
Manager	Signed:	Dated:	



Appendix 2 – Recognition of Prior Learning Application Form

Electricity Training & Development – TOID 21439		
Recognition of Prior Learning Application Form		
1. You are seeking recognition in:		
2. Personal Details:		
Surname:		
Preferred Title: (e.g. Mr., Mrs., Miss, Ms)		
First Name/s:		
Other Names used:		
Home Address:		
Postal Address: (If not the same as home)		
Telephone Numbers:	Home:	Work:
	Mobile:	Fax:
Date of Birth: / /	
Age:		
Gender:	Male <input type="checkbox"/>	Female <input type="checkbox"/>
Are you a permanent Resident of Australia?	Yes <input type="checkbox"/>	No <input type="checkbox"/>



3. Current Employment		
Are you currently Employed?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If Yes, Who is your employer?		
4. Armed Forces Details (if applicable)		
Branch of Service		
Trade Classification on Discharge		
5. Further Training		
Have you undertaken any training courses related to the recognition applied for?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If you answered Yes to the previous question		
Please provide details		
Completion Date: (month, year)		
Country where training occurred:		
Name of Institution:		



6. Details of information you wish to provide to support your application:

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7. Professional Referees (must be relevant to your application)

Referee One:

Name:	
Position:	
Organisation:	
Telephone Number:	
Email Address:	

Referee Two:

Name:	
Position:	
Organisation:	
Telephone Number:	
Email Address:	



8. RPL Applicant Employment History Form					
Name, Address, and Contact Number of Employer	Period of Employment (DD/MM/YYYY)		Position Held	Full Time Part Time Casual	Description of Major Duties
	From	To			
1.					
2.					
3.					

If you are including documents with your application, attach them to this page, and please provide a brief description in the table below:

Document Description (e.g. Resume, Photo's, Awards, etc.)	OFFICE USE ONLY: Assessor to use this section to align documents to specific competencies and identify key questions for competency conversation.

Declaration:

I declare that the information contained in this application is true and correct and that all documents are genuine.

Candidate Signature: Date: